



EDWARD DE BONO'S SIX THINKING HATS: A Practical Toolkit for Cultivating Harmonious Team Dynamics and Delivering Impactful Outcomes

Ascend 360°

SEED TO SUCCESS (S2S)

Course Overview

This course provides a comprehensive introduction to Edward De Bono's Six Thinking Hats framework, enabling participants to enhance their problem-solving, decision-making, and communication skills through parallel thinking. The program culminates in a practical application of the hats to a real-world customer experience and operational excellence challenge in the industry.

Key Outcomes

This course is designed and aligned with Bloom's Taxonomy to reflect the comprehensive knowledge, and skills participants will gain:

- 1) Explain the role and purpose of each of the Six Thinking Hats in problem-solving and decision-making.
- 2) Apply the Six Thinking Hats framework to analyse complex organisational challenges and gathering diverse perspectives.
- 3) Create or propose innovative and actionable strategies for enhancing customer experiences and service quality through the structured application of the Six Thinking Hats.



Time	Day 1: Introduction to Hats (White, Red, Black)
9.00am - 10.30am	Module 1 - Introduction to Six Thinking Hats & White Hat 1) Concept of Parallel Thinking – Purpose and Benefits 2) The Blue Hat: Organization, Process Control and Metacognition 3) Setting the Agenda and Focusing the Discussion 4) Summarizing and Concluding.
10.30am - 11.00am	Coffee Break
11.00am - 1.00pm	Module 2 - Red Hat 1) The Red Hat: Emotions, Feelings, and Intuition 2) Expressing Feelings Without Justification 3) Valuing Intuition and Gut Reactions 4) Emotional Intelligence in Decision Making
1.00pm - 2.00pm	Lunch
2.00pm - 3.30pm	Module 3 - White Hat 1) The White Hat: Facts, Figures, and Information 2) Johari Window 3) Information Gathering and Objective Data 4) Identifying Gaps in Information
3.30pm - 4.00pm	Tea Break
4.00pm - 5.00pm	Module 4 - Reflective & Exercise Wrap-up 1) Recap of Blue, White, and Red Hats 2) Short group exercise on a simple scenario applying the three hats – Use Case 1 3) Discussion on the benefits observed 4) 4. Q&A session

Time	Day 2: Advanced Hats (Yellow, Green, Black) & Industry Application
9.00am - 10.30am	Yellow Hat 1) The Yellow Hat: Optimism, Benefits, and Value 2) Identifying Advantages and Positive Aspects 3) Constructive and Positive Thinking 4) Exploring Opportunities and Solutions
10.30am - 11.00am	Coffee Break
11.00am - 1.00pm	Green Hat 1) The Green Hat: Creativity, New Ideas, and Possibilities 2) Brainstorming and Divergent Thinking 3) Lateral Thinking Techniques 4) Innovation and Alternative Solutions
1.00pm - 2.00pm	Lunch
2.00pm - 3.30pm	Black Hat 1) The Black Hat: Caution, Risk, and Critical Judgment 2) Identifying Flaws and Weaknesses 3) Risk Assessment and Potential Problems 4) Constructive Criticism and Prudence
3.30pm - 4.00pm	Tea Break
4.00pm - 5.00pm	Reflective & Exercise Wrap-up 1) Recap of Blue, White, and Red Hats 2) Short group exercise on a simple scenario applying the three hats – Use Case 1 3) Discussion on the benefits observed 4) Q&A and preparation for Day 2

Time	Day 3: Organisational Optics, Presentation & Wrap-up
9.00am - 10.30am	Organizational Optics – Six Thinking Hats 1) Customer 2) Business 3) Team 4) Individual
10.30am - 11.00am	Coffee Break
11.00am - 1.00pm	Sequence and Strategies of Six Thinking Hats 1) Ideation 2) Solving Problems 3) Process Improvement 4) Strategic Planning
1.00pm - 2.00pm	Lunch
2.00pm - 3.30pm	Case Study – Leveraging AI in Six Thinking Hats 1) AI Prompt for Information – White Hat 2) AI Prompt for Benefits – Yellow Hat 3) AI Prompt for Criticism or Risk – Black Hat 4) AI Prompt for Creativity – Green Hat and others
3.30pm - 4.00pm	Tea Break
4.00pm - 5.00pm	Course Wrap-up & Action Planning 1) Summary of key takeaways 2) Discussion on integrating Six Thinking Hats into daily work processes 3) Individual action planning: How to apply the hats in their own context 4) 4. Q&A and feedback



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