

Problem Solving and Critical Thinking for today's modern Risk Professional

Prepared by Intuition



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A photograph of two businesswomen, one white and one Black, both smiling and looking at a tablet held by the white woman. They are in an office setting. The image is partially obscured by a dark blue overlay on the right side of the slide.

Executive Summary

Organizations are looking to implement a program to enhance the problem solving and critical thinking skills of their Risk professionals, enabling them to act as trusted business partners. The initiative focuses on shifting from risk avoidance to intelligent risk taking, empowering teams to become proactive enablers of business growth.

Intuition are well equipped to be the expert partner in this journey, bringing deep experience in developing critical thinking and risk capability programs that drive measurable business impact through practical, solution-focused learning.

The Learner Journey

Welcome Message
From **Program Stakeholders**

Main roll-out

Delivery of main roll-out:
Consistent materials, exercises delivered by team of Intuition faculty

CPD

Dependant on feedback from groups and observable ROI

Pilot Phase

Pilot workshop delivery:
Feedback incorporated into main roll-out

Intuition Interaction and Support

Workshop Outline (Half day)

Key Focus: Shifting from 'blocker' to 'business enabler' through solutions orientated thinking

1. Intro (30 mins)

- Re-positioning risk as a strategic problem solver
- Scenario-based *ice-breaker* to prompt discussions
- Recap of key themes:
 - linking critical thinking and structured decision making into delivering measurable business performance
 - positioning risk advisers to drive value and trust by being "solution driven" vs "rule enforcers"

2. Moving from Risk Avoidance to Risk Intelligence (45 mins)

- Understanding broader concepts of risk (strategic, behavioral, reputational)
- Moving from compliance checklists to informed risk taking
- Common blockers to problem-solving in risk teams
- *Real-world case studies* where risk teams added (or could have added) measurable value

3. Practical Problem-Solving Frameworks (60 mins)

- Practical application examples of core tools; root cause, 5 why's, decision trees)
- Structuring risk conversations to drive resolution rather than escalation
- Balancing trade-offs between risk and opportunity
- *Team exercise*: Cross-functional risk scenario, teams to identify root cause, propose actions and business opportunity/benefits

4. Impactful Communication (45 mins)

- How to share risk insights with non-risk audiences
- Best practices in storytelling with data
- Shifting the communication language from control to advisory
- Managing high-pressure environments where decisions are critical

5. Embedding a Problem-solving Culture across teams (30 mins)

- Compliance-only to risk intelligence mindsets
- Making critical thinking part of everyday risk routines
- Best practice in rewarding 'constructive challenge' and curiosity

Measuring Success & ROI

Objective

As part of the program, measuring success will be key, with clear indicators of impact expected across both behavioral and business outcomes. We would anticipate seeing measurable ROI through faster decision making, improved business satisfaction, increased effectiveness and reduced escalation, greater stakeholder trust and engagement, and a stronger proactive risk culture built on accountability and intelligent risk taking.

Measurable ROI

- Faster decision making, improved business satisfaction (problem solving mindset)
- Increased effectiveness and reduction in escalation (critical thinking)
- Increased stakeholder trust and engagement (communication & influence)
- Stronger pro-active risk culture and accountability (cultural embedding)

About Intuition

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