<table>
<thead>
<tr>
<th>CCS Category</th>
<th>Thinking Critically</th>
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<tbody>
<tr>
<td>CCS Description</td>
<td>Adopt diverse perspectives in combining ideas or information and making connections between different fields to create different ideas, improvements and solutions</td>
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<table>
<thead>
<tr>
<th>CCS Proficiency Description</th>
<th>Basic</th>
<th>Intermediate</th>
<th>Advanced</th>
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<tbody>
<tr>
<td>CCS-CTH-B002-1</td>
<td>CCS-CTH-I002-1</td>
<td>CCS-CTH-A002-1</td>
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**Knowledge**
- Process analysis techniques
- Types of information collection tools
- Ideation techniques
- Experimentation techniques
- Problem solving techniques
- Brainstorming techniques
- Lateral thinking techniques
- Impact measurement techniques

**Abilities**
- Employ process analysis techniques to review current work processes and identify potential improvement areas
- Collect information related to potential new ideas, improvements or solutions using a variety of identified tools
- Apply lateral thinking techniques to improve current ways of performing work activities
- Share inputs during brainstorming sessions to support the generation of ideas
- Conduct experiments to test ideas, improvements or new solutions in own work areas
- Collect information to monitor implementation of ideas, improvements or new solutions against impact criteria

**Basic**
- Connect ideas or information to propose and test ideas, improvements and solutions which challenge current assumptions or ways of working

**Intermediate**
- Integrate multiple ideas and information from across various fields to develop solutions and new ways of working which address specific issues and deliver impact

**Advanced**
- Cultivate a culture of innovation and creativity across the organisation to push boundaries and reshape goals and possibilities

**Knowledge**
- Research and information collection approaches and processes
- Strategies for managing creative processes
- Techniques for developing imagination
- Visualisation techniques
- Types of innovation drivers
- Types of barriers to creativity
- Convergent and divergent thinking techniques
- Strategies to evaluate impact of new ideas, improvements or solutions

**Abilities**
- Identify the desired outcomes of creative thinking processes
- Analyse improvement areas to prioritise work areas for action
- Develop resource and information collection approaches and processes for identified improvement areas
- Facilitate exercises with different stakeholders to enable the generation of ideas and imaginative solutions
- Integrate convergent and divergent thinking techniques to develop new approaches, ideas or solutions
- Collaborate with internal and external stakeholders to consider how ideas, improvements or new solutions from other areas can be applied to different contexts
- Deploy visualisation techniques to communicate proposed new ideas, improvements or solutions
- Design experiments to trial the implementation of ideas, improvements or solutions
- Design criteria to measure impact of new ideas, improvements or solutions
- Analyse outcomes of experiments using an iterative process to continuously improve the implementation of ideas, improvements or new solutions

**Advanced**
- Strategies to create a safe space for creative exploration and experimentation
- Storytelling techniques
- Innovation management strategies
- Strategies to evaluate lateral, convergent and divergent thinking techniques
- Emerging applications of innovation or creative solutions across industries
- Strategies to drive the continuous improvement of the creative processes

**Knowledge**
- Champion organisation’s creativity and innovation goals
- Foster an organisational culture that encourages creative imagination, experimentation and innovation
- Synthesise research and information from various sources within the organisation to determine potential synergies or opportunities for organisation-wide innovation initiatives
- Evaluate the implementation of lateral, convergent and divergent thinking techniques to design “out-of-the-box” ideas, improvements or solutions which push the boundaries and solve problems
- Engage with internal and external stakeholders to communicate compelling narratives and rationale for implementing new ideas, improvements or solutions
- Evaluate outcomes of design experiments to recommend new ideas, improvements or solutions to be implemented across the organisation
- Evaluate emerging applications of innovations or solutions across industries to determine any relevant applications within own organisation
- Establish strategies to analyse the effectiveness of creative processes across the organisation