



**HIGH
BRIDGE**
ACADEMY

Course Syllabus

HIGH PERFORMANCE MINDSETS

COURSE OVERVIEW

This course is designed to equip aspiring business professionals with the essential mindsets and problem-solving skills required in the dynamic workplace of the 2020s. Merging principles from psychology and business, it offers a comprehensive understanding of how to approach complex business cases, like the Squarebucks case study, with a high-performance mindset. Participants will learn to analyze business situations, structure problems effectively, and develop solutions with a focus on critical thinking, resilience, ownership, and inquisitiveness.

Module 1: Understanding High-Performance Mindsets

Objective: To introduce the concept of a high-performance mindset in consulting, focusing on the integration of psychological principles in management consulting practices.

Key Takeaways	Example questions
<ol style="list-style-type: none">1. Introduction to Concepts: Insight into the diversity and background of business professionals, emphasizing the importance of psychological acumen in management.2. Case Study Analysis (SquareBucks): Hands-on experience with a real-life case study, involving a detailed analysis of business issues, revenue and cost structures.3. Critical Thinking and Problem Structuring: Mastery of structuring problems using driver trees/issue trees and applying critical thinking to dissect and solve complex business scenarios.4. Data Analysis: Training in clarifying objectives, segmenting data, and applying the 80/20 rule for prioritizing factors in business analysis.	<ul style="list-style-type: none">• How to approach a problem with an end-goal orientation?• How to use the hypothesis-driven approach and structuring skills in a real-world problem?• How to look for evidence for the hypothesis in a methodical manner?• How to reach conclusions with imperfect data?

Module 2: Real-World Application and Scenario-Based Learning

Objective: To apply the learned concepts and mindsets in real-world scenarios, enhancing participants' ability to handle actual work situations effectively and to delve deeper into the nuances of problem-solving, emphasizing advanced techniques and the importance of specific mindsets like resilience, ownership, and inquisitiveness.

Key Takeaways	Example questions
<ol style="list-style-type: none"> 1. Development of Resilience and Positivity: Strategies for maintaining resilience and a positive outlook in the face of client conflicts and project challenges. 2. Ownership and Accountability in Consulting: Fostering a sense of ownership over deliverables, balanced with realistic assessments of achievable goals. 3. Navigating Client Relations and Conflict Resolution: Techniques for managing stakeholders relationships, resolving conflicts, and harnessing inquisitiveness to improve work quality. 4. Case Study Reflection (SquareBucks): Revisiting the initial case study to apply advanced concepts and techniques learned throughout the course. 	<ul style="list-style-type: none"> • How to express critical thinking even if you are not asked to do so? • How to ensure you add value to every meeting you join? • How to remain positive facing adverse conditions? • Why you should not try to “play hero”?