Six Thinking Hats Method for Lateral Thinking in Software Development Organizational Problem-Solving Process

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Six Thinking Hats is a method that presents different thinking styles required by an individual while effectively analysing a given problem. The method gives different thinking perspectives used in a systematic problem-solving procedure using different coloured hats. By considering each coloured hat, one is able to focus on the different styles of thinking patterns and scopes associated with each coloured hat, so that the same problem can be analysed in different angles. This method supports lateral thinking and new outputs during problem-solving processes. So, the optimum solution for the considered problem can be found. In this paper, the researcher discusses how to adopt the Six Thinking Hats technique in an organizational problem-solving process. Each Six Thinking Hat is considered to be an independent entity in the thinking process and contributes to predominant personality trait classification with various categories of personnel. In such cases, thinking styles are also associated with these particular personnel/major decision-makers such as CEOs, directors, project managers, administrators, software developers and business analysts. This paper also considers the importance of the Six Thinking Hats method in individual and group thinking in solving software development organizational problems. The paper contains the attitudinal relationship in decision-making using the Six Thinking Hat technique, particular personality types associated with the thinking hats process, and use of this technique in organizational problem-solving Processes.

Keywords: Six Thinking Hats method, lateral thinking, managerial problem solving, organizational decision-making process