

**Name of the Faculty Member:** Dr. Mani Shreshtha  
**Name of Activity:** 6 Thinking Hats  
**Name of Course/PAPER:** Marketing of Services  
**Semester:** III

**Brief Description:** This is a group activity with a purpose to make the students think from different perspective about a given problem. The whole class is given a problem faced by a service manager while handling a customer. The whole group has to think as per the 6 thinking hats under the given limit. In this method, six color hats namely Blue, White, Red, Yellow, Black, and Green are considered. Each hat represents a distinct direction of challenging the problem. The color of the hat, act as a visual cue for the whole group to think about the same part of the problem at the same time. Faculty member generally acts as a facilitator for the activity. The purpose of the activity is to enhance the creative and critical thinking capability of the students to resolve real life problems.