

MANAGEMENT SKILLS WORKSHOP – COURSE INFORMATION

CRITICAL THINKING

Strategies for Decision Making

- ❑ Make Effective Decisions Based on Careful Evaluation
- ❑ Develop the Best Solutions to Problems
- ❑ Identify Key Issues Without Getting Sidetracked
- ❑ Use Critical Thinking to Write and Speak With Impact



What is the Course About?

In the workplace, challenges arise daily. We must find solutions to problems. Evaluate proposals, and make decisions large and small. Critical thinking skills help us determine our best course of action and the best methods for analyzing and judging the information presented to us.

This course provides step-by-step guidance in strengthening your critical thinking skills. First, you will learn what type of thinking doesn't work-emotional manipulation, deceptive reasoning, lazy thinking-these are all traps we sometimes fall into, or encounter at work. This course helps you recognize and handle these situations, and avoid pitfalls before you fall into them. You will then be introduced to different styles of critical thinking and how each works to deepen your understanding of the facts and information you have. This is especially important when evaluating the strength or validity of an argument. Is there sufficient evidence for the position? Are the sources reliable? What are the surrounding circumstances? Learn strategies for analyzing an argument and using your best judgment to make effective decisions.

Critical thinking is a factor in almost all of the conclusions and results we come to in the workplace and everyday life. Use the overall strategies described in this course and give yourself the best advantages for success.

The objectives of this course are:

1. To explain the differences between critical and non-critical thinking
2. To teach strategies for improving the thinking necessary to make effective decisions at work
3. To help readers understand how to evaluate the validity of arguments
4. To describe the role that evidence plays in supporting strong arguments and explanations
5. To demonstrate how to formulate effective explanations with solid information and reasoned hypotheses

CRITICAL THINKING

Contents

Part1: Understanding Critical vs. Non-Critical Thinking

- ❑ The Case for Critical Thinking
- ❑ Recognizing Deceptive Reasoning
- ❑ Detecting Emotional Manipulation
- ❑ Styles of Non-Critical Thinking
- ❑ Critical Thinking Styles
- ❑ Becoming a Critical Thinker

Part 2: Recognizing and Evaluating Arguments

- ❑ Defining Arguments
- ❑ Step 1: Pinpointing Issues
- ❑ Step 2: Identifying Arguments
- ❑ Step 3: Seeking Clarify
- ❑ Step 4: Understanding Context
- ❑ Step 5: Finding Credibility
- ❑ Step 6: Looking for Consistency
- ❑ Step 7: Judging Arguments
- ❑ Presenting Ideas Powerfully

Part 3: Developing and Evaluating Explanations

- ❑ Explanations vs. Arguments
- ❑ Formulating Explanations
- ❑ Element 1: Gathering Information]
- ❑ Element 2: Processing Information
- ❑ Element 3: Developing Hypotheses
- ❑ Element 4: Testing Hypotheses
- ❑ Asking Discovery Questions
- ❑ Challenging Assumptions

Appendix

- ❑ Reviewing What You've Learned
- ❑ Author's Suggested Responses to the Exercises
- ❑ Author's Suggested Responses to the Case Studies
- ❑ Additional Reading

WHO SHOULD ATTEND: This workshop is essential for all Team Leaders, Supervisors, Executives, and all other responsible staff

DURATION: 2 days (can be customized to 1 or 3 days)

SUPPLIED MATERIALS: Participant Reference Guide, Practical Exercises, and Personality Profile Assessment Guide