

Thinking Critically

Course Overview

This course teaches students about facing new problems, establishing the problem, discovering the solution, and accepting a decision.

<u>Course Introduction</u>	2m
Course Introduction	
<u>Lesson 01 - Facing New Problems</u>	53m
Topic A: The Critical Thinking Process	
Critical Thinking Procedures	
Establish the Problem	
Determine Possible Solutions	
Introducing Your Solutions	
Individual Critically Thinking	
Critical Thinking as a Collective Effort	
Business Trends in Critical Thinking	
Process Improvement	
Internal Empowerment	
Continuous Overall Improvement	
Obtain the Right State of Mind	
Topic B: Group Dynamics	
Types of Problem-Solving Groups	
The Nature of a Group	
The Four Main Group Roles	
Group Responses	
The Importance of Listening Skills	
Decision-Making Tactics	
Process Review	
Successful Group Process Review	
Topic C: Critical Thinking Methods	
Creative and Analytical Thinking	
Thinking Creatively	
Analytical Thinking	
Incorporating Creative and Analytical Thinking	
Topic D: Problem Solving Approaches	
Problem-Solving Approaches	
Brainstorming	
The Six-Word Diagram	
Pareto Chart	
The Fishbone Diagram Steps	
Check Sheets	
Force Field Analysis	
Lesson 01 Review	

Lesson 02 - Establishing the Problem

14m

Topic A: Identify the Problem
Problem & Symptom
Configuring a Problem Statement
Drawbacks of Stating the Problem
Analyzing the Problem
Problem Analysis - Step 1
Problem Analysis - Step 2
Topic B: Exploring the Problem
How to Explore the Problem
Facts vs. Opinions
What Information to Gather
How Much Information?
Lesson 02 Review

Lesson 03 - Discovering the Solution

20m

Topic A: Assembling Potential Ideas
Brainstorming Guidelines
Avoiding Criticism
Freewheeling
Collecting Ideas
Recording Ideas
Developing Ideas
The Swapping Technique
Advantages of the Swapping Technique
Topic B: Determining the Best Solution
Is It Worth It?
Determining the Best Solution
Factors of the Best Solution
Topic C: Evaluating Cost and Benefit
Costs vs. Benefits
Is It Possible?
Are the Benefits Worthwhile?
Should You Endorse It?
Analyze Costs vs. Benefits
Assessing the Costs
Assessing the Benefits
Examining the Cost-Benefit Analysis
Topic D: Building Your Case
Building Your Case
Lesson 03 Review

Lesson 04 - Accepting a Decision

14m

Accepting a Decision
Anticipate Success
Prepare Your Proposal
Define Your Objectives
Understand the Audience
Commit to the Structure
Play Devil's Advocate

Using Visual Aids and Personal Notes
Rehearse Your Presentation
Persuade Decision Makers
Acceptance and Rejection
Advise and Evaluate
Lesson 04 Review
Course Closure

Total Duration: 1h 42m