



Critical Thinking in the Workplace

Critical thinking is one of the most valued skills in today's workplace. Employers need employees who can analyze situations, gather the facts, generate creative solutions, use good judgement and turn mistakes into new opportunities. Through problem-solving exercises, you will learn how to ask the right questions to gather pertinent facts; develop methods to evaluate potential solutions; utilize the Rational Linear and Intuitive decision-making models; and develop procedures to evaluate successful resolution of issues.

Who Should Take This Course?

This course is designed for employees who need to critically evaluate a situation, discuss options, and make decisions to solve problems or capture opportunities.

Course Objectives

- Demonstrate the seven powers of questions as they relate to critical thinking
- Identify the Root Cause Analysis (RCA) and "Five Why" method of situational analysis
- Utilize focused brainstorming techniques for creative solution development and evaluation
- Practice the Rational Linear and Intuitive models for decision-making

Course Info

- Length: 6 hours
- Format: Classroom instruction, group projects and exercises
- Prerequisite: None

Course Content

Demonstrate the seven powers of questions as they relate to critical thinking

- Determine strategies for identifying what questions to ask, when to ask them, and why they should be asked.
- Learn strategies for involving everyone in the process through the use of questions

Identify the Root Cause Analysis (RCA) and "Five Why" method of situational analysis

- Understand the importance of RCA and how the word "why" achieves goals
- Understand different methods of analysis and the use of the Fishbone Diagram

Utilize focused brainstorming techniques for creative solution development and evaluation

- Strategize methods for staying focused and on-task during brainstorm discussions and evaluation of ideas
- Practice brainstorming exercises and evaluation of ideas for application and implementation

Practice the Rational Linear and Intuitive models for decision-making

- Understand the pros and cons of each model
- Utilize each model by evaluating situations through practical exercises



Assessment /Evaluation

This course is not assigned a letter or numerical grade. However, in some cases, skill assessments may be administered during the course to gauge progress and comprehension.

Course Completion Letter

If your company requires proof of course completion, or if you would like to have proof for your own records, you may request a Continuing Education Unit (CEU) letter, **after the final session**. You must attend 80 percent of the course to qualify for the letter.* To request a CEU letter, please stop by the front desk after the last session of class and complete the CEU Request Form.

Certificates of Completion for Certificate Programs

Certificates of Completion are automatically given at the end of the certificate program to those who have registered for a certificate program series (or after Part 2 of the series, when applicable) as long as attendance* and other program requirements have been met. If you complete a certificate program by taking courses individually (not through a series), please stop by the front desk and complete a Certificate Request Form. Attendance requirements for certificate programs vary by certificate and can be found by visiting [Certificate Programs & Certifications](#) on our website.

*Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is the students' responsibility to sign-in.

Green River College is committed to providing access to all who visit, work and study on campus. The College will provide reasonable accommodations for individuals with disabilities, with advance notice of need. If you require accommodations, please contact Disability Support Services as soon as possible to determine eligibility and/or request accommodations. Accommodations are determined on a case-by-case basis. Please contact Disability Support by email at dss@greenriver.edu; by phone at 253-833-9111, ext. 2631; TTY 253-288-3359; or in person at the Student Affairs and Success Center, Room 274, to request accommodations. For additional information, please visit www.greenriver.edu/student-affairs/disability-support-services.htm. The accommodations authorized on your forms should be discussed with your instructor. All discussions will remain confidential. Accommodations are not provided retroactively, so it is essential to discuss your needs at the beginning of the quarter. Additionally, only accommodations approved by Disability Support Services will be provided.

This syllabus is available in alternate formats upon request.

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