



CONTINUING EDUCATION

Course Outline

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/Continuing Education Unit (CEU) 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 Course Completion/Continuing Education Unit (CEU) letter **after the final session of your course**. You must attend* 80 percent of the course (or 100 percent of a single-day course) to qualify for the letter. You can [request a Course Completion/CEU letter online](#).

Certificates of Completion for Certificate Programs

To receive a Certificate of Completion for the Workplace Excellence Certificate, you must take all seven required courses and attend* 80 percent of the entire certificate (calculated by total number of sessions). If you complete a certificate program by taking courses individually (not through a series), you can [request a Certificate of Completion online](#).

*Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is your 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 210, to request accommodations. For additional information, please visit www.greenriver.edu/dss.

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. Green River College is an equal opportunity educator and employer. Learn more at www.greenriver.edu/accessibility.