Critical Thinking: Judgement and Decision Making in the Information Age Learning Objectives

Key Takeaways

- Think more strategically about your business
- Make important business decisions more quickly
- Avoid biases that get in the way of good business decisions
- Apply a critical, systematic approach to analyzing data
- Approach new information with curiosity, openness and inquisitiveness about its accuracy

Session Objectives

Day 1: Seeing through Misinformation

Experiencing the Problem: A Management Team Decision-Making Exercise
- Through a case study, practice business decision making scenarios
- Analyze case study decisions for common heuristics & biases

Problems with Data Collection, Interpretation and Reporting Problems with Graphs
- Learn problems with how data is collected and reported
- Recognize how data can be visually misrepresented

Seven Steps to Better Critical Thinking
- Identify techniques to improve your critical thinking
- Learn to ask high quality questions to make better decisions

Reflection: Key Takeaways and Plans
- Synthesize insights from the day and define actions to take back at work

Day 2: Avoiding Your Brain’s Inherent Mind Traps

Biases in Judgement and Decision Making
- Evaluate common fallacies in logic
- Define heuristics and biases that often influence decisions

Cognitive Shortcuts & Neural Issues that Inhibit Decision Making
- Understand the natural shortcuts your brain takes that affect decision making
- Identify neural issues that influence decisions

Become a Creator of Knowledge
- Examine how open mindedness contributes to knowledge creation
- Recognize how learning to be comfortable with not knowing and/or being wrong contributes to better decisions
Harnessing Your Innate Curiosity
• Explore techniques to get to the root cause of problems

Reflection: Key Take Aways and Plans
• Synthesize insights from the day and define actions to take back at work

Day 3: Turning Information in Effective Decisions

Great decisions from Great Leaders: Case Studies
• Explore case studies of how great leaders have made decisions
• Compare and contrast how decisions are made in your own organization

Strategies for Structuring Thinking about Important Decisions/Problems
• Define how Occam’s Razor, parsimony and satisficing assist with decision making
• Use pre-mortems to imagine future scenarios

Re-experiencing the Problem: A Management Team Decision-Making Exercise
• Re-work the case study from day one
• Evaluate the differences in your critical thinking from day one

Reflection: Key Takeaways and Plans
• Synthesize insights from the day and define actions to take back at work

*subject to change