

Critical Thinking & Decision Making

Course Overview

How do you make decisions? Some people make decisions quickly without examining all the information, others make decisions slowly and can sometimes get trapped in the information gathering process.

Whatever your preferences, the art of critical thinking and effective decision-making is something all organisations rely on. Knowing when decisions must be made quickly or when you should hold off until more information can be gathered is a skill worth mastering to help avoid extreme tilts. Stronger decision-making skills can reduce stress, avoid re-do's, and generally make life easier for everyone.

Program Format

This is 1-day program that can be delivered face-to-face or as a virtual program.

Course Objectives

- Identify how we take in information.
- Practice better ways to learn from mistakes and develop better future responses.
- Examine the consequences/implications of your decisions on yourself, others, and the organisation.
- Explain the concept of cognitive bias.
- Develop strategies to minimise the impact of the top four cognitive biases.
- Improve your current strategic thinking skills.
- Use critical thinking to improve the decision-making process and make better decisions.

Priority Management Australia
1300 187 203

admin@prioritymanagement.com.au
www.prioritymanagement.com.au

Course Outline

Focusing Your Attention

Examine the advantages and disadvantages across three different types of attention:

- Sustained attention
- Selective attention
- Divided attention

You will begin to identify ways to develop skills to focus your attention when required.

Responding To Mistakes

Even highly skilled decision makers are going to get it wrong occasionally. No matter how good you are at making decisions you are also human, and humans make mistakes. Rather than defending bad decisions the important thing is to acknowledge when decisions are wrong, do what is necessary to rectify the situation and create strategies to ensure those mistakes aren't repeated.

Conducting a Root Cause Analysis

Look at different ways to conduct a root cause analysis so that you can make more informed decisions that address the true cause of issues rather than just the symptoms.

Willful Blindness and Cognitive Bias

Everyone is susceptible to what is referred to as willful blindness – when the brain creates what feels like legitimate reasons for us to ignore something we don't want to deal with. But this generally doesn't make for good decisions. Examine ways to manage this and a range of other unconscious biases so you are better placed to make informed decisions.

Improving Critical Thinking

Look at the guidelines and techniques for improving critical thinking skills including identifying and focusing on important issues, understanding the consequences/implications of your decisions, applying the stop rule and creative brainstorming.

Acting Quickly Without Sacrificing Critical Thinking

Being too quick to respond can lead to bad decisions, but so can taking too long. Using techniques like reflective urgency can allow you to:

- Identify your urgency trap.
- Focus on the right priorities.
- Avoid extreme tilts.