## Worksheet: Case Study – Critical Thinkers (II)

Activity- Each learner will receive a critical thinking characteristics discussed in this module on a piece of paper or index card. You assignment is the role play the following:

You are on a management team responsible for determining how to reduce the number of returns for a defective software product in a large company. No particular department wants to take responsibility for the returns, but the problem must be solved because the company is losing revenue and customers.