## Worksheet: Critical Thinkers

1. In the following example problem, identify the convergences and divergences.

Several years ago, in Topeka, Kansas, an outbreak of flu-like symptoms with weight loss severe headaches, cyanosis and irregular heartbeats occurred in 100 cases in just a few weeks period. The health department considered possible mineral deficiency in some of the patients, but there were too many cases. Plus, 30 of the patients died during the “epidemic.” The heart problems and cyanosis (blue grey skin) were not consistent with a mineral deficiency. Health inspectors determined that all of the victims/patients had consumed the same brand of aspirin, which was sold all over the country. No other reports of the cases were reported elsewhere in the country.

1. What data can you derive from the following information?
2. A customer is fidgeting and seems almost irritable, he wants to buy the computer you are trying to sell but keeps asking about if it comes with a specific operating system.
3. Sally is a patient in the emergency room of a neighborhood clinic. She is complaining of nasal discharge, congestion, aches, chills, and pain. Her mood is listless.
4. Your spouse is really upset. Dinner plans were made at her favorite restaurant, and they were cancelled because you had to work late.
5. A recent report says that employment rates should gradually improve during the next 12 months depending on legislation in congress.
6. Your boss has a way of not giving explicit instructions. Your team is starting a new project and he tells the team, “I want this project to be eye-popping.”
7. Two people will role play the following scenarios:
8. A procurement manager has been told that a large shipment has been lost. The inventory in the shipment is required for production starting Monday, and today is Friday.
9. A doctor has to tell a patient that he needs to incorporate some lifestyle changes for his health.
10. A hotel reservationist receptionist does not have the booking for a customer who is there for check-in.
11. In the following examples, analyze how the manager’s prior assumptions affect their decisions:

Peter M. had the assumption was that his employees were basically lazy and took the easiest routes to tasks done. In his mind, his employees were only concerned for themselves and did just enough to “get by.” He felt like they needed an authoritarian approach to management because they didn't have their own ability to achieve results without direct control and clear consequences. Peter’s view of the world was there were only a precious few who had the ability to rise above and improve their position in life. How does this manager’s assumption affect his decisions?

Tricia Q. had a view herself as a servant-leader. Her assumption was that given the right conditions, equipped with the right resources, and with visionary leadership, her employees could achieve almost anything. She believed that people are created with talents and desires. She also believed that we can all improve our position in life. How does this manager’s assumption affect his decisions?

A new teacher at Washington Middle School believed all children have a wish to learn. She believed that children are naturally curious when she began the assignment; she quickly observed that many of the children had difficulty staying on task. Unexpectedly, her first 6 weeks involved putting out many fires. How do you believe, she eventually faired in this position?