

that match their abilities³. What should be done? This is a complex problem and the first step to thinking critically about the situation is to try to understand it completely. Here are some issues we might consider as we

45 try to understand the problem: cultural differences in employment practices, recognition of the previous work experience and education of immigrants, English language skills of newcomers, the economy, and racism.

Ensure That Your Information Is Relevant, Reliable, And Sufficient

4 In addition to identifying important related issues, we must ensure the information we have is reliable and relevant. We can ask ourselves these questions to help us.

- What information do we already have that is relevant to the problem?
- Does the information come from a reliable source?
- Is the information current?
- What information do we still need in order to understand the situation fully? Sometimes it is not possible to get all the information we need. In that case,
- 60 we need to do the best we can with the information we have.
- Of the information that we have, which information is irrelevant to understanding or managing the problem?

Distinguish Between Facts And Opinions

5 In considering the information we have about a situation, we also need to distinguish the facts of the situation from people's opinions about the issues. Suppose someone argues that insufficient English or French language

70 skills is the main barrier to finding employment for immigrants. What kind of evidence will we accept as proof that the claim is true? Do the results of research support the speaker's claim, or is the claim made based on the speaker's personal experience or based on the stories of only a few

75 people? **All claims that are made in an argument must be supported by reliable evidence.** Facts (statistics, information stated by authorities), specific examples, and anecdotes (true stories) are all commonly used to support claims, but some kinds of evidence are better than others.

80 For example, information from published research is considered better evidence than a personal story. How much evidence and what kind of evidence we accept will depend on the particular situation, but we should not believe claims that offer no evidence.



- (33) *issues*: important topics for discussion
- (35) *factors*: facts or situations that contribute to a result
- (52) *reliable*: trustworthy, can be trusted
- (52) *relevant*: important to the situation because it influences the situation
- (57) *current*: up-to-date, happening at the present time
- (67) *distinguish*: see the difference between
- (70) *barrier*: something that prevents progress or success
- (71) *evidence*: facts that support a conclusion
- (72) *proof*: facts or logical thinking that shows the truth of a statement
- (72) *claim*: a statement a person believes is true and wants others to believe is true
- (80) *published*: something that has been printed in a book, magazine, journal, newspaper or other media that people trust has good quality and reliable information

Use Logic To Reason Through A Problem

6 Emotional responses to complex situations can be important and should not be rejected, but they should also not interfere with our ability to think rationally. Our reasoning must be logical. This means **our conclusions must follow logically from the information that is given.**

90 Consider these two examples.

1. In a survey of 200 terminally ill patients, 62% supported legalizing euthanasia. It appears from this that terminally ill people are more likely to support euthanasia than healthy people.
- 95

This conclusion does not follow logically from the information. There is no information about the percentage