

## Introduction

Hi, my name is Deepa Mani. I am a faculty in the information systems area at the Indian School of Business and the Deputy Dean for Executive Education and Digital Learning.

Over the next couple of hours, I will engage with you to understand how we typically make decisions, both individually and in groups, and how we can make them better. Improvement cannot come about without awareness. Therefore, as a first step, we will acquire awareness of how individuals and groups typically make decisions, which is often, intuitively. We will examine how this intuition-based approach to decision-making is different from a rational decision-making framework and in turn, we will uncover some of the important biases that an intuition-based approach is subject to. An understanding of these biases will ultimately lead us to effective interventions that can reduce the impact of biases on decisions, both at the individual level and in groups and lead us to adopt a more critical approach to decision-making. In combination with other courses such as statistics or data analytics, I hope you will internalize a more critical and rational approach to decision-making. Welcome to the ISB course on critical thinking!