

COMMUNICATION

Evaluating information

LEVEL

Upper-Intermediate
(B2)

NUMBER

EN_B2_1123X

LANGUAGE

English

Learning outcomes

- I can explain what critical thinking is and why it is useful.
- I can use strategies associated with critical thinking to solve a problem.

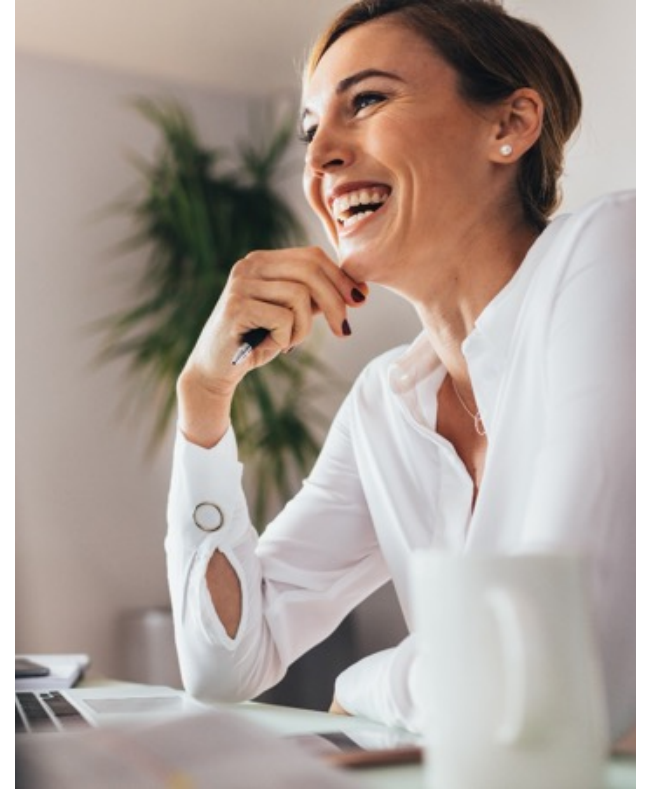


Warm-up

Discuss with a partner in **breakout rooms**.

**How do you
normally make
decisions?**

**Do you always need time to
think or do you just go with
how you feel?**



What is critical thinking?

Critical thinking is the **objective analysis** and **evaluation** of information to make **logical decisions**.

It requires the ability to completely **set aside your emotions, personal opinions and assumptions** when making decisions.

Instead, it encourages the use of **logic** and **reason**.



1. Summarise critical thinking in your own words.
2. What does critical thinking *not* rely on?



Match with the correct definition

- | | | | |
|---|---|---|--|
| 1 | <i>an objective analysis</i> | a | following logic, in which ideas or facts are based on other ideas or facts |
| 2 | <i>a logical decision</i> | b | to form an opinion on the amount or value of something after thinking about it carefully |
| 3 | <i>to set something aside</i> | c | a belief or feeling that something is true although there is no proof |
| 4 | <i>an assumption</i> | d | not influenced by personal feelings or opinions; considering only facts |
| 5 | <i>to evaluate something</i> | e | to not consider something, because other things are more important |





Fill in the gaps

Complete the sentences using a word from the red box.

- 1 The workers carried out an _____ assessment of the situation.
- 2 In order to _____ the company's performance, the team looked at sales data from the last 18 months.
- 3 The team made the correct _____ that the high cost of raw materials had led to an increase in costs.
- 4 The _____ conclusion was to decrease company spending in order to reduce cost.
- 5 When Tom realised his teammate had failed to write his part of the report, he had to _____ aside his feelings and find a solution.

assumption
evaluate
objective
set
logical



Discuss

What assumptions did you have about English before learning it?



How do you evaluate your own progress while learning English?

When is critical thinking useful?

Critical thinking is especially useful in business. It promotes actively gathering and analysing **information**. This means **more informed business** decisions and better **solutions to problems**.

Likewise the ability to **think critically** will allow you to become a **valued member of a team** and to always see things from your **customers' perspective**.

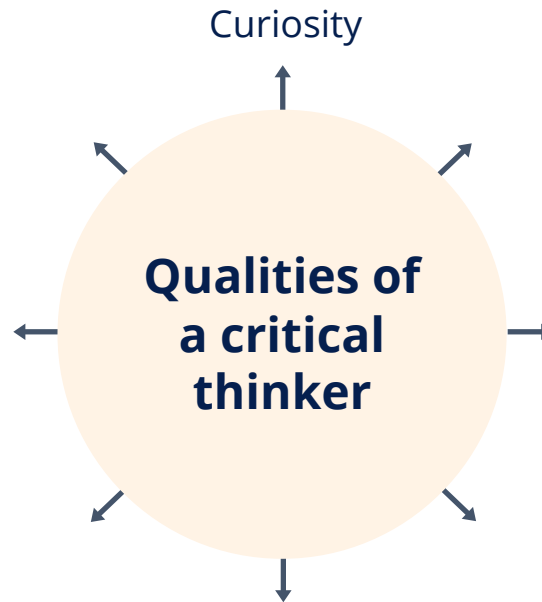


1. According to the text, why is critical thinking good for business?
2. How can we as individuals benefit from thinking critically?



Brainstorm

Write down the qualities a critical thinker needs to have.



How to think critically at work

Match the tips (1-4) with the explanation (A-D)

Be curious about what others think

Keep your own views in check

Be solution-oriented

Rely on teamwork

- A** Be aware of your biases and try to set them aside when you are making decisions.
- B** Ask questions and gather information. Make sure everyone has the chance to share their opinions in meetings.
- C** Work with (and not against!) your colleagues. Get into the habit of asking them for help and not doing everything on your own.
- D** Focus on finding the best result for you and those involved. If you're stuck on a problem, look at it from the other person's perspective.



Case study

Read the profiles. **Complete** the tasks below.



Sarah Jones is 31 years old with a degree in marketing from a mid-level university and with 2 years' worth of experience in the marketing field. She has worked for a well-known marketing agency.



Mike Thomlinson is a 23-year-old recent graduate from an excellent university with a degree in politics and economics. He has no experience in marketing, but has worked as a journalist for 1 year and spent 1 month at an advertising agency.

You are a hiring manager,
looking for a marketer.

Make a list of pros and
cons for each of the
candidates.

Decide as a class which
candidate to hire for the
position.



Do you agree?

Steps to solving any problem

- ① **Identify** the problem
- ② **Analyse** the causes of the problem
- ③ **Brainstorm** possible solutions
- ④ **Select** the best solution and **implement** a plan

A customer in crisis!

You're chatting to Susie from Sun Holidays. How may I help?

Sun Holidays

Hello! My flight to the UK has been cancelled.

Me

I'm very sorry to hear that. Please give us a call on 0800 3456539. We'll fix it for you!

Sun Holidays

One second. I'll call you right now.

Me

You receive a call from a lady **on holiday** in Spain. She has a big job **interview** in the U.K. on Tuesday.

It's Sunday and the lady arrives at the airport and sees her flight has been **cancelled**.

She calls you at Sun Holidays to fix the problem. The next available flight is on Wednesday.

Role-play the conversation with a classmate.





Discuss

When was the last time you used critical thinking to solve a problem?

What was the problem? Did you manage to find a solution?





End of the lesson

Idiom

read between the lines

Meaning: to look for a hidden meaning in something that is not openly stated

Example: Well, **reading between the lines**, I can tell Claire is angry about the break-up!



Additional practice



True or false?

Decide if the statements are true or false.

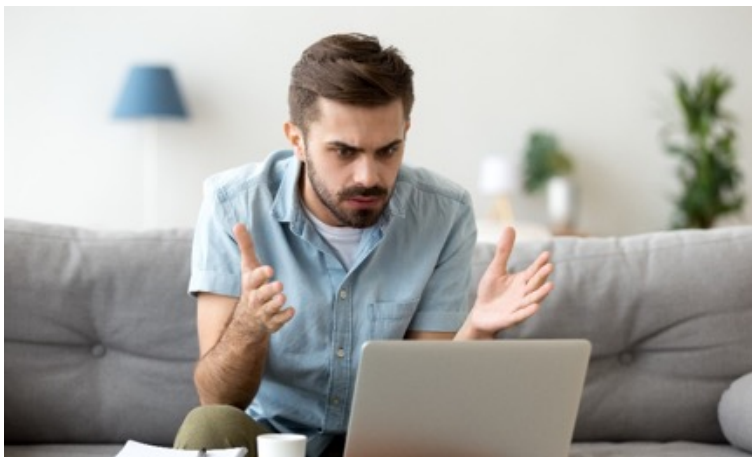
		True	False
1	Critical thinking takes into account both facts and personal opinions.		
2	Critical thinking promotes the use of reason.		
3	To think critically, we should first avoid making assumptions.		
4	Critical thinking has been found to provide few benefits to businesses.		
5	Being curious about what others think can help us think more critically.		



Discuss



Would you say you are good in a crisis or not?



How do you usually react in stressful situations?

A problem at work

1. **Discuss** what you would do in this situation.
2. **Use** the steps in the blue box to help you.



1. Identify problem
2. Analyse causes
3. Brainstorm solutions
4. Select best solution.



1 Imagine you are **an intern** at a publishing house. Your boss says she needs **a proof-reading task** done by 5 p.m. You hate proof-reading.

2 At 3 p.m, a colleague **asks for your help** with a marketing campaign for a well-known author. You still haven't finished your proof-reading.

3 On top of that, the office Wi-Fi **has just gone down**, which you need for your work. What should you do?





Answer key

- P. 4:** 2. Critical thinking does not rely on emotions, personal opinions or assumptions.
- P. 5:** 1.d, 2. a, 3. e, 4.c, 5. b
- P. 6:** 1. objective
2. evaluate
3. assumption
4. logical
5. set
- P. 8:** 1. Critical thinking allows for more informed business decisions and better solutions to problems.
2. Individuals benefit from critical thinking we become a more valued member of a team and can always see things from the customer's perspective.
- P. 10:** Be curious about what others think (B)
Keep your own views in check (A)
Be solution-oriented (D)
Rely on teamwork (C)



Answer key

P. 18: 1. F, 2. T, 3. T, 4. F, 5. T



Summary

Exploring critical thinking

- **Critical thinking** is the **objective analysis** and **evaluation** of information to make **logical decisions**. You **set aside emotions, opinions and assumptions** when making decisions.
- Instead, critical thinking encourages the use of **logic** and **reason**.

The usefulness of critical thinking

- Critical thinking promotes actively gathering and analysing **information**. This means **more informed business** decisions and better **solutions to problems**.
- It also allows companies to see the **customers' perspective**.

How to think critically at work

- Be **curious** about what others think
- Keep your own views **in check**
- Be **solution-oriented**
- Rely on **teamwork**



Vocabulary

objective analysis

evaluation

logical

to set aside

assumptions

logic

reason

more informed

customers' perspective

curious

solution-oriented

in check

teamwork

