



Critical Thinking

01

Identifying the root cause of a business issue

02

Making timely and sound decisions based on data and analytical insights



How You Learn

Reflecting on the definition of Critical Thinking, consider suggested activities on the next page to build this leadership capability. Create a personalized plan that provides you with the right blend of formal, social, and action learning.

● Formal Learning

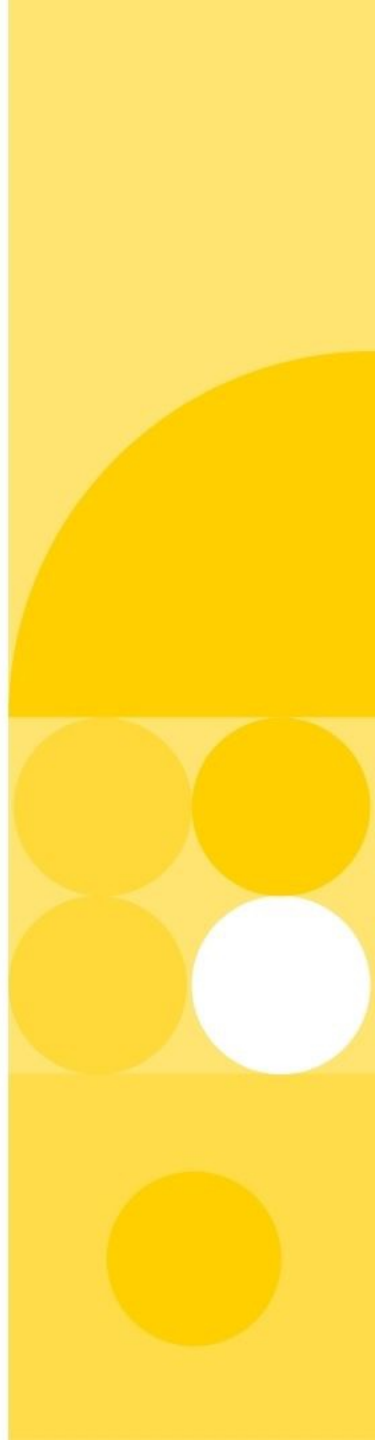
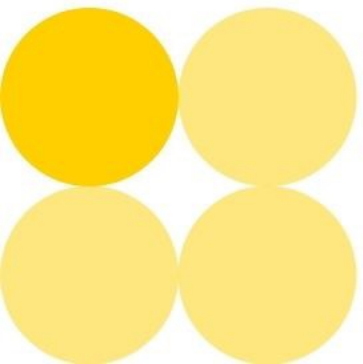
10% of learning is structured. This may include classroom training, eLearning, courses, articles, books, podcasts, and self-reflection surveys.

● Social Learning

20% of an individual's skill development comes through social learning opportunities like mentorship, coaching, collaborative opportunities with peers.

● Action Learning

70% comes through on-the-job experience. Experiential learning allows an individual to immerse themselves in the nuances of their role, refine skills, and work their way through real challenges.



Action Learning

- **Identify an opportunity within your business and apply a critical thinking approach that improves the outcome**

Consider the impact of the issues on the end user and the effectiveness of the solutions
Be curious and challenge your bias and assumptions
- **Recognize where you can apply critical thinking approaches to improve a process or create efficiencies in your day to day work**

Identify the trends, patterns and story your data is telling
Experiment to learn what works
- **Compare your past successes and failures in terms of decision-making**

What was the main difference between your approaches?
What behaviour patterns did you detect?
How well did you leverage data and analytical insights?
What will you start, stop and continue doing?

Social Learning

- **Ask a team member to review recent past decisions made by you and with your team**

Analyze your team's accomplishments and setbacks, and explore which decisions promoted progress

Consider how a proactive analysis could have improved the outcome
- **Ask for others' perspective throughout the critical thinking process**
- **Learn what critical thinking approaches work for others**

Formal Learning

Click on the links below

Problem Solving

eLearning

Decision Making

Workshop

Thinking Critically About Your Analysis

eLearning

Identifying Root Causes

eLearning