

Critical Thinking at Work: Basic Analytical Techniques for Better Decisions (*B2 Level*)

Course Objectives

- Identify and apply **key analytical techniques** to solve common workplace problems
- Use **structured thinking** to break down tasks, identify causes, and evaluate solutions
- Improve **workplace communication** by using logical, evidence-based reasoning
- **Recognize and avoid common thinking errors** and unsupported assumptions

Target Learners

- Working professionals, team leaders, and business students at CEFR B2 English proficiency
- Learners seeking to improve their problem-solving, decision-making, and workplace communication using analytical thinking tools

Topic Outline

1. Introduction to Analytical Thinking
 - What is critical and analytical thinking?
 - Benefits in everyday business settings
 - Types of thinking: intuitive vs. reflective
2. Problem Identification and Root Cause Analysis
 - The “5 Whys” method
 - Fishbone (Ishikawa) diagram
 - Difference between symptoms and causes
3. Making Comparisons and Drawing Conclusions
 - Criteria-based decision-making
 - Pros and cons list vs. weighted analysis
 - Avoiding false comparisons
4. Recognizing Bias and Unsupported Assumptions
 - Spotting personal bias and groupthink
 - Challenging assumptions with evidence
 - Introduction to confirmation bias
5. Presenting Logical Arguments
 - Using facts and evidence to explain ideas
 - Building clear arguments using the “claim–reason–evidence” format
 - Avoiding vague or emotional reasoning

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Examples of Interactive Exercises:

- **The Scenario Sorting:** Learners identify fact vs. opinion in real workplace emails
- **Root Cause Roleplay:** In groups, learners use the 5 Whys to solve a company mistake
- **Decision Tree Challenge:** Teams build a simple decision tree to recommend a purchase
- **Bias Spotting Game:** Identify hidden assumptions in workplace advice columns
- **Mini Presentations:** Learners present a short, evidence-based solution to a fictional problem
- **Logic Ladder Drill:** Use prompts to build “If... then...” reasoning for everyday decisions

Duration:

- 5 Modules, adjusted for level and purpose (B1, B2) – For more a more advance course, see the **Advanced Critical Thinking Course (C1)**

Also available as Speaking Clubs, 1 Day Workshops or Individual classes

Contact us:

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