



Credo Consulting
Building Healthy & Productive Teams

Critical Thinking for Leaders:

How to Think Clearly About Leadership Problems

Over the last twenty years, psychologists have learned quite a bit about how people develop and exercise judgment – good and bad. The good news – people are incredibly intelligent and capable of great feats of wisdom. The other news – we humans, as a rule, show biases in the way we perceive, process, and evaluate information. Some of those biases are due to temperament, (think MBTI), experiences, and a host of factors that shape an individual's personality. Some are due simply to being human. No matter your training, no matter how intelligent you are, as long as you are human you are prone to making systematic, irrational errors in your judgment.

This program will introduce you to 1) model which describes the natural mental process that people use to solve problems and 2) several the common “cognitive biases,” that can impair our judgment and 3) introduce decision making methods that minimize error and 4) work practices that build judgment – which is the capacity to make wise decisions.

Major Course Objective

Participants learn how and when use natural decision-making processes and how and when to employ formal decision-making processes.

Instructional Methods

The ratio of didactic instruction versus interactive/experiential is approximately 1/3. Didactic portions of the course are conducted in a highly conversational style and complemented with frequent small groups exercises, discussions, case studies, and role-plays.

Participants are heavily engaged in problem solving activities using case studies drawn from real-life leadership conundrums.

At the completion of the program, participants “walk-away” with practical job aides and access to online resources relating to critical thinking, problem solving and decision-making.