

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

## AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that--our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?  
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

# Solving Complex Business Challenges with Critical Thinking Techniques

**Take your critical thinking to the next level by applying it to complex business situations.**

This course will give you two full days to practice applying a critical thinking model to the situational challenges you encounter in your own organization. Working through a series of practical cases, you will explore the impact that corporate culture, competing priorities, globalization, technology and diverse communication styles have on critical thinking. You'll learn strategies and tactics for effectively navigating complex problem solving and decision making and become better prepared to take appropriate action in each situation. Finally, you'll have the opportunity to apply the critical thinking process you've learned to a specific challenge you're facing at work and receive feedback from your instructor and peers to improve your effectiveness.

## How You Will Benefit

- Identify a practical model for working through the critical thinking process in complex situations at work
- Select specific techniques to improve how you recognize assumptions, evaluate arguments and draw conclusions
- Recognize “mind tricks” that can derail critical thinking—and what you can do about them
- Identify how corporate culture, time pressures and other aspects of organizational life impact critical thinking
- Apply the critical thinking process to your individual work situation to benefit yourself, your colleagues and your company

## What You Will Cover

- Applying critical thinking in a business context and dealing with challenges to it in the work environment
- Using the interactive Critical Thinking Tool Kit: ten tools for enhanced critical thinking
- Applying the RED Model (Recognize assumptions, Evaluate arguments and Draw conclusions) and using the Critical Thinking Tool Kit in a familiar business situation
- Learning how situational factors impact critical thinking when recommending a new product or policy
- Analyzing a difficult issue requiring critical thinking in your own work situation and developing an action plan

## Who Should Attend

Business professionals who want to take their critical thinking skills to the next level.

**NOTE:** It is recommended that you first take AMA's Critical Thinking (Seminar #2533) before registering for this course.

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