



## HSU Course Outline

# PDM: Critical Thinking and Decision Making

MGMT009v.1

6 Weeks

This in-depth six weeks online course is specifically designed for Head Start Management & Administrative staff. This workshop will provide students opportunities for analysis, synthesis, prescription and application of critical thinking and decision making within their agency. Emphasis is placed on preparing students who can deal clearly, rationally and creatively with a diverse staff and dynamic program. This course equips students with concrete skills in critical thinking and decision making that will allow them to identify and solve organizational problems as well as provide concrete direction.

## Prerequisites

- none

## Who Should Take This Course?

This course is designed for Head Start policy council, parents, managers, directors, family service workers, education and teaching staff, administrative staff and management staff. This course will benefit all staff members who must deal with a diverse group of individuals.

## Objectives

- ✓ Understand and identify critical thinking
- ✓ Understand problem identification
- ✓ Understand and utilize decision making techniques and tools
- ✓ Understand critical success factors (CSF) in program management

## Outline

### Critical Thinking

- Define the concept of thinking
- Outline phases in the critical-thinking process
- Anticipate the benefit of learning to think critically
- Apply critical-thinking strategies to framing program problems
- Demonstrate strategies for thinking visually and collaboratively toward the solution of program problems

### Problem Identification and Framing

- Identify components in the process of problem creation
- Compare and contrast the forms of thinking used in the problem recognition process
- Identify various forces affecting problem identification and framing
- Analyze the impact of various elements on critical thinking and problem identification

### Decision Making Techniques and Tools

- Identify techniques for decision making
- Identify the generally accepted steps of problem solving and decision making
- Evaluate methods for obtaining input for stakeholders
- Utilize a decision-making technique for identifying a decision to be made
- Problems Solving and Decision Making
- Critical success Factors (CSF) in Program Management
- Identify Critical Success Factors (CSF) in project management
- Demonstrate a working knowledge of project management tools, including Microsoft project