



California Association of
Code Enforcement Officers

Module 2

Learning Domain 202

Critical Thinking

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Module 2

Learning Domain 202

Critical Thinking

Part One

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INSTRUCTOR

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Disclaimers

CACEO is a statewide organization serving the needs of a diverse group. Some information may not apply to your agency at this time but will still serve you well during your career.

The instructor is not an attorney and the information provided is not intended to serve as legal counsel. Review any actions with your organization's legal counsel before proceeding.

Your agency policy is the authority under which you should act. Any information provided which is in conflict with your agency policy should be reviewed with your supervision and management.



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Training Goals:

- To provide tools to conduct critical thinking
- More effective response and successful resolution of code enforcement matters



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Training Goals



To provide tools to conduct critical thinking



More effective response and successful resolution of code enforcement matters

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Critical Thinking

- The analysis of facts to form a judgement...
- The objective analysis and evaluation of an issue in order to form a judgement...
- A way of thinking in which *you don't simply accept all arguments and conclusions you are exposed to but rather have an attitude involving questioning such arguments and conclusions*

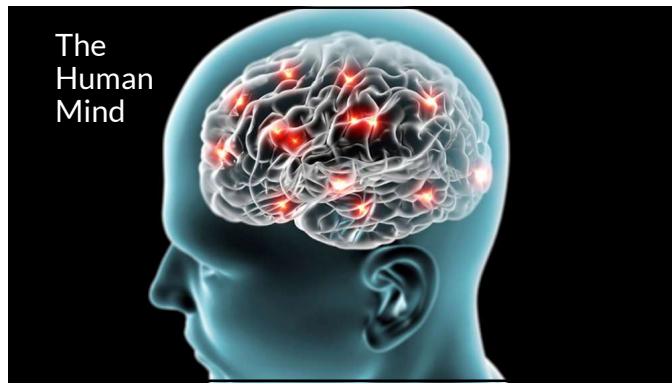
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What is Critical Thinking?

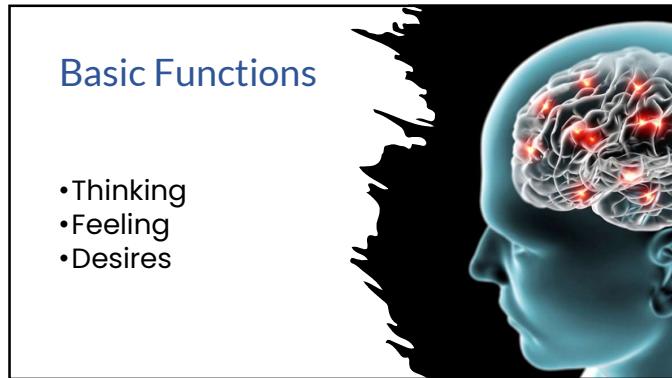
- GCFLearnFree.org
- April 30, 2019 - 2:34min
- In this video, you'll learn strategies to improve your critical thinking skills.

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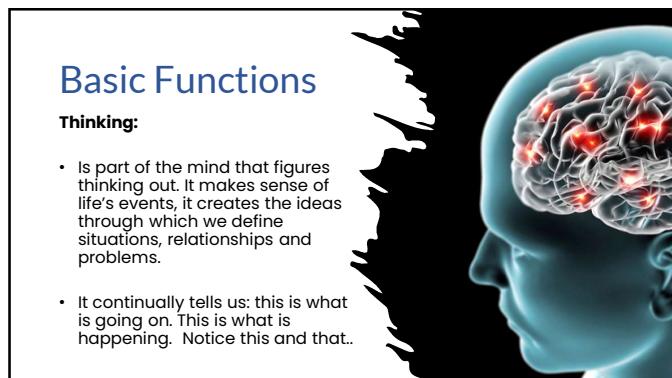
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Basic Functions

Feeling:

- Feelings are created by thinking – evaluating whether the events in our life are positive or negative.
- Feelings continually tell us: This is how I should feel about what is happening in my life. I'm doing really well or Things are going well for me..



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Basic Functions

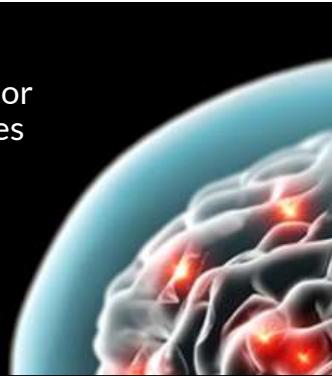
Desires:

- Our desires allocate energy to action, in keeping with what we define as desirable and possible.
- Our mind continually tells us: This is worth getting or going for...

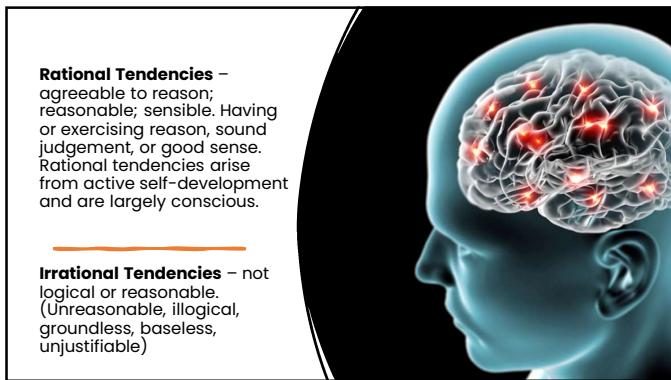


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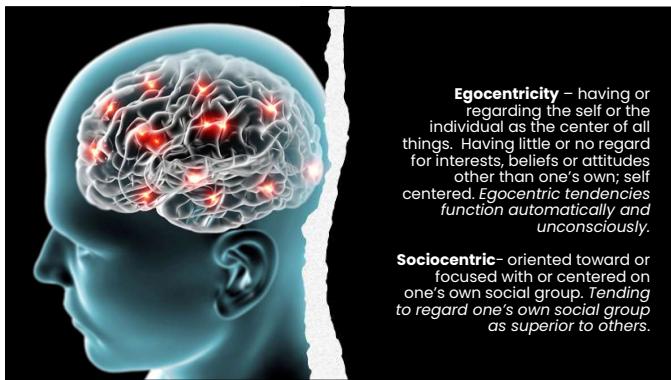
Rational Capacities or Irrational Tendencies



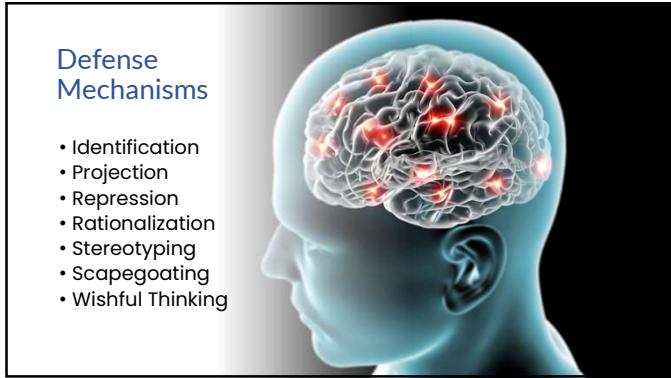
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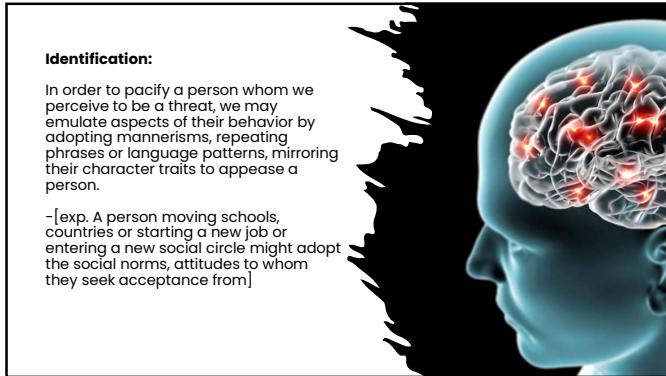


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Defense Mechanisms – behaviors people use to separate themselves from unpleasant events, actions or thoughts. A way to safeguard the mind against feelings and thoughts that are too difficult for the conscious mind to cope with.

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Identification:

In order to pacify a person whom we perceive to be a threat, we may emulate aspects of their behavior by adopting mannerisms, repeating phrases or language patterns, mirroring their character traits to appease a person.

-[exp. A person moving schools, countries or starting a new job or entering a new social circle might adopt the social norms, attitudes to whom they seek acceptance from]

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Projection:

Involves individuals attributing their own unacceptable thoughts, feelings and motives to another person.

-[exp. You might hate someone; but your superego says hatred is unacceptable, so you solve the problem by believing they hate you]

Repression:

An unconscious mechanism employed by the ego to keep disturbing or threatening thoughts from becoming conscious.

-[exp. Memories of child abuse, may have difficulty forming relationships]

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Rationalization:
Involves explaining an unacceptable behavior or feeling in a rational or logical manner, avoiding the true reasons for the behavior.
-[exp. Turned down for date, might rationalize by saying they were not attracted to the other person]

Stereotyping:
A mistaken idea or belief many people have about a thing or group based upon how they look on the outside.



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Scapegoating:
Denial through projecting responsibility and blame on others. It allows the perpetrator to eliminate negative feelings.

Wishful thinking:
We engage to some extent in an attempt to avoid facing undesirable realities.
-[exp. Football fan might deceive themselves in thinking that their team will miraculously turn themselves around and win all matches to avoid disappointment and sadness for as long as possible]

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Critical Thinking

- Is the intellectually disciplined process of actively and skillfully conceptualizing, applying, analyzing, synthesizing, and/or evaluating information gathered from, or generated by, observation, experience, reflection, reasoning, or communication, as a guide to belief and action.



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Steps of Critical Thinking

1. Identify the problem or question.
2. Gather data, opinions, and arguments.
3. Analyze and evaluate the data.
4. Identify Assumptions.
5. Establish significance.
6. Make a decision / reach a conclusion.
7. Present or communicate.



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Steps of Critical Thinking

1. Identify the problem or question.

- Be as precise as possible: the narrower the issue, the easier it is to find solutions or answers.

2. Gather data, opinions, and arguments.

- Try to find several sources that present different ideas and points of view.

3. Analyze and evaluate the data.

- Are the sources reliable? Are their conclusions data-backed or just argumentative? Is there enough information or data to support given hypotheses?



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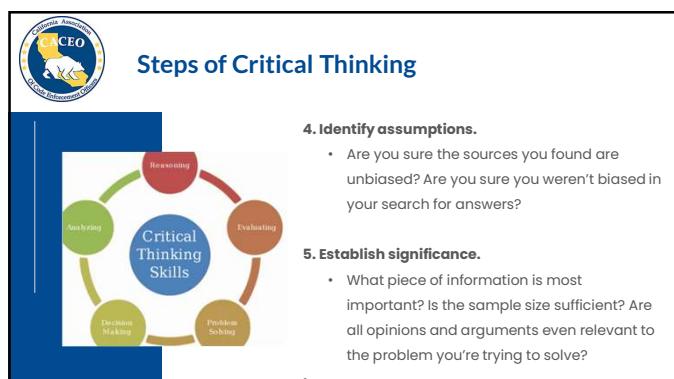
Steps of Critical Thinking

4. Identify assumptions.

- Are you sure the sources you found are unbiased? Are you sure you weren't biased in your search for answers?

5. Establish significance.

- What piece of information is most important? Is the sample size sufficient? Are all opinions and arguments even relevant to the problem you're trying to solve?



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Steps of Critical Thinking

6. Make a decision/reach a conclusion.

- Identify various conclusions that are possible and decide which (if any) of them are sufficiently supported. Weigh strengths and limitations of all possible options.

7. Present or communicate.

- Once you've reached a conclusion, present it to all stakeholders.

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Module 2

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Critical Thinking

End of Part One

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Module 2

Learning Domain 202

Critical Thinking

Part Two

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Steps of Critical Thinking

1. Identify the problem or question.
2. Gather data, opinions, and arguments.
3. Analyze and evaluate the data.
4. Identify Assumptions.
5. Establish significance.
6. Make a decision / reach a conclusion.
7. Present or communicate.



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Separating fact from opinion can be a difficult task.

Facts

- A fact is a statement that can be proven to be true by the use of evidence. Factual statements are true in all cases and for all people; in other words, facts are universal.

Opinions

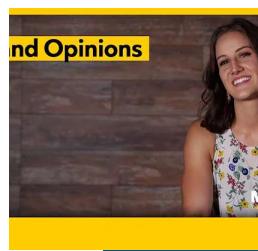
- Opinions, unlike facts, are neither true nor false. An opinion can express a belief, attitude, value, judgment, or feeling.

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Facts and Opinions - Which is Which?

- Aug 1, 2018 – 3:36min
- Mometrix Academy
- 92.3K subscribers



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Facts and Opinions

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OPINION

► **Value or Judgement Words**

Words like should or ought to to-usually suggest a course of action or give advice. Though this advice may be advisable, it is rarely factual.

best great beautiful	worst terrible bad	should must
good strangest	disgusting wonderful	pretty most lovely

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Conflicting Views

- Acknowledge the merits of differing ideas and healthy discourse.
- Try to find the positives or pros of each idea.
- Don't always feel that one view is right, and one is wrong.
- At the same time, realize that not all ideas can or will be implemented.

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Question Sources

► Six Key questions

WHO WHAT WHERE

WHEN WHY HOW



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What are some characteristics of critical thinkers?

• Apr 2, 2021 – 10:04min

• What are some characteristics of critical thinkers?

• How can employees apply these characteristics to enhance their own critical thinking skills for their business, company or organization.

are some characteristics of critical thinkers?
Hannah J. Oberlander Knecht



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What are some characteristics of critical thinkers?

Hannah J. Oberlander Knecht



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Well Cultivated Critical Thinker:

- Raises vital questions and problems, formulating them clearly and precisely;
- Gathers and assesses relevant information, using abstract ideas to interpret effectively;

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Well Cultivated Critical Thinker: [cont]

- Comes to well-reasoned conclusions and solutions, testing against relevant criteria and standards;
- Thinks open-mindedly within alternative systems of thought, recognizing and assessing their assumptions, implications, and practical consequences;
- Communicates effectively with others in figuring out solutions to complex problems.

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5 Tips to Improve your Critical Thinking - Samantha Agoos

TED Ed

3/15/2016 4:29min

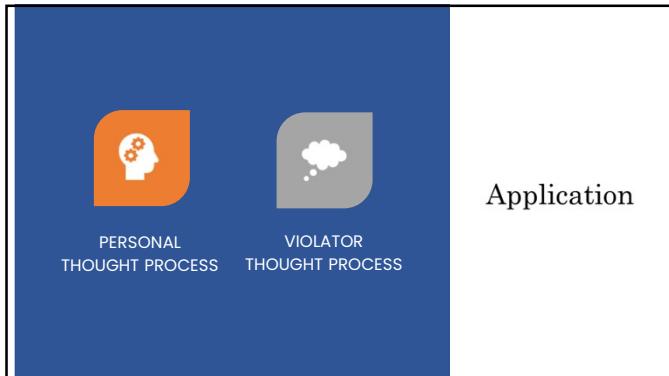
- Samantha Agoos describes a 5-step process that may help you with any number of problems.
- Lesson by Samantha Agoos, animation by Nick Hilditch.



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Application

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 **Application to Casework**

Apply critical thinking processes to case work:

- Ask questions – ask why questions to the answers of the questions
- Listen actively
- Gain information and facts regarding the case

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Application to Casework

Apply critical thinking processes to case work:
(cont):

- Differentiate between facts & opinions
- Be open to conflicting views – analyze the views, facts and information obtained

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Application to Casework

Apply critical thinking processes to case work:
(cont):

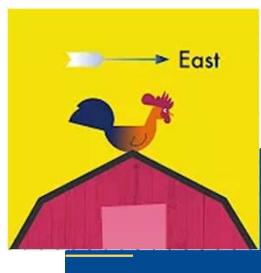
- Conduct research to obtain facts (permits/past case facts /entitlements)
- Don't be to quick to come to a conclusion

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Using Brain Teasers to Build Critical Thinking Skills

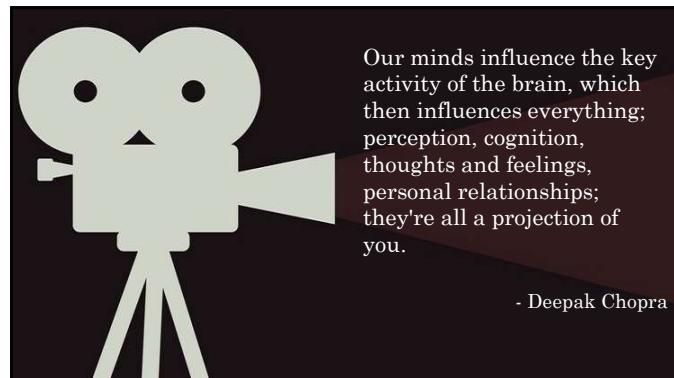
- Jun 4, 2019 – 2:09min
- In this video, you'll learn more about critical thinking with brain teasers.



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REBUS ROUNDUP

Rebus puzzles use visuals that put a different spin on words or parts of words that are well known. Figure out the word or phrase for each of these rebus puzzles and write it underneath.

1. DECI SION	2. AGE AGE AGE	3. ANOTHER ↓ ONE	4. CHIEDITOREF	5. T 2222
6. and better and better	7. 10 AC	8. MORAL III	9. GET IT GET IT GET IT GET IT GET IT	10. talk
11. B R BREED D	12. ED	13. PHROMATE	14. SHOW	15. TRAVEL CCCCCC
16. ➡ SECRET SECRET SECRET	17. O_ER_T_O_	18. GEL GO	19. YOURSELF YOURSELF YOURSELF YOURSELF	20. JACK

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Answer Key

REBUS ROUNDUP

1. Split decision	11. Cross breed
2. Middle age	12. Half-hearted
3. One after another	13. Mixed metaphor
4. Editor in chief	14. Sideshow
5. Tea for two	15. Travel overseas
6. Bigger and better	16. Top secret
7. Tennessee	17. Painless operation
8. Moral support	18. Get up and go
9. Forget it	19. Small talk
10. Small talk	20. Jack in the box

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Questions?

Thank You

Website: CACEO.US

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