

Critical Thinking

Improve Objective Analysis, Judgment & Evidence-Based Decision-Making



2 DAYS | 14 ENGAGEMENT HOURS | TEAM TRAINING AVAILABLE | ELEARNING COMING SOON | 1.4 CEUs / 14 IIBA PDUs

Course Overview

Inteq's 2-day Critical Thinking training course develops the practical skills professionals need to engage in rational discussion, objective analysis, and fact-based decision-making in complex business environments.

Critical thinking is the disciplined process of conceptualizing, analyzing, synthesizing, and evaluating information to guide analysis and action. It emphasizes questioning information rather than simply accepting it, and forming judgments based on evidence, reason, and logic rather than impulse or assumption.

Participants build a structured foundation in first-principles thinking, logic and reasoning, fallacies, assumptions, evidence evaluation, argument analysis, questioning, perspective taking, cognitive bias, inference, contextual awareness, skepticism, reliability, and credibility.

The course applies these skills to business systems requirements, process improvement, business cases, strategy and execution, artificial intelligence, decision-making, problem solving, innovation, and creativity.

Through guided discussion, exercises, and applied business scenarios, participants practice surfacing assumptions, testing the strength of evidence and reasoning, considering alternative perspectives, and translating analysis into clear, defensible recommendations.

Business Impact

Business decisions can carry significant financial, operational, customer, and reputational consequences. Weak assumptions, incomplete evidence, hidden bias, and faulty reasoning can undermine analysis and create avoidable rework and risk.

Critical thinking strengthens the quality of business analysis and helps ensure that process improvements, supporting solutions, and strategic decisions are aligned with genuine business needs and customer and business value.

By fostering disciplined critical thinking at all levels, organizations can improve productivity, communication, innovation, agility, adaptability, and the speed and quality of decision-making.

These capabilities are especially valuable when teams must evaluate competing alternatives, work through uncertainty, challenge legacy thinking constructively, or make decisions involving significant financial, operational, customer, technology, or reputational tradeoffs.

You will learn:

- Improve the objectivity of analysis and separate facts, assumptions, opinions, and inferences
- Pose critical and insightful questions and tactfully challenge legacy precepts and assumptions
- Evaluate evidence, credibility, arguments, logical fallacies, and cognitive biases
- Apply first-principles thinking, logic, reasoning, inference, and conceptual clarity
- Strengthen reflective thinking, skepticism, reliability, and credibility assessment
- Engage SMEs and stakeholders more deeply and consider alternative perspectives and context
- Enable fact-based decision-making, effective problem solving, and balanced risk analysis
- Apply critical thinking across business analysis, process improvement, business cases, strategy, AI, and enterprise decisions
- Increase innovation and creativity while strengthening team communication and collaboration
- Improve the speed and quality of analysis, recommendations, and decision-making
- ...and much more

Detailed Course Outline

A practical framework for objective analysis, sound reasoning, and evidence-based decision-making

Course Outline

Framework and Key Concepts

- What is Critical Thinking?
- Critical Thinking vs. Logical Reasoning
- Key Components of Critical Thinking
- The Importance of Critical Thinking

Foundational Critical Thinking Skills

- First-Principles Thinking
- First-Principles Logic and Reasoning
- Fallacies
- Assumptions
- Evidence Evaluation
- Argument Analysis

Inquiry and Analysis

- Questioning Techniques
- Perspective Taking
- Cognitive Biases
- Inference
- Conceptual Clarity

Contextual Understanding

- Contextual Awareness
- Reflective Thinking
- Skepticism
- Reliability and Credibility

Domain-Specific Application

- Business Systems Requirements
- Business Process Improvement
- Business Cases
- Strategy and Execution
- Artificial Intelligence

Enterprise Application

- Decision-Making
- Problem Solving
- Innovation and Creativity

Practical Guidance

- Sources of Business Knowledge
- Engaging SMEs and Other Stakeholders
- Framework for Critical Thinking
- Getting Started

Overview of Related Thinking Frameworks

- Strategic Thinking
- Systems Thinking
- Design Thinking

Critical Thinking | Applied Case Study

Participants apply critical thinking concepts and techniques to a complex set of business cases and scenarios. The case study provides a practical template for applying critical thinking in business analysis, business cases, problem solving, and organizational decision-making.

Who Should Attend

- Business Analysts and Business Systems Analysts
- Business Process Analysts and Data Analysts
- Subject Matter Experts and Functional Professionals
- Operations Managers and Process Owners
- Project, Program, Product, and Transformation Professionals
- Strategy, Business Case, and Decision-Support Professionals
- Managers, Team Leaders, and Business Decision-Makers
- Anyone involved in analysis, problem solving, and/or decision-making

What's Included

- Digital badge and personalized certificate of completion
- 1.4 Continuing Education Units (CEUs)
- 14 IIBA Professional Development Units (PDUs)
- Electronic comprehensive course manual
- Supplemental course materials and critical thinking frameworks

Prerequisites and Curriculum Alignment

No prerequisites required. Inteq's Critical Thinking course provides a comprehensive and practical approach regardless of professional background or level of experience.

The course can stand alone or complement Business Systems Analysis, Agile Business Analysis, Business Process Modeling, Business Process Reengineering, and Effective Business Cases.

Delivery Options

TEAM TRAINING: (Onsite or Live Virtual): Inteq Critical Thinking training can be tailored to your organization's specific training needs and objectives and can be combined with related Inteq courses to create 3, 4 and 5-day hybrid training programs.

ANYTIME E-LEARNING: Coming soon. Self-paced with 90-day access when available.