Advanced Analytical Thinking

Course objectives:

- Making real-time decisions by rapidly assessing the facts and assumptions
- Identifying logical errors, false conclusions, and unsubstantiated assertions
- Eliciting information from others using tactful and insightful questioning techniques
- Using a structured framework to assist in problem solving
- Detecting and taking definitive action to prevent potential problems

Course Outline:

- Pre-assessment of your analytical-thinking skills
- Survey of analytical skills that are relevant to administrative professionals
- Understanding and adapting your personal problem-solving style
- Uses and abuses of numerical data - knowing what to look for
- Uses and abuses of charts and graphs - avoiding ambiguity and "visual manipulation"
- Detecting logical errors, weak arguments and false conclusions
- Analytical techniques to support decision-making
- Analytical techniques to support risk analysis
- Rapid calculating and estimating techniques
- Tools and techniques for identifying root causes of problems

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