

# **Sample Training Problem Solving and Critical Thinking**

**Objective:** To develop a better understanding of problem solving in the workplace.

**Materials:** index cards with various scenarios on each card

**Activity:** Small group activity. Each individual will take a turn drawing a card. Once the card is drawn the instructor or participant will read the card and answer the question. If the participant does not know the answer, the instructor will ask the group to provide the answer.

## **Sample questions for the index cards:**

- Your alarm clock did not go off and you are going to be late to work. What do you do?
- You forgot to do your laundry and your work clothes are dirty. What do you do?
- Your co-workers invited you to go to lunch. You do not have enough money. What do you do?
- You have been given a new job at work. You do not know how to do the job. What do you do?
- You have a co-worker who is talking to you which is distracting. You are not able to complete your work tasks. What do you do?
- A customer asks you for help. You do not understand what the customer wants. What do you do?