

CRITICAL THINKING & PROBLEM SOLVING FOR PUBLIC SERVICE LEADERS



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TRAINING CENTER



Introduction

Public service leaders make decisions that affect communities, resources, and public trust. Strong critical thinking and problem-solving abilities allow these leaders to evaluate complex issues objectively and respond with sound judgment. This Critical Thinking & Problem Solving for Public Service Leaders Training Course helps participants strengthen analytical reasoning, evaluate evidence, and make well-informed decisions under public scrutiny. Gentex Training Center designed this program for government officials, agency managers, and public sector supervisors seeking to enhance their decision-making capacity. Participants explore logical reasoning frameworks, bias recognition techniques, and structured problem-solving models. As a result, learners gain confidence in addressing policy challenges, resource constraints, and community concerns with clarity and accountability.

Critical Thinking & Problem Solving for Public Service Leaders Course Objectives

- Apply logical reasoning frameworks to evaluate complex public issues
- Identify cognitive biases that affect decision making
- Use root-cause analysis tools, including the 5 Whys technique
- Apply evidence-based decision-making principles to policy challenges
- Structure arguments using sound logical reasoning
- Evaluate stakeholder perspectives using structured analysis methods
- Apply SWOT analysis to assess public service challenges
- Use decision matrices to compare policy or resource options
- Apply ethical reasoning frameworks to public sector dilemmas
- Communicate reasoned conclusions clearly to diverse stakeholders



Course Methodology

- Interactive workshops using public sector case studies
- Group discussions on policy and resource-allocation dilemmas
- Structured debate exercises to test reasoning skills
- Root-cause analysis practice using real scenarios
- Decision-making simulations under public scrutiny
- Peer feedback sessions on proposed solutions

Who Should Take This Course

- Government officials and public sector managers
- Municipal and agency department heads
- Policy analysts and advisors
- Public sector project and program managers
- Community services and social welfare supervisors
- Emerging leaders in government organizations

Critical Thinking & Problem Solving for Public Service Leaders Course Outlines

Day 1: Foundations of Critical Thinking

- Define critical thinking within public service contexts
- Identify common cognitive biases affecting decision making
- Apply logical reasoning principles to evaluate information
- Distinguish between facts, assumptions, and opinions

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- Explore the impact of critical thinking on public trust
- Review case studies of reasoned versus flawed decisions
- Practice identifying logical fallacies in arguments

Day 2: Structured Problem-Solving Techniques

- Apply the 5 Whys technique to identify root causes
- Use fishbone diagrams to map contributing factors
- Structure problem statements for clearer analysis
- Apply SWOT analysis to public service challenges
- Practice root-cause analysis using government scenarios
- Distinguish symptoms from underlying systemic issues
- Document findings using structured analysis templates

Day 3: Evidence-Based Decision Making

- Apply evidence-based decision-making principles
- Evaluate data quality and source credibility
- Use decision matrices to compare policy options
- Apply weighted criteria to prioritize resource allocation
- Practice evaluating conflicting evidence in case studies
- Assess risks and trade-offs in public decisions
- Structure recommendations based on supporting evidence

Day 4: Stakeholder Analysis and Ethical Reasoning

- Evaluate stakeholder perspectives using structured methods
- Apply ethical reasoning frameworks to public dilemmas



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- Balance competing interests in community decisions
- Apply transparency principles to public reasoning
- Practice structured debate on contested policy issues
- Identify ethical risks in proposed solutions
- Facilitate group discussions on stakeholder concerns

Day 5: Communicating Reasoned Conclusions

- Structure clear, evidence-based recommendations
- Apply plain-language principles for public communication
- Practice presenting reasoned conclusions to stakeholders
- Address public concerns using transparent reasoning
- Apply feedback loops to refine decisions over time
- Evaluate outcomes of implemented decisions
- Conduct a final critical thinking simulation exercise

Conclusion

By successfully completing the Critical Thinking & Problem Solving for Public Service Leaders Training Course, participants will have acquired practical techniques in logical reasoning, root-cause analysis, and evidence-based decision making. They will gain confidence in evaluating complex public issues, managing stakeholder concerns, and communicating reasoned conclusions with clarity. Gentex Training Center remains committed to helping public sector professionals strengthen decision-making skills that directly improve governance and community outcomes.





FAQs

Q1 What is the "Critical Thinking & Problem Solving for Public Service Leaders" course about?

This course teaches public sector professionals how to evaluate complex issues, recognize bias, and make evidence-based decisions. It combines logical reasoning, structured problem-solving methods, and ethical frameworks to help leaders address policy challenges with clarity and accountability.

Q2 What are the key benefits of the "Critical Thinking & Problem Solving for Public Service Leaders" course?

Participants improve decision-making accuracy, reduce bias in judgment, and strengthen stakeholder communication. The course enhances public trust, supports better resource allocation, and equips leaders with tools that improve overall governance and policy outcomes.

Q3 What skills will I gain from the "Critical Thinking & Problem Solving for Public Service Leaders" course?

Participants develop logical reasoning, root-cause analysis, evidence-based decision-making, and stakeholder communication skills. These four core competencies help public leaders evaluate issues objectively, structure sound arguments, and communicate reasoned conclusions effectively.



Q4 What tools, methods, or standards are covered in the "Critical Thinking & Problem Solving for Public Service Leaders" course?

The course covers the 5 Whys technique, fishbone diagrams, SWOT analysis, and decision matrices. Participants also apply evidence-based decision-making principles and ethical reasoning frameworks relevant to public sector challenges throughout the training.

Q5 How is the "Critical Thinking & Problem Solving for Public Service Leaders" course applied in real-world practice?

Participants apply these frameworks when evaluating policy options, addressing community concerns, and allocating public resources. The skills support daily tasks such as analyzing evidence, facilitating stakeholder discussions, and communicating reasoned decisions to the public.