Thinking Skills

Associated Skills	Position Associated
- Reasoning - Decision Making - Problem Solving - Judgment - Learning - Reading	**Customs and Border Protection** - Border Patrol Agent - Customs and Border Protection Officer

Reasoning: Discovers or selects rules, principles, or relationships between facts and other information; draws correct inferences from available information; understands relationships between related statements and draws appropriate conclusions

Foundations of Effective Thinking

COURSE TSA-PD-FNDEFFECTIVTHINK-0001

Description: Albert Einstein once remarked that -the significant problems we face cannot be solved at the same level of thinking we were at when we created them. - It necessarily follows that you must raise your own level of thinking in order to solve pressing business problems and make effective decisions. In this course, you'll explore how to think about the most critical business skill of all--thinking itself. You'll first learn about the counterproductive thinking patterns and tendencies most people naturally fall prey to. You'll then discover how these largely intuitive tendencies manifest themselves in problem-solving mind-sets and decision-making styles. Finally, you'll take the necessary steps to neutralize ineffective thinking habits and instead practice dynamic and results-oriented thinking strategies. The result? You'll become a better thinker, someone who can apply these new-found techniques to achieve organizational goals within the current climate of great institutional change. **Duration=3.5**

Risk Basics

COURSE TSA-PD-RISKBASICS-0001

Description: In today's management revolution, risk is an inherent factor. Your success depends upon an ability to understand and operate in a mine field where opportunities abound, but disaster could strike at any moment. Avoiding disaster is no longer left to luck, but is carefully controlled through risk management. The information presented in this course on risk and hedging techniques are vital survival tools for today's corporate environment. When the task is difficult and the risk is real, how comfortable are you? This course can bolster your management and leadership abilities by increasing your comfort level with risk management. **Duration=2.0**

The Role of Critical Thinking in Organizations

COURSE TSA-PD-CRITHINKORG-0001

Description: In the organizational arena, applied critical thinking skills provide an essential foundation for all effective planning, problem-solving, and decision-making activities. Employees who can analyze and reason consistently and proficiently furnish a cost-efficient resource that results in a distinctive competitive advantage. Workers who are skeptical of quick fixes and operational dogma pay attention and generate productive ideas. They are intellectually competent to chart new directions. This course introduces the basic concepts, features, and skills associated with critical thinking and explains the roles and propagation of critical thinking in the workplace. **Duration=4.0**

Decision Making: Makes sound and well-informed decisions; perceives the impact and implications of decisions; commits to action in uncertain situations to accomplish organizational goals; causes change

Decisions and Risk

COURSE TSA-PD-DECISIONRISK-0001

Description: Your success as an organizational leader depends on your ability to make decisions. Even though you may have extensive experience making tough business choices, a constantly changing business environment demands relentless skill improvement. This course sheds light on the decision-making process by moving from practical methodologies to decision-making intelligence. Build both quality and commitment into your decision-making process by incorporating the information in this course. **Duration=2.0**

Dynamic Decision Making

COURSE TSA-PD-DYNAMICDECISION-0001

Description: Your decisions determine your life. Nowhere is this simple statement so unabashedly evident as in today's business world. Made consciously or unconsciously, your decisions represent the fundamental tool you use in facing the opportunities, challenges, and uncertainties of life. It's not a case, however, of -make a decision, any decision.- The increased complexity and competition of the 21st century marketplace calls for dynamic decision making--the kind of decision making that significantly boosts productivity. The objective of this course is to turn you and others in your organization into dynamic decision makers. You'll gain the skills necessary to avoid the psychological pitfalls that adversely affect decision making. You'll hone your decision-making ability in risky and uncertain circumstances. You'll walk away from this course with concrete and powerful decision-making tools, both rational and statistical. When you use the decision-modeling techniques presented here, you'll enjoy enhanced accuracy and, hence, business confidence. Then, with these strategies in hand, you'll explore ways to better make decisions even when you're working with others who aren't completely "on your side." It's true that decisions determine your life. It's time now to better determine your decisions. **Duration=2.5**

Ethical Decision Making

COURSE TSA-PD-ETHICDECMAKNG-0001

Description: What is an ethical decision? Many studies show that businesspeople have an intuitive understanding of right and wrong, but that they find difficulty in explaining their judgments. This course provides the conceptual framework for discussing business ethics and the tool kit for making ethical decisions. **Duration=3.5**

Implementing and Evaluating a Decision

COURSE TSA-PD-IMPEVALDECISION-0001

Description: You've made your decision after careful and considered thought. The deal is done, right? Not really. Your decision, no matter how considered and creative, won't walk out on its own two legs and implement itself. It's time to nurture your decided course of action and then evaluate its effectiveness. This course will help you do just that. And you'll do it in a way that will better ensure the success of your

present decision and those decisions yet to come. After all, no decision is an island: You need to build on past achievements as well as learn from previous mistakes. In this course, you'll first explore how to act on your decision in a way that optimizes its chances for acceptance and success. Once your plan is underway, you'll also know how to manage that decision so that your effective results don't wither on the vine. Lastly, you'll find out how to evaluate the soundness of your decision so that related business methods can be refined and enhanced in the future. By establishing this feedback loop for success, you'll better reach your goals, reduce wasted time and money, and avoid much worry and regret.
Duration=3.0

Problem Solving and Decision Making in Groups

COURSE TSA-PD-SOLVDECISIONGRP-0001

Description: To be in business means to be on a team. Every team, even if it's an informal group, convenes for one purpose--to solve problems and make decisions. In today's business world, effective business groups and teams are a key ingredient in success. By skillfully overcoming problems and making productive decisions, you'll turn your group into a community of success. In this course, you'll learn the skills necessary to first set the stage for group problem solving and decision making by recognizing the components of an effective team. You'll explore valuable strategies for improving group effectiveness, strategies that will enable you to move past groupthink and other obstacles and on to team productivity. You'll also learn how to better diagnose problems within a group setting, and then generate dynamic alternatives based on your diagnosis. Finally, you'll explore concrete ways to select the best option and make a wise, lasting business decision. You can't go it alone. This course will show you why and how to make the most of the advantages inherent in group problem solving and decision making.
Duration=2.5

Problem Solving: Identifies and analyzes problems; gathers, interprets, and evaluates information to determine its accuracy and relevance; uses sound judgment to generate and evaluate alternatives and to recommend a solution

Framing the Problem

COURSE TSA-PD-FRAMEPROBLEM-0001

Description: When you frame a picture, you intend for the viewer to examine everything within that border. Problem framing is similar in that you must not only consider what objectively makes up the problem itself but also what subjective tendencies influence your view of the situation. This course is designed to help you effectively frame problems so that you're sure your line of sight is aimed straight toward the solution. You'll discover how to recognize and gather information about a problem so that all contingencies are accounted for and all subtleties considered. You'll learn how to uncover the various assumptions, both conscious and unconscious, that are typically made about problems. After identifying these assumptions, you'll be able to tell the productive ones from the nonproductive. You'll also explore specific strategies for getting to the heart of any problem and learn dynamic techniques for framing that problem so that success is greatly enhanced. In the end, your ability to frame problems will be museum-quality. **Duration=3.0**

Generating Alternatives in Problem Solving

COURSE TSA-PD-GENALTPROBLEMSLV-0001

Description: When faced with any problem, it's tempting, especially in today's frenzied business atmosphere, to either take the easiest route or rely on the old tried-and-true methods. But how many times have you taken a certain action and realized afterward that you had more options than you realized? Now more than ever, today's business world is complex and multifaceted. As a positive result of that complexity, however, you can enjoy the benefits of increased opportunities in problem solving. This course is designed to equip you with numerous and productive alternative generation strategies that will enable you to draw from a pool of expanded options. By so doing, you'll better recognize and act on the best possible business choice. You'll explore ways to begin generating alternatives and get into the flow of enlarging your store of possible solutions. Using both rational and creative approaches to problem solving, you'll be sure that no good idea is left unnoticed. And even when you get stuck, when that rut

becomes tiresomely deep, you'll be able to right your course by using the dynamic strategies provided here. Options and alternatives are valuable commodities to possess. Get ready to take them to the bank.

Duration=2.5

Problem Solving and Decision Making in Groups

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Duration=2.5

Judgment: Makes sound decisions in situations when multiple options are available and uses common sense to avoid actions that could put oneself or others in danger

At this time, no additional competency-related components have been identified on the OLC.

Learning: Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development

e-Learning

COURSE TSA-ABC-ELEARNING-0001

Description: Today's careers are more demanding than ever. What is cutting edge today may well be obsolete tomorrow. Professional development and job skills training have become a normal part of most people's careers. But, how do you find the time to perform the duties and obligations associated with your job when you are trying to stay on top of your skills with ongoing training and other professional development activities? There is a solution. Organizations are discovering the advantages of e-learning to meet these demands. e-Learning, although still a relatively new service for career-minded employees, has already demonstrated its value in promoting solid performance gains and career enhancements. This course focuses on the basic question, "What is e-Learning and what can it do for me?" In this course, you'll find out how you can use this essential training tool to maximize your learning experiences, keep up-to-date with the latest and greatest content, and evaluate, plan, and implement what you have learned. **Duration=3.0**

Implementing and Evaluating Self-directed Learning

COURSE TSA-KNOW-SELFDIRLEARN-0001

Description: Self-directed learning is the foundation for the Knowledge Age. Well-conceived implementation of self-directed learning is crucial for the success of learning organizations in the 21st century. In this course, you'll look at three major implementation schemes: distributed implementation, implementation through a learning center, and implementation through an intranet. Learn how to set up the systems, evaluate them, and position them for success. Learn how to use SDL as a supplement or replacement for instructor-led training. And learn new roles and skills trainers will need in the 21st century corporation. **Duration=3.0**

Knowledge as Capital

COURSE TSA-KNOW-CAPITAL-0001

Description: Times are changing. No longer is a company valued on just its physical assets and income streams. A quick look at many Internet focused organizations points to a basic fact: There is a new kind of asset being valued in our economy. That asset is knowledge, the intellectual capital of the organization. The high potential return of leveraging the knowledge capital of an organization has led to company valuations that far exceed what used to be accepted as standard. This new capital is walking around your company, is hidden in file drawers, and surfaces in conversations with clients and suppliers. Understanding where the knowledge is in your company is one of the first steps in leveraging it for profitability and growth. In this course, you'll explore the three kinds of knowledge capital in every organization: human, structural, and relationship. You'll learn about each kind of capital, how to measure it, and how to start managing it to help your company. **Duration=3.0**

The Potential of Self-directed Learning

COURSE TSA-KNOW-POTENTSELFDIR-0001

Description: How often have you heard these buzz words of the '90s: self-directed learning; continuous learning; the learning organization; the knowledge worker? If you wonder what these terms really mean, why they are so important, and how you rate as a worker for the 21st century, this course is for you. Find out what you can do to take control of your own skill and career development. Learn to identify resources, build relationships, assess your organization's support for self-directed learning and manage and assist other self-directed learners and self-directed teams. What you've learned in school is not enough. It's time to take control of your own learning. **Duration=2.5**

The Power of the Learning Organization

COURSE TSA-KNOW-PWROFLEARN-0001

Description: In the new Knowledge Age, the only successful organizations will be those that know how to gather, support, and manage knowledge. If you're a manager or trainer who wants to improve performance, you need support from the corporate culture. Take this course to discover what factors make up a learning organization, how to assess whether your organization has them, how to train leaders to support them, and how to create them if they're missing. **Duration=3.0**

Reading: Understands, interprets, and learns from written material, including rules, regulations, instructions, and reports; applies knowledge gained from written material to specific situations

At this time, no additional competency-related components have been identified on the OLC.