SCSD Office of Career and Technical Education

Career Ready Practice #8: Utilize critical thinking to make sense of problems and persevere in solving them

Fall 2017

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Career Ready Practice #8:

Utilize critical thinking to make sense of problems and persevere in solving them

As we focus on the Career Readiness Practice, it’s important to fully understand their meaning and find examples of the practices being used and why it’s important to use them. In this exercise you will explore critical thinking and perseverance as it relates to the workplace.

Use and classroom technology you need to complete this project. If there is something you need that we do not have, please ask and we’ll do our best to get it for you.

**Directions:** Work together in a group and perform each workplace scenario. Teams will select students for roles in each scenario, making sure all team members have a job.

Students will video each scenario, then answer the provided questions. When the team is finished, they will select one video to share with the class.

**Tips before starting this project:**

1. Each team should select jobs for each member.
2. For students that have readying parts, make cue cards and practice.
3. Students should play the parts as realistic as possible.
4. Select a quite place for the video and make sure there is bright lighting.
5. The camera operator should hold the camera steady and refrain from speaking.
6. Do not use the zoom function on the camera.
7. Be your professional self when making your video.

**Scenario One:**

**Read Scenario:** *Elise has arrived on time for her first interview with SkyLabs Inc., a new pharmaceutical company that is seeking to hire the best and brightest graduates to build its employee base. Elise didn’t have an appropriate outfit, so she borrowed a skirt suit from her mom. The suit is too big and doesn’t fit well.*

**Mr. Gonzalez:** Hello, Elise. It’s great to meet you. How are you today?

**Elise:** I’m alright.

**Mr. Gonzalez:** Ok… Follow me into my office and we’ll get started.

**Elise:** Good. I need to be out of here by 1:30. I’m meeting my boyfriend for lunch.

**Mr. Gonzalez:** No worries. I’m sure this interview won’t take that long.

Answer Questions:

1. Do you think Elise dressed appropriately for the interview? Why or why not?
2. Do you think Elise’s responses to Mr. Gonzalez’s questions were appropriate? Why or why not?
3. From Mr. Gonzalez’s responses, what do you think his first impression of Elise was?
4. Did Elise use critical thinking and perseverance when responding to Mr. Gonzalez’s questions?

**Scenario Two:**

**Read Scenario:** *Nelson has a 2:00 p.m. meeting with his supervisor, Frank. Nelson arrives at 2:15 carrying the remainder of his unfinished lunch and he has food stains on his shirt.*

**Frank:** Glad you could make it, Nelson. I was about to head back to my office.

**Nelson:** Yeah… Sorry about that. The reports took longer than I expected to print and I was starving. Hope you don’t mind if I finish my lunch.

**Frank:** Well… I guess. I need to know where the project stands.

**Nelson:** Holds finger up while he finishes chewing his bite of food.

**Frank:** I’ll tell you what. Why don’t you just email me when you’re done and we can figure out another time to meet?

Answer Questions:

1. What, if anything, was unprofessional about Nelson’s behavior?
2. What could Nelson have done differently?
3. How do you think Frank felt about Nelson’s behavior?

d. Did Frank use critical thinking and perseverance when responding to Nelson’s questions?

**Scenario Three:**

**Read Scenario:** *Rick has been called into his Manager’s office. Lance, Rick’s manager, has been receiving complaints about the way Rick has addressed other employees lately; he’s been rude, has been talking over others, and generally has not had a pleasant disposition. Rick’s behavior is bringing the team’s morale down.*

**Lance:** Hey, Rick. Can I speak with you for a moment?

**Rick:** Sure, Lance. What can I do for you?

**Lance:** I’ve been receiving some complaints about your behavior lately. Is everything ok with you?

**Rick** (takes a deep breath): Really? I’m sorry about that. I’ve been dealing with a lot of stress at home. I guess I didn’t realize I was bringing it to work with me.

**Lance:** Listen, I understand. I’m here if you need to talk and you know we also have a program that will allow you to speak with a counselor if you feel you need to don’t hesitate to ask for help. You’re an important part of the team and we need you to be at your best.

**Rick:** Thanks, Lance. I may actually speak to a counselor. I appreciate you coming to speak with me personally and I will work on adjusting my attitude while I’m at work.

**Lance:** I appreciate that, Rick.

Answer Questions:

1. Do you think Rick was approachable?
2. What impression could Rick’s response have given Lance?
3. What characteristics did Lance exhibit in the way he handled the conversation with Rick?
4. How do you think both Lance and Rick felt after this conversation?