

# **Critical Thinking and Decision-Making for Administrative Professionals**

***Enhancing Rational  
Thinking and Improving  
Decision-Making for  
Presidential, Executive  
and Administrative  
Assistants***



**FIRST CLASS  
TRAINING TO MAXIMIZE  
YOUR POTENTIAL**

# THE DOUGLAS DIFFERENCE



***With professional development budgets stretched tightly today, it is important that you obtain the best training available. For more than forty years, P.A. Douglas & Associates has set the gold standard in leadership and management development.***

## **Why the Virtual Edition of the *Critical Thinking and Decision-Making for Administrative Professionals Course*?**

If you are looking for real results from your virtual training experience, only P.A. Douglas' administrative professionals programs are backed by our five decades of proven training expertise, build on more than 50 years of perfecting classroom course for presidential, executive and administrative assistants.

With the time pressures placed upon administrative professional today. It is difficult and sometimes expensive to travel to a venue in a distant location to receive the best training available. Our virtual seminars cover everything covered at our highly-rated in-person workshops. This real-time instructor-led course is presented live on **ZOOM** so that you can fully participate and ask questions of the instructors and other participants in breakout group sessions. There will also be clips from in-person sessions where appropriate. Experience our most immersive learning while collaborating with peers.

## **Why P.A. Douglas & Associates Administrative Professionals Training?**

For five decades, we have worked closely with HR departments and with presidential, executive and administrative assistants administrative professionals themselves to ensure that our courses meet and exceed the rigorous needs of our participants. It is from this extensive experience that we have meticulously crafted all of our admin programs. The praise the **Critical Thinking and Decision-Making for Administrative Professionals Course** has received reflects the persistent research and subsequent revision which ensures that the program is at the cutting edge.

## **Highly Qualified, Experienced Faculty**

We use the University standard. All of our courses are taught by academically qualified faculty - not scripted presenters. Knowledgeable and entertaining speakers, our faculty members hold at a minimum a Master's Degree from a fully accredited university and one or more professional qualifications, (Ph.D., CMC, PMP, etc.). Our team members also have on average 20 years' experience providing leadership training

## **And you'll be in good company...**

Here are some of the more than ten-thousand organizations that have sponsored participants at our public seminars:



## **Paul A. Douglas, B.Com., MBA, CMC, Ph.D**

The *Critical Thinking and Decision-Making for Administrative Professionals Course* will be personally led by Paul A. Douglas, an internationally acclaimed speaker and consultant to scores of major corporations, universities and governments. Dr. Douglas' primary expertise is leadership, influence and critical thinking. He has written over a dozen books, including *Critical Thinking and Influential Leadership* and *Critical Thinking and Decision-Making for Administrative Professionals*. He is a Certified Management Consultant (CMC). He holds a Bachelor of Commerce (B.Com.) and Master of Business Administration (MBA) degree from the University of Alberta, where he taught in the Faculty of Business. He also has a doctorate (Ph.D.) in business administration, with a specialty in organizational theory and behavior. Most importantly, the insights and practical techniques he presents come from the real world. Immediately you will feel at ease with Paul; he communicates with wit, warmth and enthusiasm.



# OBJECTIVES

At *Critical Thinking and Decision-Making for Administrative Professionals*, you'll learn how to make better decisions, challenge logical fallacies and achieve greater results in less time by applying powerful thinking skills.

Rational thinking, problem solving and decision-making are foundational skills. They involve deductive reasoning, forming conclusions from givens and applying clear judgment to reach logical conclusions.

The ability to think clearly and critically is one of the most important skills an administrative professional can develop.

Critical  
Thinking and  
Decision-  
Making for  
Administrative  
Professionals

## WHEN

Winter Session

February 7th, 2023

Summer Session

September 12th, 2023

### Who Should Attend?

The *Critical Thinking and Decision-Making for Administrative Professionals Course* is ideally suited to the development needs of administrative assistants, executive assistants, office managers, team leaders and others engaged in operational roles who wish to demonstrate competence in making timely, criteria-based decisions that balance desired outcomes with current realities and management expectations thereby enhancing their careers.



**REGISTER NOW:**  
[www.padouglas.com](http://www.padouglas.com)



# COURSE SCHEDULE

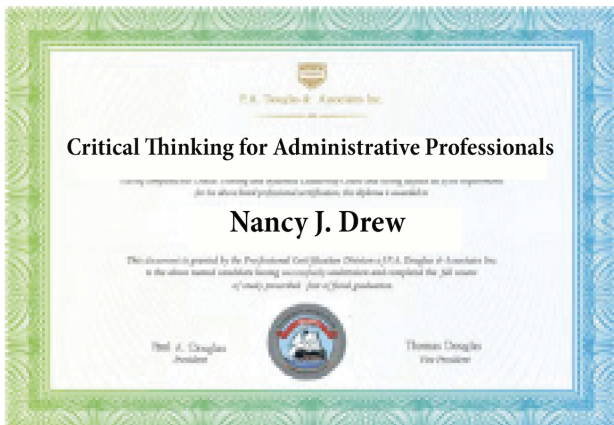
## Two Sessions to Choose From

In response to the many requests that we received to make our popular *Critical Thinking and Decision-Making for Administrative Professionals Course*, available live but on-line, we are pleased to offer the virtual edition of the program twice in 2023. The virtual course presented in one-day and is five hours in duration. If you are looking for real results from your virtual training experience, only P.A. Douglas' administrative professionals on-line training programs are backed by five decades of proven training expertise, build on more than 50 years of perfecting classroom courses for presidential, executive and administrative assistants.

The course will be held in February of 2023 and again in September of 2023 to accommodate your schedule.

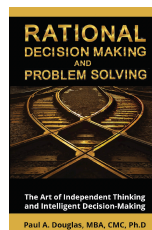
The virtual seminar includes everything covered at the in-person workshop. It will be conducted live on the ZOOM platform so that participants can fully engage with other attendees, as well as with faculty members.

## Professional Certification



## Your Courseware Package

Seminar materials include course materials, the course workbook, as well as Kindle ebook editions of Dr. Douglas' popular book, *Critical Thinking and Decision for Administrative Professionals*.



“

*This course was amazing. Dr. Douglas was enthusiastic and grounded. I have been to many training courses but I have to say this was the best one.”*

# COURSE FRAMEWORK

## CRITICAL THINKING: AN ESSENTIAL SKILL FOR ADMINS

At this course you will discover not just what critical thinking is but also why it is so vitally important to both your professional and personal growth. Critical and rational thinking is a discipline and a skill—one that will allow you to make decisions that are the product of rational thought. Critical thinking will enable you to think at the highest level you are capable of. Becoming a critical thinker will enhance your ability to make better decisions and create better solutions

- What is critical or rational thinking
- Why improving your critical thinking skills is so vitally important
- Defining critical thinking, reasoning, and logic
- Developing intellectual self-defense
- How to think clearly, identify fallacies and construct effective arguments
- Distinguish between “Automatic” thinking and “Manual” thinking
- Immunize yourself against the influence of bad arguments, propaganda and psychological manipulation
- Skills for becoming a more penetrating thinker - so as to rationally persuade others
- Explore key concepts in logical and critical thinking
- Developing an understanding of the 'Elements of Thought,' and identifying how these parts work together in reasoning.
- Identify obstacles to logical and critical thinking

## THE ROLE OF LOGIC IN RATIONAL THINKING

Understanding the principles of logic, enables you to evaluate arguments and to better distinguish between good and bad reasoning, between truth and falsehood. By developing a grasp of formal and informal logic, you will improve your ability to evaluate ideas or claims others propose, make good decisions, and form sound judgments. The ability to discern a valid argument from a false one is an important skill and a key aspect of critical thinking.

- The origins and importance of Logical Thinking
  - The power and beauty of Socrates's categorical syllogism
  - Arguments: What they are and how to recognize them
  - What Michael Palin can teach us about the argument
  - The journey from Premises to Conclusions
  - Identifying the components of a good argument
  - Evaluating logical arguments based on criteria such as validity, strength and cogency
  - The Importance of Logical Thinking in the Workplace
  - Recognizing and producing arguments in standard form
  - Using deductive and non-deductive arguments
  - How the syllogism has changed the world
  - Understanding the difference between the categorical syllogism, the disjunctive syllogism and the hypothetical syllogism
  - Why you need to recognize the most common errors in formal logic - affirming the consequence and denying the antecedent
  - Recognizing the difference between Modus Ponens and Modus Tollens
  - Bertrand Russell and the 'excluded middle'
- 'Red Herring,' In this fallacy your opponent redirect the argument to another issue to which they can better respond to
  - 'Confirmation bias,' is the tendency to search for, interpret, favor, and recall information in a way that confirms or supports one's prior beliefs or values and ignores contrary information
  - The 'Begging the Question fallacy,' is any form of argument where the conclusion is assumed in one of the premises.
  - The Galileo fallacy,' claims that because an idea is forbidden, detested, prosecuted or otherwise mocked, it must be true, or at least it should be given credibility.
  - 'If by Whisky,' speaks to a situation where an individual's response to a question is contingent on the questioner's opinions and makes use of words that appear to support both sides of an issue
  - The 'No True Scotsman,' is Where a universal (“all”, “every”, etc.) claim is refuted, rather than conceding the point or meaningfully revising the claim
  - 'Unfalsifiability,' is a important fallacy that we need to identify and refute. It is the assertion that a theory or hypothesis is true or false even though that theory or hypothesis cannot possibly be contradicted

## INFORMAL LOGIC: IDENTIFYING AND REFUTING FALLACIES

Logical fallacies are statements that seems to be true until you apply the rules of logic to them. Logical fallacies are often used to mislead you – to trick you into believing something you otherwise would not. If you're taken in by a logical fallacies, the false conclusions they lead to can result in decisions you make being later regretted. Logical fallacies are examples of informal logic and are common. In this important module you will learn to identify and refute many logical fallacies, including the following:

- The 'Ad Hominem fallacy' which literally means literally means 'to the man.' it is where you are attacked personally, instead of your arguments
- The 'Tu Quoque fallacy' - an invalid attempt to discredit your argument by answering criticism with criticism -- without presenting a counterargument
- The 'Straw Man fallacy' is when your opponent oversimplifies or misrepresents your argument (i.e., setting up a "straw man") to make it easier to attack
- The 'False Dilemma Fallacy' misleads by presenting complex issues in terms of simply two inherently opposed sides. I
- The 'Poisoning the Well fallacy' occurs when negative information that is irrelevant is presented ahead of time to discredit your argument. Poisoning the well represents a preemptive ad hominem attack against you
- 'Post Hoc Ergo Propter Hoc,' this fallacy is committed when an argument claims that because one event followed another, it was caused by or analogous to it
- The 'Equivocation fallacy' occurs when the context is an argument and the conclusion depends on shifting the meaning of an expression while treating it as if it remains the same
- 'Appeal to Authority,' this fallacy insists that a claim is true simply because a valid authority or expert on the issue said it was true, without any other supporting evidence
- The 'Appeal to False Authority fallacy,' uses an alleged or an unidentified as evidence in your opponent's argument
- 'Argumentum ad Ignorantiam,' this fallacy occurs when you argue that your conclusion must be true, because there is no evidence against it. This fallacy wrongly shifts the burden of proof away from the one making the claim
- 'Red Herring,' In this fallacy your opponent redirect the argument to another issue to which they can better respond to
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## PROBLEM SOLVING AND DECISION MAKING SKILLS FOR ADMINS

To master your memory is to invite success in business, in education and in your relationships. A trained memory is an absolute necessity in today's competitive work environment. At this remarkable session, you will:

- Approach problem-solving in a coherent and systematic way
- Discover the pitfalls of problem solving and steps for avoiding them
- Utilize the 'IDEAL' model to ensure you are solving the right problem
- Discover the power of 'Reverse Brainstorming'
- Learn the 6 steps to follow for every problem you solve or decision you make
- Develop competence in anticipating and preventing problems before they occur
- Providing administrative professionals and other operational personnel with tools that enhance successful collaboration and improve outcomes for high value decisions.
- Explore rational, intuitive and emotional decision making styles to learn their strengths and weaknesses.
- Keeping your cool when responding to hard questions, emotionally sensitive situations or public criticism - tactics you need to know
- Avoid and reduce common decision errors through awareness and simple strategies
- How to effective problem-solving techniques can diffuse defensive behaviors and get people on common ground.
- See how decisions relate to critical thinking, and logic. Learn how connected decisions capture reusable knowledge so as to improve your capabilities over time
- Build skills and judgment that can be applied to improve daily choices
- Utilize your newly acquired critical thinking and decision-making skills to increase your influence

### LOGIC, REASON AND PROBLEM-SOLVING

## Critical Thinking and Decision-Making for Administrative Professionals

*Gain a Competitive Advantage by Learning to Think Critically!*

Paul A. Douglas, MBA, Ph.D

# PROVEN TRAINING FOR ADMINISTRATIVE PROFESSIONALS

## Critical Thinking for the 'New Normal'

A number of recent studies have identified critical thinking as the number one requirement for success in the twenty-first century, yet there is also growing evidence that many administrative professionals lack this quality.

Today's administrative professional faces many situations that require extraordinary critical thinking and decision-making skills. This comprehensive one-day, workshop teaches those engaged in administrative and operations roles how to think logically and systematically about problems and situations and identify the optimal course of action.

The ability to think critically is one of the most important skills the administrative professional can develop. At the **Critical Thinking and Decision-Making for Administrative Professionals Course** you'll learn how to make better decisions, challenge logical fallacies and achieve greater results in less time by applying powerful problem-solving skills.

## Learn to Think Better

Critical thinking is a competency you will use every hour of your day. As an administrative professional, you are the one that team members and clients come to with questions or problems. You must be able to handle a variety of challenges calmly and solve them using critical thinking

We make decisions everyday that affect our lives in both a personal and a professional context. The significance and the necessity of having the ability to make good decision making cannot be over emphasized. Critical thinking helps us to find any flaw, if it exists, in our decision making process thereby enabling us to reach a better outcome by eliminating those flaws. In short, regardless of what you are hoping to achieve, you need to expand your skills in logic; to be able to think critically and act quickly.

Whether you are an administrative assistant, executive assistant or you lead a team, by developing your critical thinking skills you will perform at a higher level and provide your organization with a distinct competitive advantage.

## One Inclusive Fee

### The Course Fee includes:

Your registration fee and tuition, courseware package and Certificate of Completion as well as 1.0 CEU.

### BONUS

A third participant may also attend for FREE when two individuals from your organization register - A \$495.00 value.



### TWO REGISTRATION OPTIONS

1. Live Virtual Seminar and Materials Package **\$495.00**
2. Digital Download of Live Virtual Seminar & **\$395.00\***

\* The digital version of the complete seminar will be delivered within 48 hours of the presentation



**REGISTER NOW: [www.padouglas.com](http://www.padouglas.com)**