



Course 3: Think Critically and Solve Problems with AI

How do I think through complex situations clearly and make confident decisions?

WEEK 1

Identify Problems That Matter

Learn to think critically about career challenges to identify the real problems worth solving, rather than just reacting to symptoms or perceived issues.

1. Why Critical Thinking Matters in Career Decisions

Analyze the difference between reacting in the moment and applying critical thinking to focus on what truly drives career progress. Evaluate how reflecting on your own thinking process can uncover blind spots, test assumptions, and improve the quality of your choices. Apply structured frameworks to a current workplace challenge to clarify your path forward.

2. The 5W2H Method for Professional Problem Discovery

Apply the 5W2H framework to explore a career challenge in depth, moving beyond surface details to uncover the true problem. This structured approach ensures you ask the right questions in the right order, identify hidden assumptions, and build a complete problem statement ready for informed action.

3. Problem vs. Symptom Recognition in the Workplace

Analyze workplace scenarios using your 5W2H skills to spot when a team is addressing symptoms instead of root causes. This will strengthen your ability to guide conversations toward deeper problem-solving—an essential capability for effective leadership and collaboration.

4. Crafting Clear Problem Statements That Drive Action

Create clear, specific, and actionable problem statements that serve as a solid foundation for solving the challenges that matter most to your career. This ensures you're focusing on work that drives progress, not just activity.

WEEK 2

Make Data-Driven Decisions That Move You Forward

Navigate complex career challenges using design thinking principles while building data-driven decision-making skills.

1. Recognizing "Wicked Problems" in Your Career

Differentiate between straightforward career decisions and complex "wicked problems" so you can choose the right approach—whether that's a quick, analytical decision or a more creative, design thinking process. This skill helps you navigate uncertainty with clarity and confidence.

2. Empathize and Define - Understanding Your Career Challenge from All Angles

Apply the first two stages of design thinking—empathizing and defining—to unpack a complex career challenge. By mapping stakeholders, exploring their perspectives, and reframing the problem in a human-centered way, you'll uncover angles you might have otherwise missed and open the door to more creative, relevant solutions.

3. Ideate with Structure - MECE and Logic Trees for Solution Generation

Apply systematic frameworks like MECE and logic trees during the ideation stage of design thinking to expand your career solution set without losing structure. By blending organization with creativity, you'll ensure your ideas are both innovative and complete—ready to turn into action.

4. Prototype and Test Your Career Hypotheses

Formulate career solution ideas into testable hypotheses, then design small, data-informed experiments to validate them before making big moves. This approach helps you confirm assumptions, minimize risk, and base your career decisions on reliable, high-quality information rather than guesswork.

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WEEK 3

Present Yourself as a Problem- Solver

Transform your past experiences into compelling stories that demonstrate your analytical thinking and problem-solving abilities, learning to quantify your impact and communicate your value in any professional context.

1. Transform Experiences into Strategic Problem-Solving Stories

Construct professional stories that showcase your strategic thinking by reframing everyday work experiences through the Understand → Design → Build framework. This approach shifts your narrative from simply “what you did” to how you approached challenges, revealing a clear, methodical problem-solving process that stands out to employers and colleagues.

2. Quantify Your Impact with Data and Evidence

Determine the measurable impact of your work by uncovering and quantifying metrics that clearly demonstrate value. Even when obvious numbers aren't available, you'll learn to find direct data, estimate missing figures, and present them in ways that make your contributions tangible and compelling.

3. Communicate Your Thinking Process

Apply the REQUEST framework to design professional asks with reason, evidence, specificity, timing, and follow-up. Build confidence in making requests that are compelling, actionable, and hard to refuse.

4. Present Your Problem-Solving Value Proposition

Synthesize your strategic stories, quantified impacts, and analytical explanations into one powerful value proposition that clearly communicates your problem-solving strengths. This will help you confidently position yourself for future opportunities by connecting your proven track record to the types of challenges you're ready to take on next.

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