Your Name

Instructor Name

Course

Date

Reflection

People often experience problems in their life that require necessary skills for identifying the solutions and using knowledge and facts for effective solutions. Critical thinking skills are important as they help people to develop a positive attitude towards learning and look for ways for problem-solving. Problem-solving and critical thinking are significant in the workplace because it helps people to overcome challenges and achieve business goals. Sally is seen to be solving problems at her workplace effectively through critical thinking.

**Elements of Critical Thinking**

Critical thinking influences the personal and professional growth of an individual and impacts decision-making skills. Sally is seen to be facing certain barriers to critical thinking such as an over-reliance on emotions or feelings and a lack of relevant information. Her customer’s disagreement led her towards misunderstanding and confusion about the warranty policy and she was able to solve it by putting herself in place of the customer and think critically. She possesses the skills of a good thinker because she thinks logically and finally comes to a decision that improves the overall policy of the organization.

# Reason, Emotion, and Communication

The concept of reason is presented as the customer’s disagreement with warranty policy makes sense that the printers fail right after a month of the expiry of warranty. Sally’s critical thinking is affected by emotions when the customer equates the printer to living, earning, and food for his family. It makes Sally think by putting herself in his shoes. During dinner with her friends, Sally used the passive style of communication. She did not express any of her views and avoided any conflict or confrontation. It led to an anger build-up upon which she decided not to go anywhere else with them after dinner. She just listened to them and their views and did not show disagreement in any way.

**Fallacies and Arguments**

The main fallacy in the whole scenario is the argument presented by the manager to Sally. When Sally tries to prove that the current warranty policy is inadequate and should be changed, the manager, instead of giving her a logical argument or answer, tells her that she herself comes late to the office so she has no right to suggest any change in policy. Many arguments are seen to be presented in the scenario. The customer’s presented arguments are logical to which Sally responds in the best way. She uses her knowledge and facts to gather evidence and then presents logical arguments to her manager who at first does not agree but finally Sally succeeds in getting approval for her proposal to extend the warranties.

**Conclusion**

Critical thinking and problem solving are lifelong skills that develop throughout an individual’s course of life. It does not only mean to understand the problem but also becoming able to look for effective solutions through the application of knowledge and skills. It helps resolving the conflicts and arrive on better and effective solutions. In this scenario, Sally is seen to be faced by a situation which requires critical thinking skills and effective problem solving. She faces obstacles in critical thinking but then becomes able to look for solutions to problems.

**Works Cited:**

Wren, Doug, and Amy Cashwell. “Mission Possible: Measuring Critical Thinking and Problem Solving.” *Educational Leadership*, vol. 75, no. 5, Feb. 2018, pp. 70–75.