



**Australian Government**

# **BSBCRT311 Apply critical thinking skills in a team environment**

**Release: 1**

## BSBCRT311 Apply critical thinking skills in a team environment

### Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

### Application

This unit describes skills and knowledge required to apply critical thinking skills to generate solutions to workplace problems in a team environment.

The unit applies to individuals who are required to develop and extend their critical and creative thinking skills to different issues and situations. These individuals apply a range of problem solving, evaluation and analytical skills resolve workplace issues within a team context.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

### Unit Sector

Critical Thinking & Problem Solving – Critical Thinking

### Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to address workplace problem	1.1 Identify and select workplace problem to address within scope of job role of team members 1.2 Identify organisational and legislative frameworks applicable to selected problem 1.3 Develop questions to identify key issues and challenges of selected problem 1.4 Consult key stakeholders using questions to gather information on selected problem
2. Evaluate solutions for workplace problem	2.1 Identify a range of critical thinking techniques to generate solutions to selected problem 2.2 Develop solutions using knowledge and experience of team

ELEMENT	PERFORMANCE CRITERIA
	<p>members</p> <p>2.3 Explain development process for individual solutions generated to team members</p> <p>2.4 Apply agreed criteria for selecting most suitable option in consultation with team members</p> <p>2.5 Critically evaluate solutions generated and select solution to be implemented</p>
3. Finalise and review solution development process	<p>3.1 Present solution to relevant stakeholders with explanation of critical thinking processes involved</p> <p>3.2 Respond to challenges and questions from stakeholders</p> <p>3.3 Evaluate critical thinking processes with team members and using feedback received</p> <p>3.4 Identify critical thinking learnings to apply to individual and team situations</p>

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.*

Skill	Description
Learning	<ul style="list-style-type: none"> <li>• Uses questioning as a strategy to expand knowledge</li> <li>• Reflects on existing thinking and current practices to generate new ideas</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>• Participates in a verbal exchange of ideas and elicits the view and opinions of others by listening and questioning</li> </ul>
Reading	<ul style="list-style-type: none"> <li>• Comprehends textual information and integrates ideas and concepts from various sources</li> </ul>
Writing	<ul style="list-style-type: none"> <li>• Documents observations and experiences related to problem solving</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Collaborates with others to test, strengthen and explore new ideas and different ways of thinking</li> </ul>

## Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to BSBCRT301 Develop and extend critical and creative thinking skills.

## Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>