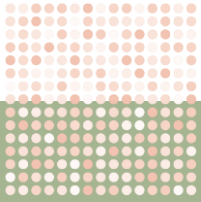
GLION SELF-HELP SERIES

Learning Support



Critical thinking skills

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Critical thinking is one of the most important skills in higher education.

It means questioning information instead of simply accepting it — analysing, comparing, and evaluating ideas before forming your own conclusions.

What is critical thinking?

Critical thinking is a process of actively analysing and evaluating information to make reasoned judgments.

It involves:

- Asking questions instead of accepting claims at face value
- Considering evidence from multiple perspectives
- Identifying assumptions, bias, and gaps
- Reaching conclusions supported by logic and evidence

Why it matters?

- Helps you understand complex ideas more deeply
- Improves academic writing and argumentation
- Strengthens decision-making and problem-solving skills
- Prepares you for professional environments where evidence-based reasoning is key

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Step-by-step: how to think critically

1 Ask good questions

Critical thinking starts with curiosity.

Try questions like:

- What is the main argument or claim?
- What evidence supports it?
- Who benefits from this idea?
- What assumptions are being made?
- What might be missing or ignored?

2 Evaluate sources and evidence

- Check the credibility of the author and publication
- Identify whether evidence is empirical, theoretical, or opinion-based
- Look for data, citations, and peer-reviewed research
- Compare different perspectives on the same issue

3 Analyse arguments

Break arguments into parts: **claim** → **evidence** → **reasoning**.

Ask yourself:

- *Does the evidence really support the claim?*
- *Is there bias?*

Example:

- **Claim**: "Automation improves guest satisfaction."
- **Evidence**: Customer surveys show shorter wait times.
- **Reasoning**: Shorter waits may improve satisfaction, but surveys don't show whether personal service quality declined.

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4 Recognize bias and assumptions

- Everyone (including scholars) has perspectives that influence their conclusions.
- Check for language that signals opinion or bias ("clearly," "obviously").
- Ask: *What is being assumed but not proven?*
- Seek alternative explanations or counter-examples.

5 Draw balanced conclusions

- Weigh up all sides before deciding what you think.
- Use cautious language: "The evidence suggests…", "It is likely that…"
- Support every conclusion with references or data.

Example: Applying critical thinking

Topic: *Do loyalty programs really increase hotel profitability?*

Step n°	Argument analysis	Sample outcome
1	Identify the claim	*Loyalty programs boost profits*
2	Check evidence	*Are results based on independent studies or internal reports?*
3	Compare views	*Some research highlights increased retention; other show high program costs*
4	Evaluate reasoning	*Does customer retention always equal profit?*
5	Conclusion	*Loyalty programs may improve retention but not always profitability – further evidence is needed.*

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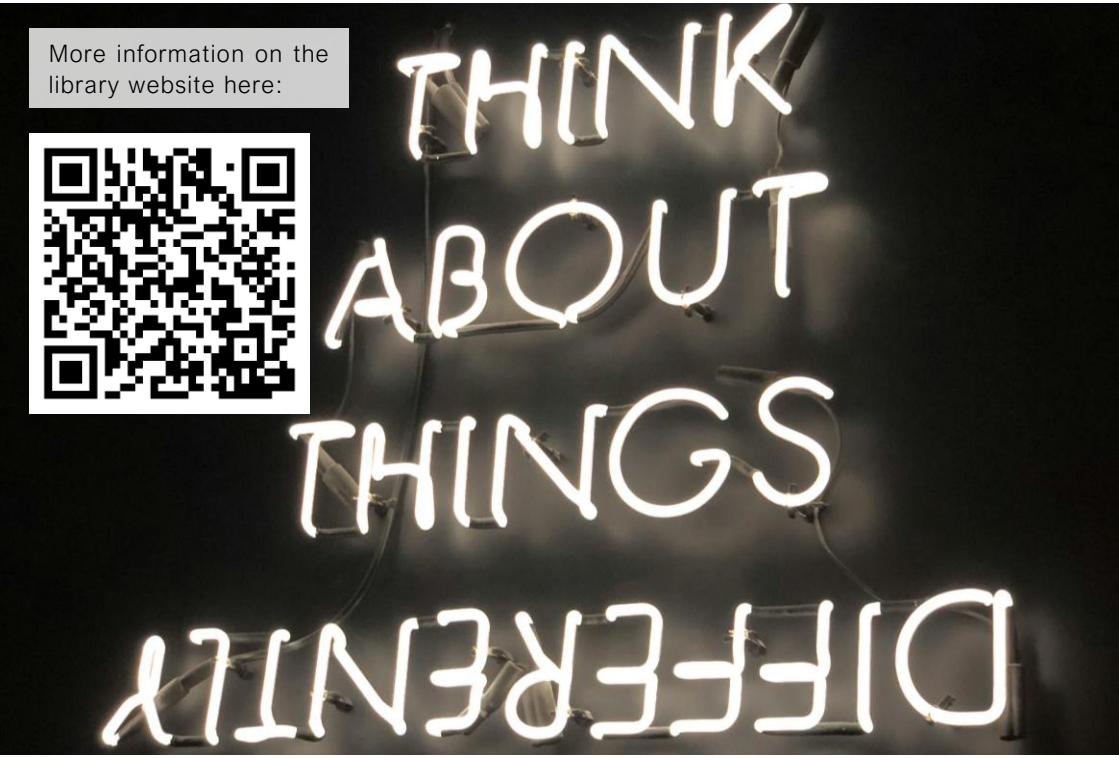
Tips & Tricks

- Be open-minded: Explore ideas that challenge your assumptions.
- Slow down your thinking: Avoid quick judgments — reflect first.
- Use “why?” and “how?” questions often.
- Write reflectively: After reading or lectures, summarise what you agreed/disagreed with and why.
- Practice daily: Apply critical thinking to news, ads, and social media — not just coursework.

More information on the library website here:



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Bloom's taxonomy and critical thinking

Level	Skill	Sample task
Remembering	Recall facts	Define key terms from the reading
Understanding	Explain ideas	Summarise the author's argument
Applying	Use knowledge	Apply theory to a case study
Analysing	Examine relationships	Compare two researchers' viewpoints
Evaluating	Judge quality	Assess whether evidence supports conclusions
Creating	Produce new ideas	Propose you own model or solution

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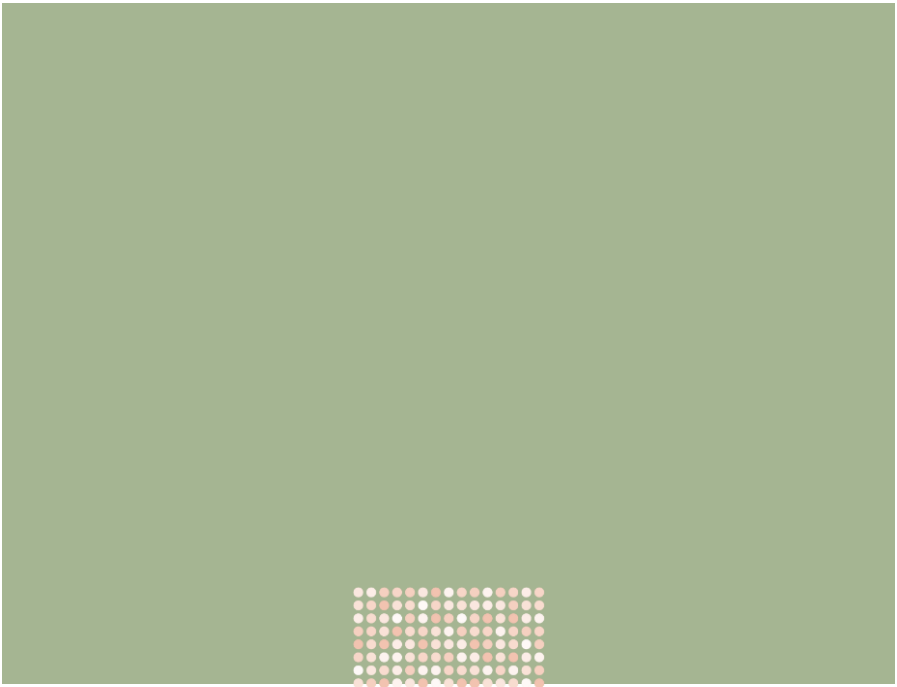

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