Critical Thinking & Problem Solving – Exercises sound reasoning to analyze issues, make decisions, and overcome problems. Ability to obtain, interpret, and use knowledge, facts and data.

Level	Demonstrated Behavior	Associated Skills	Example
Level I *Basic Experience*	Uses good judgement to ask the right questions to find a solution to a problem or know when to seek help from supervisor.	Customer Focus Professionalism/Work Ethic Verbal Communication	Margaret wondered if there was a more efficient way to provide information to students for the upcoming events. She queried other students for their ideas then proposed several solutions to her supervisor.
Level II *Practical Application*	Identifies and defines the issue to be resolved within the scope of the job. Makes logical and informed decisions by analyzing the available information.	Customer Focus Decision Making Organizational Skills Time Management Verbal Communication	Realizing that it was too late for Dining Services to supply food for the afternoon department meeting, Sarah investigated the possibility of purchasing snacks from Hannaford since the meeting would run into the dinner hour.
Level III *Advanced Application*	Envisions the issue to analyze the situation. Identifies, defines and assesses problem at hand. Investigates available options and consequences. May use technology tools to support data.	Brainstorming Digital Literacy Organizational Skills Problem Solving Time Management Verbal/Written Communication	Teasha identified a potential problem with the department report. She examined the data that was used to produce the report, found the error and re-analyzed the information. She shared her findings with other members of the department to confirm her new report findings.
Level IV *Subject Area Expertise and Application*	Uses variety of methods to analyze project work - leveraging tools and technology to support decisions and make improvements. Examines topics from multiple perspectives and sees the big picture. Identifies key players and makes connections with opportunities to support work. Provides work direction and delegates others to achieve goals in the oversite of a project. Learns from successes and failures.	Brainstorming Creativity and Innovative Digital Literacy Decision Making Leadership Organizational Skills Time Management Verbal/Written Communication	Realizing that the project had taken a wrong turn, Jeff re-examined the original criteria of the proposal and realized some elements were missing from the logic. He conferenced with his team to determine the best solution based on the available resources. He rewrote the proposal and let others know of the adjustment. Jeff continued to assess the progress on the project weekly.
Level V *Mastery and Extensive Application*	Comprehensively explores issues, ideas, knowledge, evidence, and values before accepting or formulating an opinion or conclusion. Recognizes there may be more than one valid point of view and identifies information that may be missing. Evaluates an issue or problem based on multiple perspectives, while accounting for personal biases. Analyzes both successes and failures for continued improvement.	Brainstorming Creativity and Innovative Collaboration Digital Literacy Decision Making Leadership Organizational Skills Problem Solving Time Management Verbal/Written Communication	The outdated software could not produce the information that the department needed. Knowing that funding for updating the software was limited, Eric looked for other possible solutions by networking with other departments, checking with software forums and reaching out to other colleges. Eric documented a possible solution and proposed it to the department staff to gain buy-in to move forward. All agreed to test the solution and monitor going forward.

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