Can We Actually Teach Someone to Think? Chat

11:02:53 From Janet Henry : Good morning!
11:03:03 From Samantha Farr : Good morning
11:04:11 From Betsy Spetich : Great music.
11:05:06 From Jason Dreyer : Reacted to "That's why I don't play my K-pop in workshops. :)" with 😂
11:05:18 From Jason Dreyer : Replying to "That's why I don't play my K-pop in workshops. :)"

That doesn't stop me!
11:05:44 From Kelly's Notetaker (Otter.ai) : Hi, I'm an AI assistant helping Kelly Martin take notes for this meeting. Follow along the transcript here: https://otter.ai/u/cyt5nlXENVtqj4AbJSieAeXMlS4?utm_source=va_chat_link_1

You can see screenshots and add highlights and comments. After the meeting, you'll get a summary and action items.

If you'd like to stop this recording, you can go to the link above and click the Stop button.

If you'd like to stop the recordings for all Otter Notetakers in this meeting, you can type "otter stop" in Zoom chat.
11:06:13 From Maureen Flanagan : Replying to "That's why I don't play my K-pop in workshops. :)"

My sister-in-law and niece have seen BTS several times plus other groups I've never heard of.

11:06:15 From Sandra Guzman : Hello Shannon and all! Welcome to November!
11:06:29 From Ann Brown : New to chat! Louisville, KY
11:06:34 From Connie Halvorsen : Reacted to "New to chat! Louisville, KY" with ❤️
11:06:38 From Jason Dreyer : Hello Ann! Welcome!
11:06:41 From Connie Halvorsen : Welcome Ann!
11:06:43 From Sandra Guzman : Reacted to "New to chat! Louisville, KY" with ❤️
11:06:50 From Ann Brown : Reacted to "Hello Ann! Welcome!" with ❤️
11:06:51 From Maureen Flanagan : Welcome, Ann.
11:06:52 From Samantha Farr : Hi all, it has been a while since I have attended
11:06:55 From Ann Brown : Reacted to "Welcome, Ann." with ❤️
11:06:59 From Ann Brown : Reacted to "Welcome Ann!" with ❤️
11:07:04 From Nicole Duclos : Yes
11:07:07 From Erinn Mulhern : I attended once before! Erinn from the Toronto area, Canada
11:07:17 From Jason Dreyer : Welcome back, Samantha
11:07:26 From Samantha Farr : Reacted to "Welcome back, Samantha" with ❤️
11:07:28 From Ambar Mravetz : Hi Everyone! I'm Ambar from Texas. I haven't been here in awhile and attended once before.
11:07:29 From Jason Dreyer : Welcome back Erinn
11:07:36 From Betsy Spetich : Welcome Ann and welcome back Samantha and Erinn
11:07:36 From Connie Halvorsen : Welcome back, Erinn and Samantha!
11:07:42 From Ann Brown : Reacted to "Welcome Ann and welcome back Samantha and Erinn" with ❤️
11:07:42 From Jason Dreyer : Welcome back Ambar
11:07:49 From Samantha Farr : Reacted to "Welcome back, Erinn and Samantha!" with ❤️
11:09:06 From Shannon Tipton : https://www.learningrebels.com/2026/11/05/critical-thinking-is-the-junk-drawer-of-training-requests/
11:09:14 From Connie Halvorsen : Replying to "Welcome back Ambar"

Yes, welcome back, Ambar! 🙂
11:09:33 From Annie Iacobellis : Reacted to "https://www.learningrebels.com/2026/11/05/critical-thinking-is-the-junk-drawer-of-training-requests/" with ❤️
11:10:12 From Connie Halvorsen : Good post! I read this morning! :)
11:10:34 From Cynthia Lewis : Replying to "Good post! I read ..."

Very good post!
11:10:43 From Ann Brown : Ill structured problem vs. well structured problem
11:10:45 From Victoria Nelson : Reacted to "Good post! I read this morning! :)" with 💯
11:10:53 From Shannon Tipton : https://www.learningrebels.com/wp-content/uploads/2026/11/Blanket-or-Job-Thinking-Workshee

t-1.pdf
11:10:57 From Sandra Guzman : From my operations day...I told my team to think outside the box. While we had job aids that outlined steps 1-20... I needed them to think outside the steps being in ascending order. The ask was for them to come up with solutions and not take no or stopping asr an answer.
11:11:00 From Cynthia Lewis : Reacted to "Ill structured pro..." with 👍
11:11:13 From Cynthia Lewis : Reacted to "Ill structured pro..." with ❤️
11:11:16 From Cynthia Lewis : Removed a 👍 from "Ill structured pro..."
11:12:24 From Jason Dreyer : I've found that it isn't a thinking problem it's an ownership and enablement problem.
11:12:32 From Connie Halvorsen : Reacted to "I've found that it isn't a thinking problem it's an ownership and enablement problem." with 👍
11:12:45 From Cynthia Lewis : Reacted to "I've found that it..." with 👍
11:12:49 From Victoria Nelson : Reacted to "I've found that it isn't a thinking problem it's an ownership and enablement problem." with 👍
11:13:05 From Shannon Tipton : Reacted to "I've found that it isn't a thinking problem it's an ownership and enablement problem." with 👍
11:13:07 From Cynthia Lewis : Replying to "I've found that it..."

And it's a system/process problem.
11:13:07 From Maureen Flanagan : Reacted to "I've found that it isn't a thinking problem it's an ownership and enablement problem." with 💯
11:13:19 From Connie Halvorsen : Reacted to "And it's a system/process problem." with 👍
11:13:52 From Paul Golightly : There's definitely an irony to telling people to think outside the box and then giving them a box with which to think outside other boxes.
11:14:00 From Shannon Tipton : Reacted to "There's definitely an irony to telling people to think outside the box and then giving them a box with which to think outside other boxes." with 😂
11:14:01 From Jason Dreyer : Reacted to "There's definitely an irony to telling people to think outside the box and then giving them a box with which to think outside other boxes." with 😂
11:14:03 From Cynthia Lewis : Reacted to "There's definitely..." with 😂
11:14:06 From Connie Halvorsen : Reacted to "There's definitely an irony to telling people to think outside the box and then giving them a box with which to think outside other boxes." with 😁
11:15:28 From Maureen Flanagan : Reacted to "There's definitely an irony to telling people to think outside the box and then giving them a box with which to think outside other boxes." with 😂
11:15:43 From Connie Halvorsen : I like the addition of a coach!
11:16:14 From Maureen Flanagan : Replying to "There's definitely an irony to telling people to think outside the box and then giving them a box with which to think outside other boxes."

In certain circumstances, I make it my goal to expand the boundaries of said box (such as when having materials approved by our legal team). :-)
11:17:30 From Cynthia Lewis : Reacted to "In certain circums..." with ❤️
11:17:34 From Cynthia Lewis : Reacted to "I like the additio..." with ❤️
11:17:50 From Maureen Flanagan : Speaking of angles or perspectives, I attended a session with Michael Gelb years ago about "How to Think Like Leonardo Da Vinci" which is more focused on thinking creatively. If I am correctly recalling, it focused on looking at things from seven different perspectives.
11:18:06 From Shannon Tipton : Reacted to "Speaking of angles or perspectives, I attended a session with Michael Gelb years ago about "How to Think Like Leonardo Da Vinci" which is more focused on thinking creatively. If I am correctly recalling, it focused on looking at things from seven different perspectives." with ❤️
11:18:09 From Jason Dreyer : Psychological safety is key there
11:18:12 From Samantha Farr : Reacted to "Speaking of angles or perspectives, I attended a session with Michael Gelb years ago about "How to Think Like Leonardo Da Vinci" which is more focused on thinking creatively. If I am correctly recalling, it focused on looking at things from seven different perspectives." with ❤️
11:18:17 From Maureen Flanagan : Reacted to "Psychological safety is key there" with 👍🏻
11:18:17 From Cynthia Lewis : Reacted to "Speaking of angles..." with ❤️
11:18:18 From Samantha Farr : Reacted to "Psychological safety is key there" with ❤️
11:18:19 From Paul Golightly : I'm a believer that there is such a thing as critical thinking skill, but it's something that's developed individually and can't truly be taught at scale. Coaching is the only thing I've found effective (and it's honestly surprising how quickly it's effective). Specifically a kind of coaching that only asks non-leading questions and only stops the process if something dangerous could happen.
11:18:20 From Victoria Nelson : Reacted to "I'm a believer that there is such a thing as critical thinking skill, but it's something that's developed individually and can't truly be taught at scale. Coaching is the only thing I've found effective (and it's honestly surprising how quickly it's effective). Specifically a kind of coaching that only asks non-leading questions and only stops the process if something dangerous could happen." with 💯
11:18:23 From Cynthia Lewis : Reacted to "Psychological safe..." with ❤️
11:18:23 From Victoria Nelson : Removed a 💯 reaction from "I'm a believer that there is such a thing as critical thinking skill, but it's something that's developed individually and can't truly be taught at scale. Coaching is the only thing I've found effective (and it's honestly surprising how quickly it's effective). Specifically a kind of coaching that only asks non-leading questions and only stops the process if something dangerous could happen."
11:18:25 From Ambar Mravetz : Reacted to "https://www.learningrebels.com/2026/11/05/critical-thinking-is-the-junk-drawer-of-training-requests/" with ❤️
11:18:27 From Victoria Nelson : Reacted to "Psychological safety is key there" with 💯
11:18:30 From Ambar Mravetz : Reacted to "Welcome back Ambar" with ❤️
11:18:35 From Ambar Mravetz : Reacted to "Yes, welcome back, Ambar! 🙂" with ❤️

11:18:41 From Victoria Nelson : Reacted to "Speaking of angles or perspectives, I attended a session with Michael Gelb years ago about "How to Think Like Leonardo Da Vinci" which is more focused on thinking creatively. If I am correctly recalling, it focused on looking at things from seven different perspectives." with ❤️
11:18:42 From Samantha Farr : Reacted to "I'm a believer that there is such a thing as critical thinking skill, but it's something that's developed individually and can't truly be taught at scale. Coaching is the only thing I've found effective (and it's honestly surprising how quickly it's effective). Specifically a kind of coaching that only asks non-leading questions and only stops the process if something dangerous could happen." with 👍
11:18:50 From Victoria Nelson : Reacted to "I'm a believer that there is such a thing as critical thinking skill, but it's something that's developed individually and can't truly be taught at scale. Coaching is the only thing I've found effective (and it's honestly surprising how quickly it's effective). Specifically a kind of coaching that only asks non-leading questions and only stops the process if something dangerous could happen." with 👍
11:18:50 From Connie Halvorsen : Reacted to "Speaking of angles or perspectives, I attended a session with Michael Gelb years ago about "How to Think Like Leonardo Da Vinci" which is more focused on thinking creatively. If I am correctly recalling, it focused on looking at things from seven different perspectives." with ❤️
11:18:52 From Jason Dreyer : Reacted to "I'm a believer that there is such a thing as critical thinking skill, but it's something that's developed individually and can't truly be taught at scale. Coaching is the only thing I've found effective (and it's honestly surprising how quickly it's effective). Specifically a kind of coaching that only asks non-leading questions and only stops the process if something dangerous could happen." with 👍
11:18:55 From Cynthia Lewis : Reacted to "I'm a believer tha..." with 💯
11:19:03 From Connie Halvorsen : Reacted to "Psychological safety is key there" with 👍
11:19:23 From Connie Halvorsen : Reacted to "I'm a believer that there is such a thing as critical thinking skill, but it's something that's developed individually and can't truly be taught at scale. Coaching is the only thing I've found effective (and it's honestly surprising how quickly it's effective). Specifically a kind of coaching that only asks non-leading questions and only stops the process if something dangerous could happen." with 👍
11:19:41 From Maureen Flanagan : Reacted to "I'm a believer that there is such a thing as critical thinking skill, but it's something that's developed individually and can't truly be taught at scale. Coaching is the only thing I've found effective (and it's honestly surprising how quickly it's effective). Specifically a kind of coaching that only asks non-leading questions and only stops the process if something dangerous could happen." with 👍
11:20:54 From Maureen Flanagan : As Jason mentioned, feeling safe to speak up (psychological safety) would go under "Other" on question 3 of your worksheet, but should perhaps be added to the list as one of the choices.
11:21:06 From Ambar Mravetz : I love that! "Where do we need people to think", is one of the vital questions we need to keep in mind as we create learning.
11:21:23 From Shannon Tipton : Reacted to "I'm a believer that there is such a thing as critical thinking skill, but it's something that's developed individually and can't truly be taught at scale. Coaching is the only thing I've found effective (and it's honestly surprising how quickly it's

effective). Specifically a kind of coaching that only asks non-leading questions and only stops the process if something dangerous could happen." with 💯
11:21:25 From Connie Halvorsen : Reacted to "As Jason mentioned, feeling safe to speak up (psychological safety) would go under "Other" on question 3 of your worksheet, but should perhaps be added to the list as one of the choices." with 👍
11:21:29 From Shannon Tipton : Reacted to "As Jason mentioned, feeling safe to speak up (psychological safety) would go under "Other" on question 3 of your worksheet, but should perhaps be added to the list as one of the choices." with 👍
11:22:05 From Connie Halvorsen : Reacted to "I love that! "Where do we need people to think", is one of the vital questions we need to keep in mind as we create learning." with ❤️
11:22:34 From Cynthia Lewis : Reacted to "I love that! "Wher..." with ❤️
11:22:37 From Cynthia Lewis : Reacted to "As Jason mentioned..." with ❤️
11:23:48 From Maureen Flanagan : ....they told two friends and then they told two friends and so on and so on.....
11:24:09 From Erinn Mulhern : Reacted to "I love that! "Where do we need people to think", is one of the vital questions we need to keep in mind as we create learning." with 👍
11:24:09 From Paul Golightly : Replying to "....they told two friends and then they told two friends and so on and so on....."

Like a pyramid scheme but good!
11:24:43 From Ann Brown : Starting point could be helping them dissect the problem - is well structured and defined or is it ill structured and not defined. Even helping them think through what they know and what they don’t know,
11:24:50 From Connie Halvorsen : Reacted to "Starting point could be helping them dissect the problem - is well structured and defined or is it ill structured and not defined. Even helping them think through what they know and what they don’t know," with 👍
11:25:41 From Samantha Farr : And they are allowed to think through the process and make mistakes and find solutions on their own.
11:25:52 From Connie Halvorsen : Reacted to "And they are allowed to think through the process and make mistakes and find solutions on their own." with 👍
11:25:54 From Ambar Mravetz : Reacted to "Starting point could be helping them dissect the problem - is well structured and defined or is it ill structured and not defined. Even helping them think through what they know and what they don’t know," with 👍
11:26:34 From Ambar Mravetz : Replying to "Starting point could be helping them dissect the problem - is well structured and defined or is it ill structured and not defined. Even helping them think through what they know and what they don’t know,"

I agree, some people need scaffolding to help them advance in their thought process.
11:26:41 From Ambar Mravetz : Reacted to "And they are allowed to think through the process and make mistakes and find solutions on their own." with 👍
11:27:03 From Cynthia Lewis : Reacted to "....they told two ..." with 😂
11:27:19 From Annie Iacobellis : Reacted to "And they are allowed to think through the process and make mistakes and find solutions on their own." with 👍

11:28:06 From Connie Halvorsen : Removed a 👍 reaction from "And they are allowed to think through the process and make mistakes and find solutions on their own."
11:28:18 From Cynthia Lewis : Replying to "....they told two ..."

Bing Videos
11:28:30 From Cynthia Lewis : Reacted to "Starting point cou..." with ❤️
11:28:36 From Cynthia Lewis : Reacted to "I agree, some peop..." with ❤️
11:28:40 From Connie Halvorsen : Reacted to "I agree, some people need scaffolding to help them advance in their thought process." with 👍
11:28:42 From Cynthia Lewis : Reacted to "And they are allow..." with ❤️
11:28:45 From Connie Halvorsen : Removed a 👍 reaction from "I agree, some people need scaffolding to help them advance in their thought process."
11:28:51 From Connie Halvorsen : Reacted to "I agree, some people need scaffolding to help them advance in their thought process." with 👍
11:29:05 From Ambar Mravetz : I feel the spoon-feeding is a result of time constraints. The pressure of not having the time to think something through thoroughly.
11:30:10 From Ann Brown : Need to know why their role exists and how to perform to execute to it
11:32:51 From Cynthia Lewis : Reacted to "I feel the spoon-f..." with ❤️
11:32:55 From Cynthia Lewis : Reacted to "Need to know why t..." with ❤️
11:32:59 From Cynthia Lewis : Removed a ❤️ from "Need to know why t..."
11:33:01 From Cynthia Lewis : Reacted to "Need to know why t..." with 💯
11:34:46 From Samantha Farr : And their choices when making that deviation may be the incorrect choice or option and what consequences are there if they make the wrong choice.
11:34:55 From Maureen Flanagan : Replying to "....they told two friends and then they told two friends and so on and so on....."

Thank you. The couldn't remember what product used that line.
11:35:15 From Cynthia Lewis : Reacted to "Thank you. The cou..." with 😂
11:35:41 From Cynthia Lewis : Replying to "....they told two ..."

I had to keep asking in different ways until I found it! 🤣
11:35:58 From Cynthia Lewis : Reacted to "And their choices ..." with ❤️
11:36:11 From Maureen Flanagan : Reacted to "I had to keep asking in different ways until I found it! 🤣" with 😂
11:37:34 From Samantha Farr : Replying to "....they told two fr..."

Branching scenarios with loops that allow them to make better decisions where they can find a better outcome.
11:37:37 From Erinn Mulhern : It sounds like we're giving 'mental models' for thinking and decision making in given situation
11:37:45 From Connie Halvorsen : Reacted to "It sounds like we're giving 'mental models' for thinking and decision making in given situation" with ❤️

11:38:18 From Cynthia Lewis : Having been in safety, it is challenging because people don't know what they don't know 😟
11:38:30 From Cynthia Lewis : Reacted to "Branching scenario..." with ❤️
11:38:39 From Connie Halvorsen : Reacted to "Having been in safety, it is challenging because people don't know what they don't know 😟" with 👍
11:39:35 From Paul Golightly : Two terms come up in my mind about this:
Critical imagining
Experiencing empathy
11:40:46 From Shannon Tipton : Reacted to "Two terms come up in my mind about this:
Critical imagining
Experiencing empathy" with ❤️
11:41:03 From Betsy Spetich : That was one of the interactions I was thinking of adding to the lesson. I love "critical imagining".
11:41:12 From Shannon Tipton : Reacted to "That was one of the interactions I was thinking of adding to the lesson. I love "critical imagining"." with 💯
11:41:20 From Victoria Nelson : Do a pre-mortem
11:41:28 From Cynthia Lewis : Reacted to "Do a pre-mortem" with ❤️
11:41:34 From Betsy Spetich : Reacted to "Do a pre-mortem" with ❤️
11:41:37 From Cynthia Lewis : Replying to "Do a pre-mortem"

love this!
11:45:07 From Paul Golightly : Does the problem feel solved?
11:45:34 From Samantha Farr : Like table top exercises
11:47:02 From Cynthia Lewis : Samantha - Tell your dog I said HI 😁
11:47:12 From Shannon Tipton : Reacted to "Samantha - Tell your dog I said HI 😁" with ❤️
11:47:30 From Shannon Tipton : Replying to "Samantha - Tell your dog I said HI 😁"

We love a furbaby!
11:47:37 From Erinn Mulhern : Reacted to "Like table top exercises" with 👍
11:47:57 From Victoria Nelson : Separate facts from assumptions
11:48:04 From Cynthia Lewis : Reacted to "Separate facts fro..." with ❤️
11:48:04 From Betsy Spetich : Reacted to "Separate facts from assumptions" with 👍
11:48:27 From Samantha Farr : What are fishbone exercises. I have not heard that term before
11:48:47 From Paul Golightly : Replying to "What are fishbone exercises. I have not heard that term before"

I assume it means Ishikawa
11:48:55 From Victoria Nelson : Fishbone exercises help determine cause and effect for problem solving
11:49:03 From Samantha Farr : Reacted to "Fishbones exercises help with cause and effect" with 👍

11:49:08 From Paul Golightly : Replying to "What are fishbone exercises. I have not heard that term before"

https://en.wikipedia.org/wiki/Ishikawa_diagram
11:49:18 From Samantha Farr : Reacted to "https://en.wikipedia.org/wiki/Ishikawa_diagram" with 👍
11:49:50 From Connie Halvorsen : Replying to "Do a pre-mortem"

I had never heard this word used, but I like the concept behind it. I just looked up more information about it and Gary Klein developed it. https://www.gary-klein.com/premortem
11:50:22 From Cynthia Lewis : Reacted to "I had never heard ..." with ❤️
11:51:24 From Connie Halvorsen : Replying to "Do a pre-mortem"

Here's the information that came up, including an example exercise when I googled it to find information. Here's the link to the info if anyone is interested: https://share.google/aimode/rZahxVSWsX99ml2zM
11:51:45 From Victoria Nelson : Replying to "Do a pre-mortem"

I just picked up a book this week called "The Upside of Downside Thinking: A Premortem Approach to Better Decision-Making" by Matthew Confer. Haven't started it yet, but seems relevant to our discussion today.
11:51:52 From Connie Halvorsen : Reacted to "I just picked up a book this week called "The Upside of Downside Thinking: A Premortem Approach to Better Decision-Making" by Matthew Confer. Haven't started it yet, but seems relevant to our discussion today." with ❤️
11:52:05 From Connie Halvorsen : Replying to "Do a pre-mortem"

@Victoria Nelson Cool! I'll have to check it out.
11:52:10 From Betsy Spetich : Reacted to "I just picked up a book this week called "The Upside of Downside Thinking: A Premortem Approach to Better Decision-Making" by Matthew Confer. Haven't started it yet, but seems relevant to our discussion today." with ❤️
11:53:03 From Erinn Mulhern : Reacted to "Do a pre-mortem" with 👍
11:53:16 From Shannon Tipton : https://www.learningrebels.com/wp-content/uploads/2026/11/Blanket-or-Job-Thinking-Worksheet-1.pdf
11:53:59 From Cynthia Lewis : Replying to "Do a pre-mortem"

Thanks for the book recommendation - I've just requested it from my library 😁
11:54:28 From Victoria Nelson : Reacted to "Thanks for the book recommendation - I've just requested it from my library 😁" with 👏
11:54:48 From Paul Golightly : I like the worksheet, I would say that if you check the "they trust AI" box you should definitely check at least one other box.
11:55:14 From Paul Golightly : I love that it can guide the stakeholder conversation in a structured way.

11:55:16 From Connie Halvorsen : Reacted to "I like the worksheet, I would say that if you check the "they trust AI" box you should definitely check at least one other box." with 👍
11:55:22 From Victoria Nelson : Reacted to "I love that it can guide the stakeholder conversation in a structured way." with 💯
11:55:51 From Kelly's Notetaker (Otter.ai) : Takeaways from the meeting 👉💬

[ ] Follow up with Kelly after the meeting about the meeting recording. (Shannon Tipton)
[ ] Share the critical-thinking article with multiple colleagues. (Cynthia Lewis)

See full summary - https://otter.ai/u/cyt5nlXENVtqj4AbJSieAeXMlS4?utm_source=va_chat&utm_content=wrapup_v4&tab=chat&message=32348857-a4a3-4a6e-9144-cef57950560b
11:55:53 From Cynthia Lewis : And it helps them understand that it may not be a training issue but a system issue
11:55:59 From Betsy Spetich : Number 3 is the creative imagining that Paul mentioned and, to me, is the essence of what critical thinking is.
11:57:07 From Connie Halvorsen : Reacted to "And it helps them understand that it may not be a training issue but a system issue" with 👍
12:01:26 From Connie Halvorsen : Thank you, Shannon! Great session; a lot of good discussion and ideas!
12:01:35 From Erinn Mulhern : Great conversation! thank you.
12:01:40 From Ann Brown : Thank you!
12:01:44 From Samantha Farr : Thank you, wonderful conversation
12:01:57 From Paul Golightly : Thank you for hosting these discussions as always Shannon!
12:02:09 From Cynthia Lewis : Golf! lol
12:02:13 From Victoria Nelson : Thanks all! Have a great weekend!