

GLOSSARY

Critical Thinking

With Mike Figliuolo

Use these terms and definitions below to understand concepts taught in the course.

Transcript Search: Note that you can search for terms directly within the course. To search video text, switch to the *Transcript* tab, then press Cmd/Ctrl + F on your keyboard to run a search within the active transcript.

Term	Definition
5 whys	An analytical technique where you ask “Why?” five times to understand why something is happening. This approach can lead you to the issue’s root cause
7 so whats	An analytical technique where you ask “So what?” seven times to understand the future implications of any actions you might take. This helps you identify possible new problems or opportunities that will arise from your actions
80/20 rule	Also known as the Pareto principle, this rule suggests that 80% of the effects of an issue come from 20% of the issue’s causes.
root cause	The earliest underlying factor contributing to a problem