

# Over 25 Thinking Tools to Help Learners Scale



Ray Jimenez, Ph.D.  
Chief Architect of Situation Expert

Visit [www.SituationExpert.com](http://www.SituationExpert.com) to preview how Thinking Tools can help the learners scale their thinking capacities.

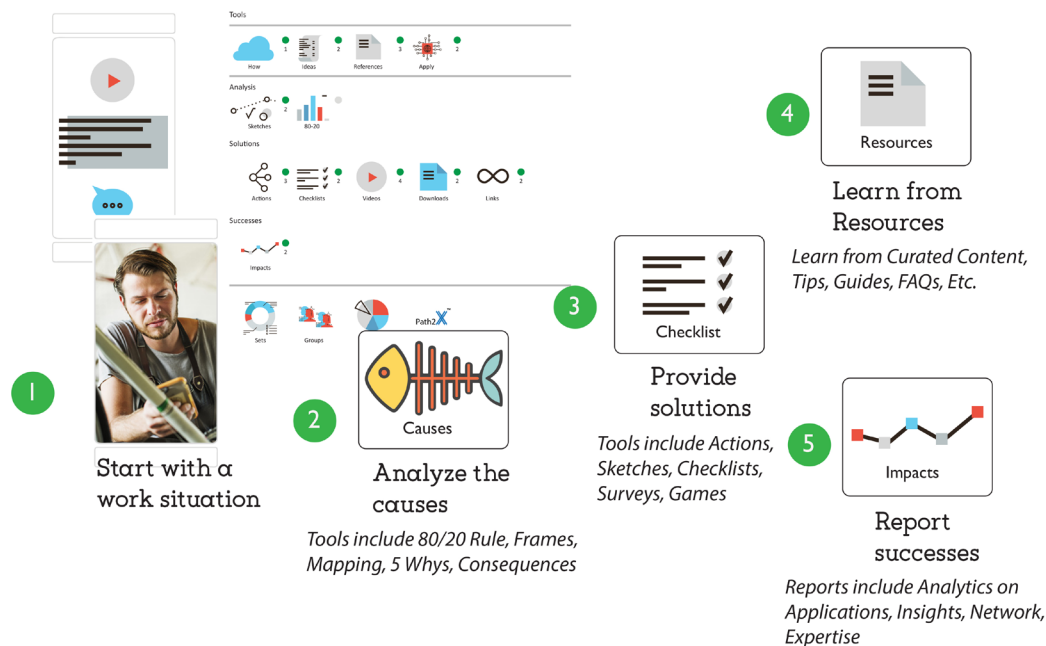
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## Situation Expert™ Work-Based Learning Platform



### The Process

The process starts with identifying a situation. Your learners can then dig deeper and analyze the causes using various tools. They can also provide solutions or search for ideas in experience and knowledge resources. Finally, your learners can post their successes.



Situation Expert is a Work-Based Learning Platform (WLP) that provides learners with surface and profound learning experiences. It helps learners deal with work situations through creative critical thinking, decision making, analysis, solutions, pattern-seeking, and experience sharing. Organizations can create and customize their own private accounts. Situation Expert is a cloud SAAS (Software-as-a-Service).

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## How to Use Situation Expert Thinking Tools

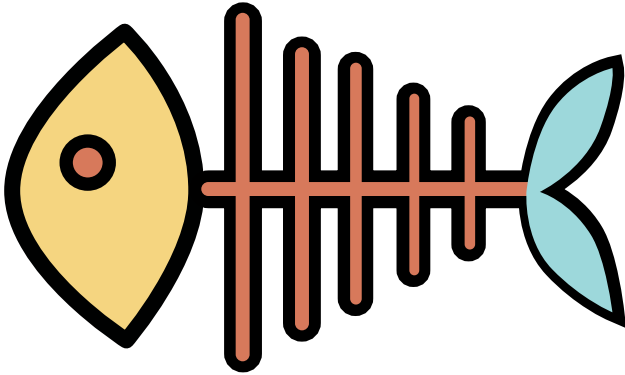

The Situation Expert Thinking Tools help learners and workers scale up their thinking beyond the skills or knowledge by improving their abilities to fix, solve and improve work.

These Thinking Tools put learners and members in work situations where they learn by doing and thinking. The infographics can be best used when initiating conversations in social learning methods and collaborative environment.

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Checklist	Thinking Tools
<p>Checklists consist of steps, processes, procedures or lists of ideas to help fix, change or find a solution for the sitch, situation, event, challenge, etc. It serves as a quick guide to reviewing the main points.</p>	<input type="checkbox"/> <input type="text"/>
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	<input type="checkbox"/> <input type="text"/>
	<input type="checkbox"/> <input type="text"/>
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Fishbone	Thinking Tools
<p>Fishbone Tool helps find the possible causes for the Sitch (situation). It provides clarity on what to focus on when you fix, change, or improve the Sitch (situation).</p>	<p><b>The Problem the way you see it.</b></p> 
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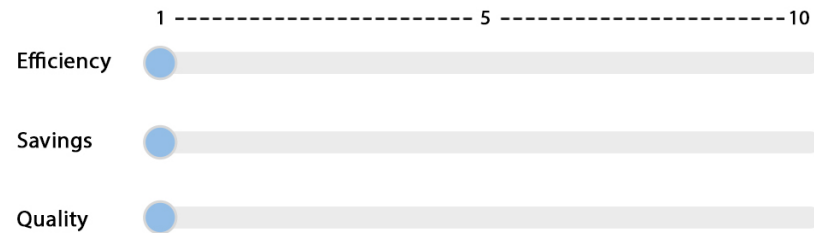


## Impacts

## Thinking Tools

The Impacts tool is where you rate the benefits or positive results gained as a result of finding the solution to the Sitch (situation). It is a fast, accurate and cost-efficient way of measuring results.

Add Comment



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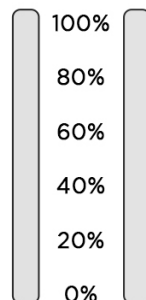
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## 80/20 Ideas

## Thinking Tools

80/20 Ideas tool is about asking the question "Which aspect of the problem or solution causes the greatest consequences or results?" It is based on the Pareto Principle which states that 20% of the problems and issues cause 80% of the consequence or results. It helps you focus on significant issues.

Problem / Benefit



Cause / Solution

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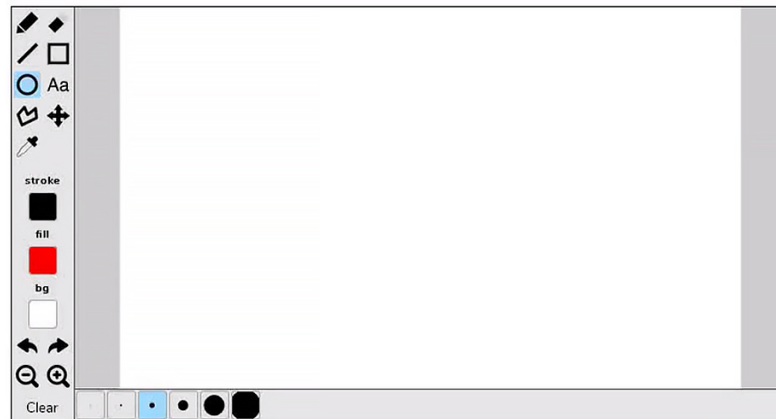
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## Sketches

## Thinking Tools

Sketches tool is where you can draw your ideas and observed patterns, similarities or dissimilarities to help you visualize and better understand the problem.



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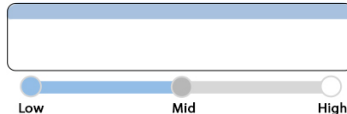
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## Frames

## Thinking Tools

The Frames thinking tool presents different views of the Sitch (situation). It helps you gain a 360-degree perspective of the situation. It also provides insights into possible biases. Your actions' success or failure is influenced by other people's feelings, culture, values, sentiments, and emotional attachments. Frames help you look at other people's sentiments and emotional attachments and allow you to understand them better and refine your approaches and solutions.

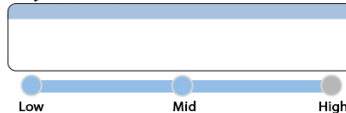
Other Frame



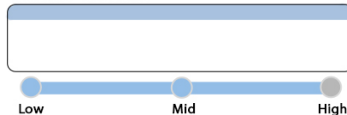
Other Frame



My Frame



Other Frame



Other Frame



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## Group Think Comments

**Thinking Tools**

Group Think Comments is an open discussion about the sitch (situation). It is where you can post your observations, ask questions, reply and help others, and add files, links, photos, and videos.

Hi Everyone,

This is an open discussion about the sitch. Please post your observations, ask questions, reply and help others, add files, links, photos and videos. Use the other actions in Analysis, Solutions and Impacts for more specific actions.

**Add Comment**

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## Pros and Cons

**Thinking Tools**

One way to thoroughly assess solutions and make go or no-go decisions is to list and weigh the advantages or the favorable reasons (Pros) against the disadvantages or the unfavorable factors (Cons) of the solution.


<b>+ Pros</b>	<b>- Cons</b>

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What Ifs		Thinking Tools
<p>The What Ifs tool enhances your decision process by helping you visualize the problem, anticipate possible consequences, prepare for different courses of action, and check for the best possible solution.</p>	<pre> graph LR     S((Situation)) --&gt; O1((Option 1))     S --&gt; O2((Option 2))     S --&gt; O3((Option 3))     O1 --- I1((Impact 1))     O2 --- I2((Impact 2))     O3 --- I3((Impact 3))                     </pre>	

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Workarounds		Thinking Tools
<p>Workarounds are your “think outside the box” solutions when the usual or standard solutions or fixes are not working.</p>	<pre> graph LR     Start((Start)) --&gt; Obstacles((Obstacles))     Obstacles --&gt; Goal((Goal))                     </pre>	

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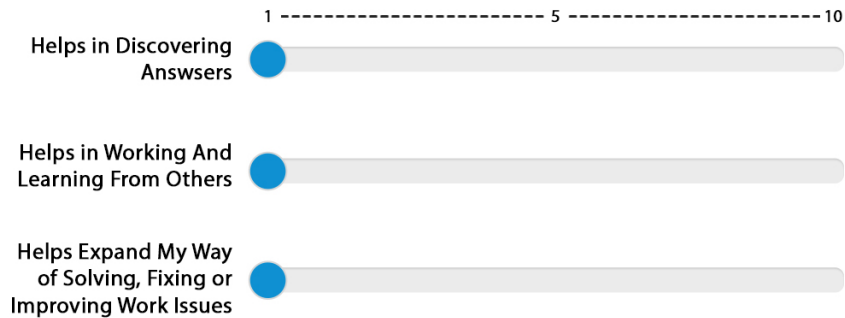
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## Feedback

## Thinking Tools

Feedback tool is where workers and learners evaluate how helpful the Sitc (situation) process was for them and the team. It is also a good way to determine which areas are working and which ones need improvement.



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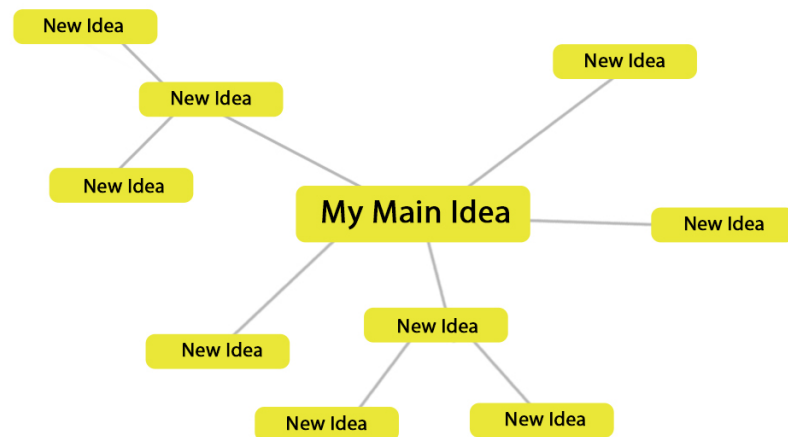


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## Mapping Ideas

## Thinking Tools

In Mapping, you are able to visualize the relationships of your ideas. It helps you gain clarity of impacts, causes and effects, and how parts add or minimize value to each other.




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Contributions		Thinking Tools
<p>The Contributions tool is for sharing common answers, solutions, and content to help others. It can also be used to provide helpful references from distinguished authors and experts with the intent of producing the most reliable answers and convincing presentations.</p>	<div>Surface Source</div> <p>General: <i>Usually casual, common, overview, and quickly available.</i></p> <input type="text"/>	
	<div>Deep Source</div> <p>Oposing Views: <i>Contrasting and divergent points, limitations, and strengths.</i></p> <input type="text"/>	
	<p>Reliability: <i>Fact, research, history, stories, results and impacts.</i></p> <input type="text"/>	
	<p>Reputation: <i>Author, expertise (in-house, outside), and source.</i></p> <input type="text"/>	
	<p>Follow-ups: <i>For further study, review, research, and testing.</i></p> <input type="text"/>	
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Scaling Capability		Thinking Tools
<p>Scaling is a method of dealing with unexpected, unknown or exception work issues. It helps you “think through” the problem by considering the current standards, defining deviations, and then finding or creating new ways, methods or solutions.</p>	<div>1 Standard</div> <input type="text"/>	
	<div>2 Deviations</div> <input type="text"/>	
	<div>3 Scaling</div> <input type="text"/>	
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## Improving Work

### Thinking Tools

The Improving Work tool helps you fix, solve and improve work issues by following the 5-step diagnostic process. The steps allow you to have an organized “thinking process” to achieve better quality results.

**2 Diagnose**

**3 Answers**

**1 Problem/Improvement**

**5 Results**

**4 Trial/Error**

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## Go / No Go

### Thinking Tools

Go / No Go is a decision tree tool. It allows you to reflect on your analysis or solutions before committing to a specific action.

**Problem / Improvement**

**Question**

**Go**

**No Go**

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<b>Troubleshooting</b>	<b>Thinking Tools</b>
<p>The tool helps you to follow a troubleshooting path. It allows you to consider your options and respond to each option. You can visualize the flow of your options and choices.</p>	<div style="text-align: center;"> <p>Problem/Improvement</p> <div style="border: 1px solid black; height: 20px; width: 200px; margin: 0 auto;"></div> <p>Question</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span>YES</span> <span>NO</span> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="width: 45%;"> <p>Question</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span>YES</span> <span>NO</span> </div> <div style="width: 45%;"> <p>Question</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span>YES</span> <span>NO</span> </div> </div> </div> </div> </div>
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<b>Steps / Procedures</b>	<b>Thinking Tools</b>
<p>The Steps / Procedures tool helps you prepare a flowchart or a series of steps and procedures. It is valuable when you need to further review the steps, flow, and, its sequence with your teams and ask for their inputs.</p>	<div style="margin-bottom: 10px;">1. <div style="border: 1px solid black; height: 20px; width: 420px;"></div></div> <div style="margin-bottom: 10px;">2. <div style="border: 1px solid black; height: 20px; width: 420px;"></div></div> <div style="margin-bottom: 10px;">3. <div style="border: 1px solid black; height: 20px; width: 420px;"></div></div> <div style="margin-bottom: 10px;">4. <div style="border: 1px solid black; height: 20px; width: 420px;"></div></div> <div style="margin-bottom: 10px;">5. <div style="border: 1px solid black; height: 20px; width: 420px;"></div></div>
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## Lists

## Thinking Tools

The Lists tool is a series of action items or a checklist of activities that helps you organize a plan of action. It can also be a listing of goals, timelines, assignments you need to accomplish in order to fix, solve or improve the work situation.

**1 Goal**

**2 Description**

**3 Timeline**

**4 Assign**

**5 Status**

**6 Others**

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## Risk Analysis

## Thinking Tools

The Risk Analysis tool helps you to take steps in planning and managing risks, and reducing costs and negative impacts.

**1 Risk or Vulnerabilities**

**2 Potential Threats**

**3 Potential Damages**

**4 Severity of Damages**

**5 Chance of Occurrence**

**6 The Mitigation**


**7 Risk Magnitude**


**8 Recommendations**

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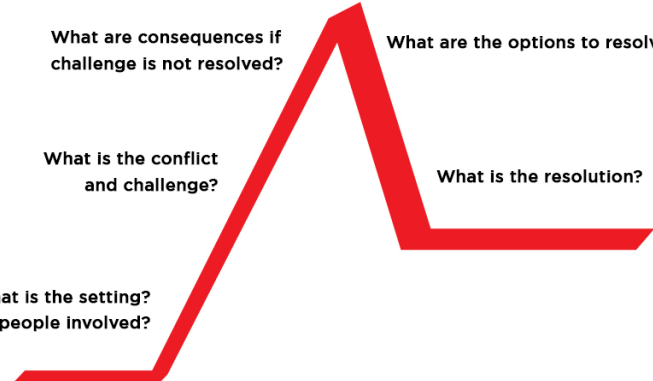

Videos	Thinking Tools
Share your resource and expertise through the Videos tool. Quickly add video links from other sites so you can share them right away.	<b>Title</b> <input type="text"/>
	<b>Video URL</b> <input type="text"/>
	<b>Display Mode</b> <input type="radio"/> Modal <input checked="" type="radio"/> Popup
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Downloads	Thinking Tools
File sharing is made easier using the Downloads tool. Simply add a document from your computer and allow others to download it from their own machine.	<b>Title</b> <input type="text"/>
	<b>Upload file to download</b> <input type="text"/>
	<b>Link Title (Optional)</b> <input type="text"/>
	<b>Image (Optional)</b> <input type="text"/>
<a href="http://www.SituationalExpert.com">www.SituationalExpert.com</a>  Situation Expert™	

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Links	Thinking Tools
<p>Guide your community through your trusted resources and articles through the Links tool.</p>	<p><b>Title</b></p> <input type="text"/> <p><b>Link Title</b></p> <input type="text"/> <p><b>Link URL</b></p> <input type="text"/>
<p><a href="http://www.SituationalExpert.com">www.SituationalExpert.com</a>  Situation Expert™</p>	

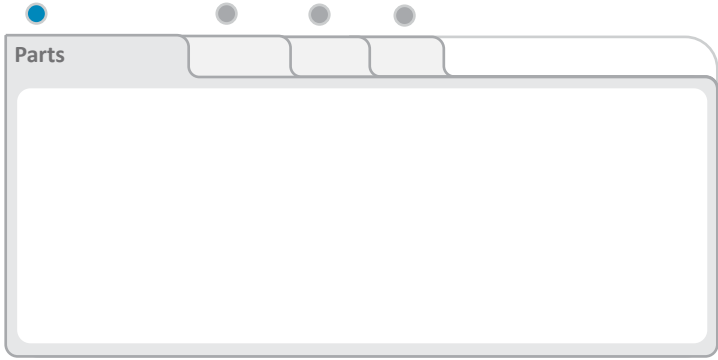
Stories	Thinking Tools
<p>Stories tool facilitates problem analysis by using the story arc. The story arc helps you figure out the best resolution by defining the important elements of the issue or situation</p>	<p>What is the climax, most emotional aspect?</p> <p>What are consequences if challenge is not resolved?</p> <p>What are the options to resolved?</p> <p>What is the conflict and challenge?</p> <p>What is the resolution?</p> <p>What is the setting? Who are the people involved?</p> 
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Metrics	Thinking Tools
Understand the key performance indicators of your projects by using the Metrics tool.	<p><b>Description</b></p> <input type="text"/> <p><b>Values</b></p> <p>1 ----- 5 ----- 10</p> <input type="range"/> <input type="text"/> <p><b>Qualitative</b></p> <p>1 ----- 5 ----- 10</p> <input type="range"/> <input type="text"/>

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Pointing Areas	Thinking Tools
With the Pointing Areas tool, get to analyze and identify the key parts/areas on your project.	

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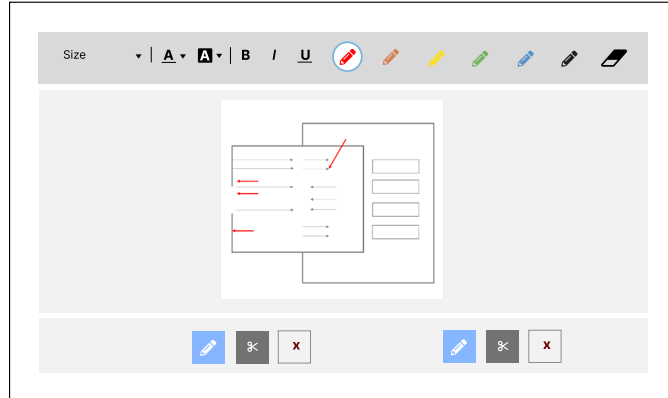
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## Discovery

## Thinking Tools

With the Discovery tool, get to show more details of your work situation. Upload images or files, make annotations, and add comments to explain your ideas.



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## Discussion

## Thinking Tools

Using the Discussions tool, make it easier for you and your team to talk about your ideas. Simply add your comments, feedback, or other insights in the comment boxes and fuel the discussion among the team.

Add comment

Add comment

Add comment

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## Interactive Mode

### Thinking Tools

Using the Interactive Mode tool, get to use advanced presentations so that you can experiment, test, and provide interactions to your team.

Where is the area where you have an option to type "SAME"?

[Play video](#)

Analyze the video and answer the question by clicking the correct area in the image



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## Consequence Thinking

### Thinking Tools

Anticipate the consequences of your actions and decisions using the Consequence Thinking Tool. State the problem, post decisions, and share your first, second, and even third order of consequences.

What are critical malfunction and maintenance areas? Select the sections. What should I pay attention to?

Title



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# Situation Expert™

Workflow Learning Platform



## Through Work, We Learn™

There's a lot of expert opinions that suggest training and learning practices are undergoing a dramatic change due to the digitalization of businesses.

- *"While we often think of training as programs or courses, a new paradigm has arrived, one I call "Learning in the Flow of Work." Josh Bersin, July 8, 2018*
- *"...moving learning away from events and into everyday work is one of the hottest topics in our industry right now." Bob Mosher, CLO Magazine, August 27, 2018*
- *"...workers need to go beyond tasks learning to capacities in thinking skills..." John Hagel, Harvard Business Review, June 19, 2009*

At the heart of the new thinking is to bring learning closer to work. The challenge is that many learning platforms are based on the "instruction" and "job skills" models. They are inflexible and slow to respond to the demands of work. These models are inadequate in facing the new, rapid, fast changing, uncertain and volatile work situations. Work must be the focal point of learning. To respond to this challenge, Vignettes Learning introduces Situation Expert, a new Workflow Learning Platform.

**Vignettes Learning** Situation Expert Workflow Learning Platform is a service of Vignettes Learning

# Situation Expert™

Workflow Learning Platform



## Continuous learning by fixing, solving and improving work situations. Be an expert fast.

- 1 Be a Situation Expert While at Work**  
Accelerate and boost skills and results
- 2 With Micro Knowledge**  
Small steps that truly help learners
- 3 Through Work, We Learn**  
Build expertise through real-world situations
- 4 Quick and Easy Ways**  
Low effort and fast access to solutions
- 5 Help Workers Learn**  
Faster and easier learning

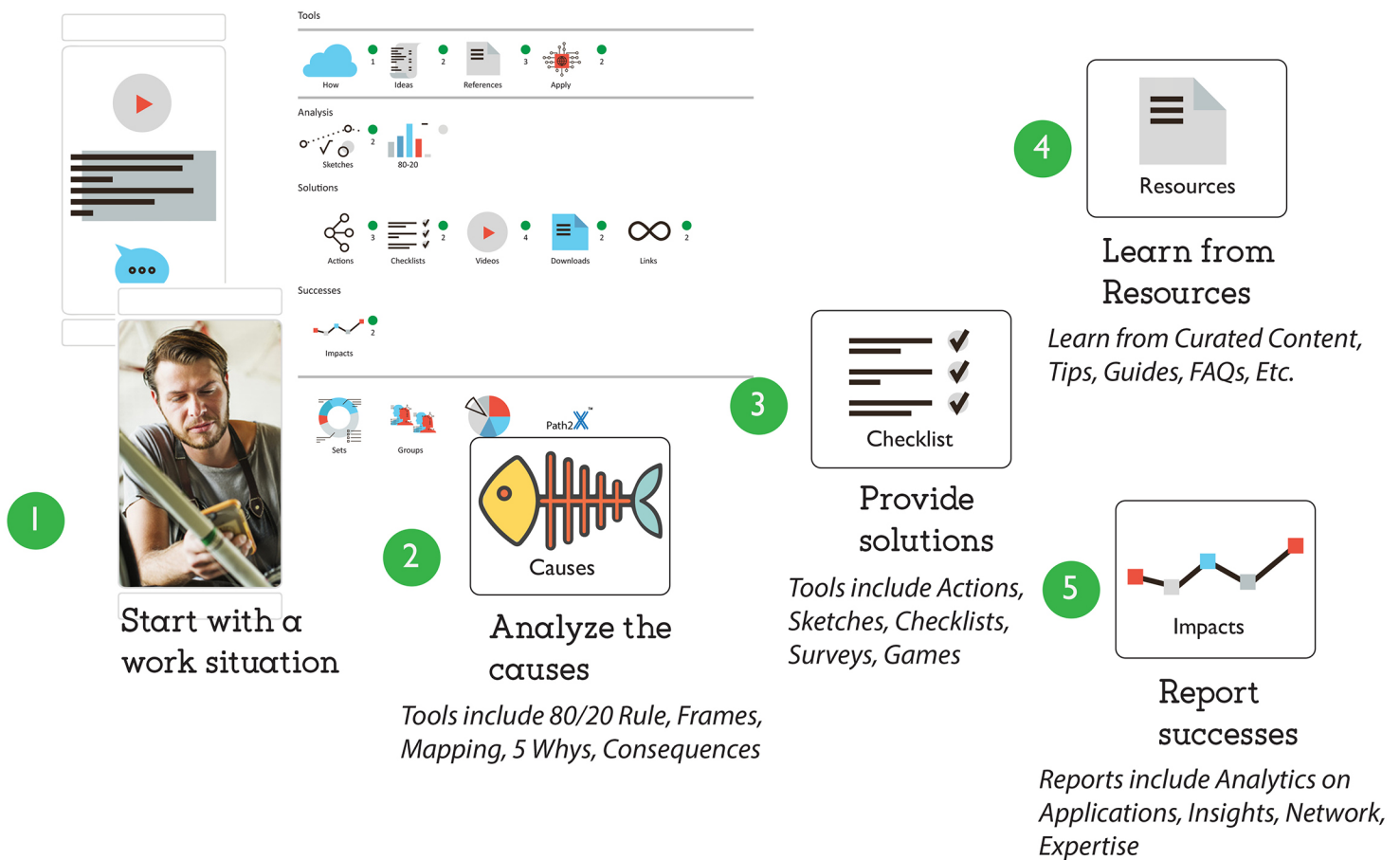
# Situation Expert™

Workflow Learning Platform



## The Process

The process starts with identifying a situation. Your learners can then dig deeper and analyze the causes using a variety of tools. They can also provide solutions or search ideas in experience and knowledge resources. Finally, your learners can post their successes.



Situation Expert is a Workflow Learning Platform (WLP) that provides learners both surface and deep learning experiences. It helps learners deal with work situations by creative critical thinking, decision making, analysis, solutions, pattern seeking, and experience sharing. Organizations can create and customize their own private accounts. Situation Expert is a cloud SAAS (Software-as-a-Service).

# Situation Expert™



Workflow Learning Platform

## How and where to use Situation Expert™



### Benefits of being a Facilitator

- Use your own workplace situation
- Introduce background information
- Engage learners with over 20 tools, etc.
- Schedule situations once, daily, weekly
- Invite members or assign them to groups
- Review reports and analytics

### Benefits of being a Learner

- Work and learn from situations
- Share analysis, solutions and successes
- Subscribe to situations
- See which Tools you've accessed
- Track your progress on Path to Expertise (Path2X)
- Connect and learn from other groups

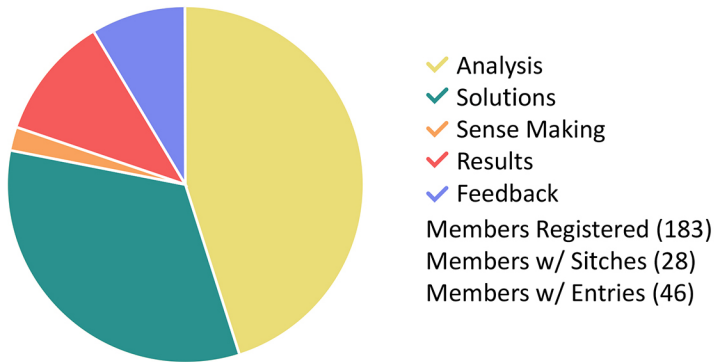
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## Workflow Learning Platform

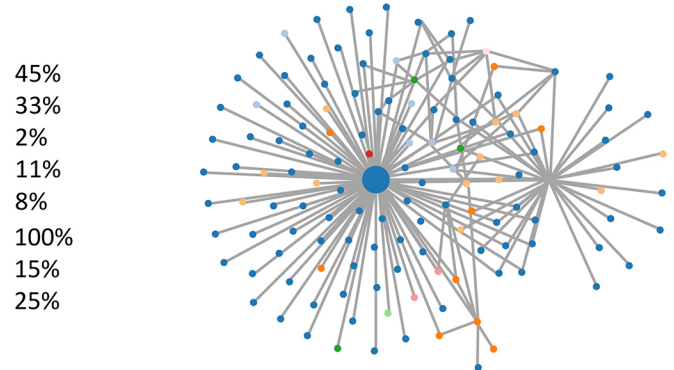


Situation Expert helps learners, facilitators and leaders focus on what matters while learning at work.

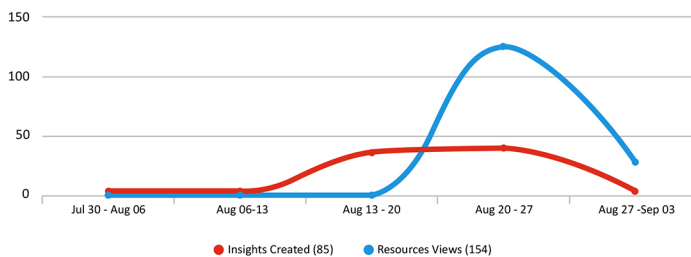
Intensity of Insights



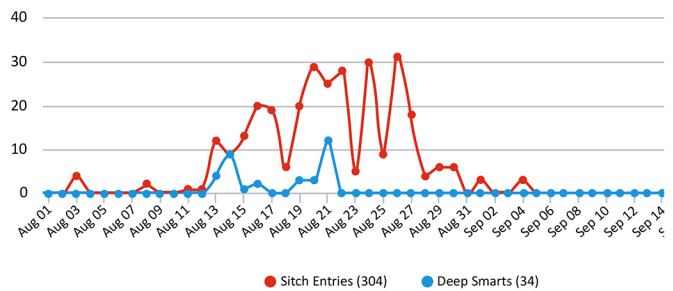
Strength of Network



Intensity of Applications



Depth of Deep Smart Thinking



Impacts of Learning at Work



Learner's Path to Expertise

EXPERTISE	ACTIVITIES	POINTS
tractor (1)	1 36 33 29 13 24%	520
food (1)	1 12 14 7 3 8%	160
Safety (1)	1 12 14 7 3 8%	160
Technologies (1)	1 12 9 4 2 6%	115
Violence (1)	1 11 8 3 2 5%	95
PIPEDA (1)	1 5 7 3 2 4%	85
Personal Information (1)	1 5 7 3 2 4%	85

Vignettes Learning Situation Expert Workflow Learning Platform is a service of Vignettes Learning





## Capabilities and Services

### Benefits from Situation Expert

#### How can you benefit?

You can post a Sitch and get help from others on issues you need answers, solutions or insights. You can invite others to assist you in your Sitch. You can review and publish your progress through the Path to Expertise tool.

#### What are the benefits to team members?

When someone creates or replies to Sitches, your team develops a pool of valuable answers and insights on the most common issues your team encounters at work. You learn and build expertise by exchanging experiences with your team members.

#### What are the benefits to your company?

Your company will have a way of helping everyone learn, contribute, and build their expertise. Situation Expert helps your company save costs, increase the speed of solutions, and improve the company results.

#### What are the benefits to leaders, learning professionals or knowledge experts?

With your leadership, you help your team members and the company accelerate expertise, and skill building. Situation Expert is a way to help teams share actions and knowledge to fix, solve, and improve your company's pressing issues and problems. Situation Expert is a solution to problems of talent loss through attrition or turnover. It helps in retaining company wisdom and best practices and improving results and performance by immediate sharing of issues, problems, opportunities, and solutions.

### Features of Situation Expert

#### WORK

- **Configurable Sitch Actions** - Account owners and administrators can choose to use the default labels for Sitch actions, customize or add their own Sitch labels or actions.
- **Embed Script** - Enables account owners and administrators to copy embedded script of a Sitch and publish it into their own pages.

# Situation Expert™

## Workflow Learning Platform



- **Checks and Test** - It allows the account owners and administrators to create knowledge checks and tests within the Sitch. These tests can be in various formats, i.e. essay, multiple-choice questions, Yes or No questions, or True or False.
- **Surveys** - Enable account owners and administrators to create quick and short surveys within a Sitch. Survey questions can be in the following formats: Essay, Multiple-choice questions, Yes or No questions, or True or False.
- **Events** - Enables account owners and administrators to set up virtual learning events and gather registrations within Situation Expert.
- **eCommerce** - The buying and selling of goods or services over the internet, and the transfer of money and data to execute these transactions.

## LEARNING

- **Resources** - It allows the account owners, administrators, and members to publish resource materials related to the Sitch. It enables everyone in the organization to create and add resources related to the Situation. Resources can be in the form of images, ideas, videos, files, presentations, and reference websites.
- **Visual workflow** - It provides a top-level view of all the steps involved in a particular project or task. This feature enables users to create a workflow that consists of nodes. Administrators can create and manage these nodes. The node's content can be of different types - lessons, programs, URL links, discussions, Sitches, workflows, workflow sections, and surveys.
- **Path to Expertise Reports** - Path2X is a progress report that shows you and the team members their topic of interest areas and the Sitches they are involved in. Path2X is a personalized path to expertise development.
- **Live Sessions** - Enables account owners and administrators to host Live Sessions with the Mentors using integration with ZOOM and other virtual tools.
- **Q&A** - Allows all the members of a group to have a room for discussion on specific topics.

# Situation Expert™

Workflow Learning Platform



## GROWTH

- **Certificates** - A way to recognize the member's completion of a Situation.
- **Network Reports** - This feature encourages members to build connections with peers and other members of the group. It facilitates the easy and quick exchange of experiences, resources, and solutions among their network.
- **Work Impacts Reports** - It provides users access to specialized reporting of Group Impacts. Impacts Reports is a series of reports that presents metrics and gauges how members are meeting expectations based on the organization's desired goals to measure. Administrators can configure and set their own criteria and rating for the reports
- **Mentoring** - Enables the mentorship functions and the mentor-mentee connection. Mentors can communicate with and track the activities of participants in the group. They can also leave ratings and comments on the participant's exercises and reflections.



## Be Real

Too many training sessions and learning projects are wasted by over emphasizing memorization of content and as a result, application fails. Situation Expert uses work situations and incidents as the focus. Workers apply ideas quickly while having access to a wealth of knowledge.

## Be Useful

Focus on work and learn.  
Reduce learning time.  
Accelerate applications.  
Engage learners with real-life issues.  
Reduce production costs.  
Speed up learning delivery.  
Collect and store experiences for as-need-basis references.

## Be Capable

Software As A Service (SAAS) solution.  
For small and enterprise applications.  
Create your own situations.  
Numerous tools for analysis, solutions and successes. Store, collect and present experiences. Submit and present content. Path to Expertise (Path2X).  
Track results with XAPI and LRS.

# Request for a demo today!

Contact us at  
[www.SituationExpert.com](http://www.SituationExpert.com)