

## Critical Examination of Mental Models (CMM)

### COURSE NUMBER    **FAA01244**

For information about this course, contact:  
 FAA Program Manager  
 (386) 446-7154

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### DESCRIPTION AND LEARNING STRATEGY

Mental models are internal pictures, images, maps, assumptions, theories about how the world works. We may not know they are there but they influence what we see and do. When our models are outdated or inaccurate, our reactions to situations can hamper our individual effectiveness making it difficult for the Agency to accomplish its goals.

In this workshop, participants will identify and analyze the impact of mental models to determine how they limit personal and organizational learning, reduce the effectiveness of decisions, and minimize employee potential. Participants will identify and revise mental models regarding critical agency issues such as people, policies, unions, leadership, and accountability.

Interactive lecturettes will be used to introduce and clarify information and a case study will be used to apply the concepts to an FAA related situation. Through structured group activities, participants will identify and revise mental models related to current FAA issues.

### OBJECTIVES

- Recognize their mental models, assumptions, generalizations, and ideas that influence their decisions and actions.
- Use a dialogue process to uncover and assess mental models that may limit workplace effectiveness.

### KEY COMPETENCIES

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|-------------------------------------|---|
| • Agility                           | • Integrity and Honesty                 |
| • Building Teamwork and Cooperation | • Interpersonal Relations and Influence |
| • Building a Model EEO Program      | • Managing Organizational Performance   |
| • Communication                     | • Problem Solving                       |
| • Developing Talent                 | • Strategy Formulation                  |
| • Innovation                        | • Vision                                |

### CLASS SIZE

24 participants

### LENGTH    4 hours

(Class times may vary.)

### LOCATION

Customer site or  
 FAA Center for  
 Management and  
 Executive Leadership  
 Palm Coast, Florida

### UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

### WHO SHOULD ATTEND

Employees who have a need to understand how internal beliefs and assumptions shape our actions

### ENROLLMENT

To arrange a **fee-for-service delivery**, call (386) 446-7154.

### PREREQUISITE

None

### PRECOURSE

None

### RELATED COURSES

Inquiry, Influence & Implications (FAA01249)  
 Strategy Formulation and Implementation (FAA01200015)  
 Systems Thinking (FAA01277)