

## Compliance Today – March 2021 Critical thinking skills

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By Catherine Boerner

Catherine Boerner ([cboerner@boernerconsultingllc.com](mailto:cboerner@boernerconsultingllc.com)) is President of Boerner Consulting LLC in New Berlin, WI.

- [linkedin.com/in/catherineboerner/](https://www.linkedin.com/in/catherineboerner/)

After more than 20 years working with compliance programs, I see a pattern of the importance of critical thinking skills among the compliance staff. It seems to be a reoccurring theme that reflects on the effectiveness of the compliance program. It is important for members of the compliance team to develop their skills in collecting, organizing, and analyzing facts and information to define and understand a problem or topic thoroughly. This process includes asking thoughtful questions, being objective and impartial, and analyzing possible solutions.

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