

V. Thoughtful advice for those who know they are right.

A. Be skeptical of personal opinions.

1. Groups often abandon the rational path due to the persuasive efforts of other self-assured group members.
2. Unsupported intuition is untrustworthy.

B. Follow John Dewey's six-step process of reflective thinking, which parallels a doctor's treatment regimen.

1. Recognize symptoms of illness.
2. Diagnose the cause of the ailment.
3. Establish criteria for wellness.
4. Consider possible remedies.
5. Test to determine which solutions will work.
6. Implement or prescribe the best solution.

C. Hirokawa and Gouran's four requisite functions replicate steps two through five of Dewey's reflective thinking.

D. To counteract faulty logic, insist on a careful process.

VI. Ethical reflection: Habermas' discourse ethics.

- A. Jürgen Habermas suggests a rational group process through which people can determine right from wrong.
- B. Being ethical means being accountable.