EFFECTIVE DECISION MAKING

Learning Objectives

This highly engaging one day program is designed for both individual contributors and managers who are seeking to improve their ability to make decisions.

By the end of this workshop participants will be able to:

- Describe the four step decision making model
- Apply techniques to gain clarity on the decision definition
- Analyze the value of private vs. public data collection
- Assess the different ways to gather insight and their value
- Create a stakeholder map for an upcoming decision
- Create the appropriate communication strategy based upon the stakeholder map
- Recognize the common biases that inhibit their ability to resolve issues
- Design a criteria matrix to assist in evaluation

PROGRAM FLOW

KEY CONTENT AREAS

Welcome
- Introduction, Learning Objectives

Reason or Emotion
- Plato and Descartes
- Strengths and Weaknesses of Each

Introduction to Model
- Decision Clarity, Gathering Insight, Weighing Options, Jumping the Wall

Decision Clarity

Gathering Input
- Lost at Sea Activity
- Private versus Public Collection
- Four Choices – Advantages and Disadvantages
- Less Effective Options
- Stakeholder Diagram

Barriers to Effective Decision Making
- Assigning Blame
- Choosing on the Fly
- Revising History

Biases
- The Bias Blind Spot
- Common Biases
  Availability
  Framing
  Confirmation
  Anchoring
- Checkered Flag Activity

Weighing Options
- Creating a Criteria Matrix

Jump the Wall
- Communicate
- Intellectual and Emotional Activity
- Implementation and Tracking

Workshop Close
- Job Aid
- Workshop Evaluation