

Decision Making Skills Training Course Description

What is Decision Making

- What are the characteristics of a good and bad decision maker?
- How much analysis do you need to do?
- What is involved in decision making process?

How to Choose Actions

- How to choose between a set of options where each has its own advantages and disadvantages?
- How to make a quantifiable comparison between alternative options?
- How to systematically compare related options?
- How to systematically compare unrelated options?

How to Analyze the Impact of Your Actions

- How to use a measure to compare pros and cons?
- How to carry out a *force field analysis*?
- How to compare the benefits versus the costs of taking different options?
- How to systematically analyze a cascade of decisions where one leads to another?
- How to visualize your decision making process?
- What tools can you use to increase your creativity when making decisions so you can come up with more options?

How to Decide in Groups

- What are the implications of deciding in groups?
- Why thinking in groups can sometimes be so frustrating?
- What can you do to increase the efficiency of your meetings?
- How to prevent dominant people from take over the meeting or the decision making process?
- How to encourage newcomers or those who are shy to present their views without fear of criticism?
- What tools can you use to streamline the process of group decision making?
- How to avoid *groupthink*, where participants are so eager to reach a decision without causing conflicts that they end up choosing a wrong solution?

What are the Principles of Decision Making?

- Do you always have to make sure you get a better bargain than others?
- What are the philosophical implications of *complexity* when making decisions?
- What is the best way to plan your course of action and what principles you need to be aware of?
- What can you learn from *game theory* when making decisions?

By the end of this course the delegates will be able to:

- Use good **decision making processes** to get the best out of your decisions
- Choose the best available option **based on a number of criteria** using a **trade-off analysis**
- Use a series of **systematic comparisons** to identify the most ideal decision
- Make a decision using **quantifiable pros and cons** to evaluate the impact of your decision
- Systematically analyze **the implications** of taking an action so you can decide whether to go ahead with it or not
- Make decisions based on **problem analysis using a common currency** and calculate the net benefits
- **Graph your decisions** and the corresponding outcomes visually and calculate the best course of action
- Take advantage of many **age old principles**, guidelines and **heuristics** to make the wisest decisions
- Make optimal **decisions in groups** by using everyone's inputs and **prevent individuals from dominating** the decision making process
- Use a structured method to collect and **process opinions of a panel of experts** while avoiding common group discussion issues
- Use a simple technique to **encourage group participation** and increase the likelihood of **free expression of ideas**