CREDO Standard Training in Decision Making

The training is delivered using a dynamic, interactive process that includes lecture, exercises, role-playing and, if desired, concrete examples from the trainees' workplace.

Learning Objectives

Following the standard two-day course trainees will be able to:

- *Recognize that decision making is performed at all management levels*
- *Distinguish between formal and informal approaches to decision making*
- *List the steps in the decision-making process*
- *Describe the environmental factors that influence decision making*
- *Describe the personal attributes that influence decision making*
- *Discuss the value of group decision making and identif techniques for group decision making*
- *Explain quantitative techniques for decision making and describe the situations in which each is appropriate*
- *Describe strategies a manager can use to create a more effective decision-making environment*

Trainees will have the chance for self-assessment of their decision-making strengths and weaknesses, and will be able to provide constructive feedback on the skills of other trainees.

The training is designed to be delivered in English. If required, consecutive translation from English can be made, but will extend the time of training per day from five to seven hours, excluding breaks and lunch. The total training time can be reduced if certain elements of the standard course are not required by the individual client. The course can be delivered either during the working week or on weekends.

If desired by the client, the Decision Making course can be supplemented by related training courses in Organizational Planning, Strategic Planning, Problem-Solving and Conflict Resolution.

For an additional fee CREDO can also offer on-site monitoring, evaluation and/or facilitation of manager functions to assure that the knowledge, skills, and attitudes presented in the course are put to full use in the actual workplace.

Training Schedule

Day One Topics (five hours training, excluding breaks and lunch)

I.   UNIVERSALITY OF DECISION MAKING

II. APPROACHES TO DECISION MAKING

III. SEVEN-STEP DECISION-MAKING PROCESS

   A.   Define the Problem or Opportunity
   B.   Identify Limiting Factors
   C.   Develop Potential Alternatives
   D.   Analyze the Alternatives
   E.   Select the Best Alternative
   F.   Implement the Decision
   G.   Establish a Control and Evaluation System

IV. ENVIRONMENTAL INFLUENCES ON DECISION MAKING

   A.   Degree of Certainty
   B.   Limited or Imperfect Resources
   C.   Internal Environment
   D.   External Environment

V. INFLUENCE OF MANAGERIAL STYLE ON DECISION MAKING

   A.   Personal Decision-Making Approaches
   B.   Ability to Set Priorities
   C.   Timing of Decisions
   D.   Tunnel Vision
   E.   Commitment to Previous Decisions
   F.   Creativity

VI. GROUP DECISION MAKING

   A.   Brainstorming
   B.   Nominal Group Technique
   C.   Advantages and Disadvantages of Group Decision Making

VII. QUANTITATIVE DECISION-MAKING TECHNIQUES

   A.   Decision Trees
   B.   Payback Analysis
   C.   Simulations

VIII. CREATING AN ENVIRONMENT FOR EFFECTIVE DECISION MAKING

   A.   Strategies for Effective Decision Making