

Decision Making Best Practice

Are you under pressure to solve problems and make decisions quickly and accurately?

This program will give you the knowledge, skills, techniques and tools to ensure that you make the right decision first time, every-time! It will also give you some useful tools to take the pressure away from you and ensure you are able to make objective, realistic decisions in a timely manner. This program will give you the skills to decrease your personal stress while increasing productivity. It is a must for anyone making regular decisions in the workplace.



The Benefits

This course will give you the skills & knowledge to:

- Make informed decisions swiftly
- Have confidence in your decisions
- Solve problems
- Increase productivity
- Build team skills to assist in positive decision making

Who should attend?

This course is suitable for team leaders, frontline managers and supervisors and anyone who has responsibility for regular decision-making in the workplace.

All participants will have access to the facilitator for up to three months following the course via email or telephone.

“The reality is that important decisions made by intelligent, responsible people with the best information and intentions are sometimes hopelessly flawed” ... “Our brains leap to conclusions and are reluctant to consider alternatives; we are particularly bad at revisiting our initial assessment of a situation.”

**Campbell, A, Whitehead J & Finkelstein S.
Why Good Leaders Make Bad Decisions.
Harvard Business Review February 2009**

What you will cover

- Decision Making Best Practice
- Decision Dynamics
- Decision Criteria
- Process and Techniques
- Barriers to Effective Decision Making
- Mistakes, Red Flags & Traps
- Getting past ‘No!’

How it will be delivered

This program is delivered over two modules of three hours each run over two weeks. At the end of the first module participants will be given workplace activities to practice before the next session.