



Title: Decision-Making Tools and Processes

Instructor: Bill Clarke

Length of Course: 1 full day

Description:

We ought to be good at making decisions, we make hundreds every day. Some are easier than others, some are imposed and some require group input. What has changed in the last ten years is an information explosion that has provided more options and more complexity. We are torn between the delayed, potentially-perfect decision and solving our problem quickly. This program sequences the decision process for generic use by consumers, business professionals, kids and seniors. It helps you balance the criteria you “must, should and not” have with how much information you wish to collect.

Program Content:

- Five steps to most decisions: define with examples
- Criteria that make a decision worthy of this effort
- Know the limits: time, money, people etc
- Organize the collected information
- Risk analysis, either formal or informal, based on consequences
- Elicit valued opinions
- Confer with others who are impacted by the decision
- Don't look back with doubt, instead review to improve

What You Will Learn:

- How to determine criteria for M,S,N in big decisions?
- How to collect and organize information and options from which to choose?
- How numerical risk analysis helps you compare apples with apples?
- How to develop consensus in a group decision?

Who Should Attend:

From a business perspective, the prime decision-makers always consider money. To that end, the people who benefit from this are:

- Procurement officers who require quality over cheap and need criteria to recognize it,
- Team leaders who wish better prepared and more decisive team members,
- Sales and marketing people who need to turn the mirror on their customers to see their buying criteria.