

Decisions, Decisions, Decisions!

Identify the process of
decision-making.



Introduction

- Have you ever had difficulty making a decision?
- Have you ever avoided making a decision?
- What happened when you avoided making a decision?
- Did avoiding a decision solve the problem?
- Have you ever wished you could change a decision you made?

Outline

- What Is Decision?
- What Is Decision Making?
- Six Steps to Make a Decision
- Difficult Decisions
- Alternatives to Making Decisions
- Bad Decisions

What is a decision?

- Reaching a conclusion
- Finding an answer to a difficult problem
- Making up your mind to do something or not to do something
- Making a choice



What is decision-making?

- The “process” that individuals go through when they attempt to make a choice
- It involves a series of actions based on our values or beliefs or on the consequences of the decisions themselves
- At work, decision-making has been “pushed down” requiring all employees to make decisions
- As a result, you, the employee is responsible
- Why: a sense of ownership in the decision and the result

Six Steps to Make a Decision

- Step #1- Define the problem
- Step #2- List all possible options
- Step #3- Evaluate all possible options
- Step #4- Select the BEST possible option
- Step #5- Evaluate your decision
- Step #6- Assume responsibility for the decision you made

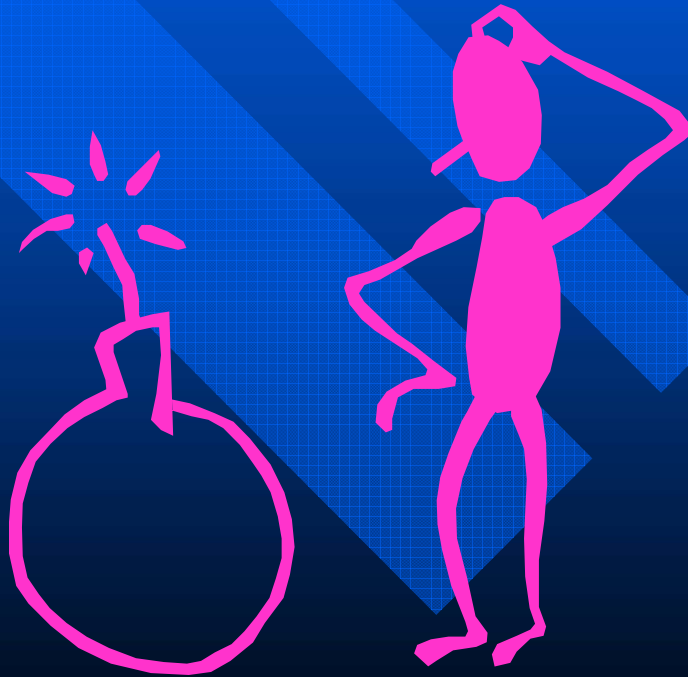
Step #1- Define the problem.

- What is it you are having to make a decision about?



Step #2- List all possible options.

- What are the choices you can make to solve the problem?
 - If you have difficulty in coming up with options, you probably don't have enough information.



Step #3- Evaluate all possible options.

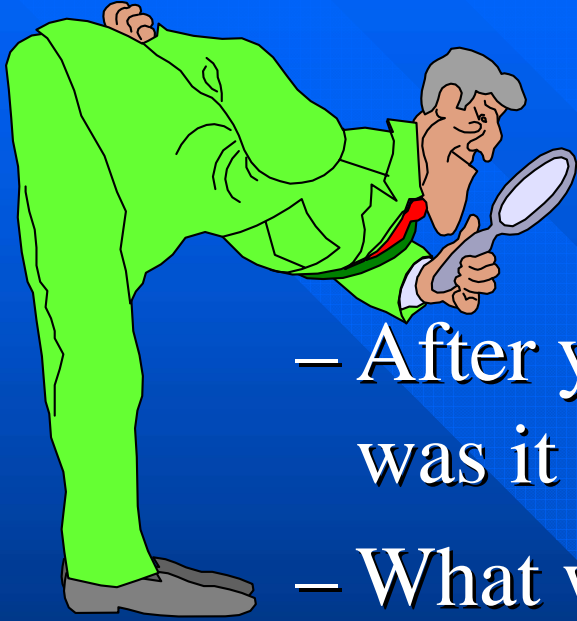
- What are the consequences (both favorable and unfavorable) of each option?
 - If you are having a difficult time deciding which option is best, talk to someone you trust or respect.
 - If you are having difficulty in eliminating options, “test” each one against your goal.
 - Eliminate those which don’t help you reach a decision or those that are not in keeping with your beliefs or values.
 - List the pros and cons of each option.
 - This will take a little thinking. Sometimes it’s guess work.

Step #4- Select the BEST possible option.

- This may not always be the easiest option.



Step #5- Evaluate your decision.



- After you have made the decision, was it the right decision?
- What were the consequences of the decision?
- What would you have done differently?

Step #6- Assume responsibility for the decision you made.

- Accept responsibility for both the decision and its consequences



Difficult Decisions

- If decisions were easy, we would have nothing to talk about.
- Everyone has difficulty making a decision from time to time.



Why People Have Difficulty Making Decisions

- Afraid of making the wrong decision
- Don't like any of their options or choices
- Don't understand their options very well or don't have enough information and cannot make a decision
- Concerned that the choices or options will hurt someone else's feelings
- Lack of confidence to make any decision

Alternatives to Making Decisions

■ Be Impulsive

- Don't look at options. Select the first one that comes to mind. Move forward now!

■ Be Fatalistic

- Think that there is no solution to the problem and give up

■ Be Complacent

- Sit back and hope that the decision will be made for them.

Alternatives to Making Decisions

■ Be a Procrastinator

- Procrastinators gather all the facts and then just don't make any decision.
- The “decision” to not make a decision is still a decision

■ Be in Agony

- Be so afraid that the decision you make will not be the right one that you think and over-analyze every decision as if it were life or death.

Bad decisions?

- There is always a risk that the option you have selected may be the wrong one.
- When we say that we made a “bad” decision, what we are probably saying is that the consequences of our decision are not what we had expected. That does not mean that the decision was bad.



Bad decisions?

- Good well-thought decisions minimize the possibility of bad outcomes.
- You have control over the decision, NOT the outcome!
- A well-thought decision does not **GUARANTEE** a good outcome but it does improve your chances

Conclusion

- What was the “worst decision you have ever made?”
- Was it a bad decision or a bad outcome?
- Did you follow any type of decision-making process
- Did you avoid making a thoughtful decision?