

## **Confident Decision Making**

This program provides a flexible approach to decision making using an efficient decision making process. Improve the contribution of your employees by giving them the knowledge on how to approach situations with fresh insight and new perspectives.

### **Program Content:**

#### **Introduction**

- Program Objectives
- Your Objectives

#### **The Decision Making Environment**

- The Rapidly Changing Workplace
- Decision Making Styles

#### **Creative Decision Making**

- Empowering People to Make Decisions
- Decision Making Criteria
- Types of Problems
- Creative Decision Making Techniques

#### **The Decision Making Process**

- Understanding the Importance of What You Are Deciding
- The Decision Making Process
- Step #1: Define the Desired Outcome
- Step #2: Establish Decision Criteria
- Step #3: Consider Solutions, Investigate and Determine Your Top Three Choices
- Step #4: Opt for the Best Choice
- Step #5: Communicate Your Decision with Conviction

#### **Collective Decision Making**

- Collaborative Process
- Reaching Consensus