

## MAKING HIGH-QUALITY DECISIONS

**LEARNING FORMAT:** CLASSROOM (ONSITE ONLY), VIRTUAL, & WEB COURSE

Sound decision making in today's tough business environment demands much more than just coming up with or picking the best alternative or option. It requires analyzing potential problems or opportunities and making sound judgments based on analysis.

Using an engaging simulation, this course teaches a logical decision-making process that addresses the critical elements that result in high-quality business decisions. Participants will develop the skills and confidence to generate options and compare them to important decision criteria, and to select the best course of action. Utilizing this process will also help individuals avoid the pitfalls that often undermine high-quality decision making.

### DO YOU FACE ANY OF THESE ISSUES?

- > Do individuals jump to evaluating alternatives instead of using creative-thinking approaches to identify all potential alternatives?
- > Is your business losing ground because associates miss the early signs of problems or opportunities?
- > Do associates fail to gauge the levels of risk and reward of the alternatives they are considering before they make the decision?

### PERFORMANCE OBJECTIVES

#### Helps individuals:

- > Make business decisions more effectively and confidently.
- > Avoid obstacles to objective analysis and judgments.
- > Involve the right people at the right time in the decision-making process.
- > Gain the help and support needed to make high-quality decisions and to implement them.

### PRIMARY COMPETENCIES DEVELOPED

- > Decision Making
- > Judgment
- > Problem/Opportunity Analysis

### SECONDARY COMPETENCY DEVELOPED

- > Risk Taking

### COURSE OVERVIEW

- > **Introduction:** Facilitator introduces the two parts of making high-quality decisions - analysis and judgment - and overviews the decision-making process. Working in pairs, participants share tips and lessons learned for making high-quality decisions.
- > **It Starts with Analysis:** Facilitator conducts Part I of the Sip-for-a-Spell simulation. Working in teams, learners apply the steps in the analysis portion of the decision-making process to determine the cause of declining sales. Facilitator explains the key points to cover in a problem/opportunity summary. Participants discuss challenges when gathering and interpreting information, as well as best practices to overcome common pitfalls. Participants identify a step or pitfall in which they would like to improve when analyzing problems or opportunities.
- > **The Business Impact of Decision Making:** Facilitator leads a discussion about key business initiatives and the connection to decisions made by the participants and their teams. Learners identify problems or opportunities tied to business objectives that require analysis and judgment and record them on the Decision-Making Planner.
- > **Good Judgment, Good Decisions:** Facilitator conducts Part II of the Sip-for-a-Spell simulation. Working in teams, learners apply the steps in the judgment portion of the decision-making process to determine a course of action to improve sales. Facilitator models techniques for generating alternatives as the group brainstorms ideas for improving sales. Teams use tools in their Resource Guide - Risk and Reward and Impact/Effort Grid - to evaluate options and choose an alternative. Participants identify a step or pitfall in which they would like to improve when making judgments.
- > **Final Application and Close:** Using the problems or opportunities they recorded earlier, learners identify the best practices and tools they will use to apply the decision-making process. Participants share their situation and insights with their team members. Facilitator encourages learners to use their job aid and Resource Guide - which includes the best practices, tips, and tools from the course - back in the workplace.

### VIDEO SEGMENT SUMMARIES

- > No video segments are planned for this course.

### COURSE DETAILS

- > **Target audience:** All employees through frontline leaders.
- > **State-fundable:** Yes (onsite only)
- > **Course length:** 4 hours (onsite), 3 hours (virtual), 2 hours (web course).
- > **Facilitator Certification:** Certified facilitator required.
- > **Prerequisites:** None.
- > **Optimal Group Size:** 8 to 16. 20 maximum
- > **Course Prep:** Yes. 10 minutes.
- > **Notes:** Suitable for all environments. Onsite training available in Spanish.

### OTHER COURSES TO CONSIDER

- > Accelerating Business Decisions
- > Strengthening Your Partnerships
- > Planning & Managing Resources