



# DECISION MAKING

Mid-Level Leadership Course	8 hours
Leadership Course	4 hours
Team Member Course	4 hours

Spanish | English

## Mid-Level Leadership Course

Leaders, especially those at the mid- and senior levels, are routinely faced with complex, high-impact decisions that require expedient yet effective resolutions. Perhaps most challenging is the fact that these decisions come with an intricate set of dynamics with strong forces that can pull a leader toward less-than-optimal outcomes. Leaders learn a decision-making discipline that will help them manage these dynamics and overcome the forces both within themselves and across the organization that can compromise their decision-making ability.

### Does your organization face any of these issues?

- Do leaders struggle in making complex decisions, especially when time is short and the stakes are high?
- Do biases exist within the organization that affect your leaders' ability to make effective, objective decisions?
- Are leaders unaware of how their personal biases affect their decision making?
- Do leaders fail to consider the full implications of their decisions on key stakeholders?

## Leadership & Team Member 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.

### Does your organization 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?