



Decision Making

4 hours

English | Spanish

Mid-to-Senior

Leadership

Team Member

Mid-to-Senior Level Course

Mid-to-senior level leaders routinely face complex situations and are forced to make high-impact decisions that require timely and effective resolutions impacting many individuals. Perhaps most challenging is that those decisions come with its own intricacies and dynamics that may pull a leader toward less-than-optimal and sometimes unexpected outcomes due to their own biases. Leaders learn this core leadership competency by recognizing, managing, and overcoming internal and external pressures that compromise their decision-making ability or worse, lead to undesirable and rushed decisions.

This course will enable mid-to-senior level leaders to . . .

- Understand how their own biases may impact how they make complex decisions, especially when pressed for time and when the stakes are high.
- Receive an assessment that indicates the intensity of their objectivity or subjectivity when making decisions.
- Minimize organizational biases that impacting a leaders' ability to make effective and objective decisions.
- Take long-term strategic intent and all key stakeholders into account, including the frontline.

Leadership Course | Team Member Course

Good decision making requires more than just picking the best option. It requires individuals to analyze the potential strengths and weaknesses of certain situations or opportunities, and based on the information available, make a decision that is best suited for their organization. Individuals will learn a methodical decision-making process by understanding the critical elements in achieving high-quality and effective decisions, and how to create the positive results they are aiming for. Individuals will hone their skills and confidence by reviewing options, examining criteria, and identifying which options are critical to success, and selecting the best course of action. Utilizing results-driven practices, learners avoid the common pitfalls that frequently undermine decisions.

This course will enable leaders to . . .

- Avoid automatically jumping to the most obvious alternative rather than creatively considering alternatives.
- Recognize signs of risks and possible roadblocks early in the decision making process.
- Gauge the potential gains and losses before arriving at a final decision.
- Make decisions based on objective and careful analysis versus intuition.
- Avoid taking action on one “great idea” without exploring different approaches and stakeholder input.