



Strategic Decision-Making Models for Managers

Course Outcomes :

- Grasp the reasons for making decisions using the process of structured analysis
- Identify when and how to involve others in the process making decisions or solving problem
- Apply the steps to use to achieve the highest probability of successful decisions and solutions
- Interpret and analyse data more successfully
- Appreciate the significance and value of various problem-solving approaches and styles
- Develop an operational framework for effectively facing a variety of problem situations

Course Outline:

- Effective Decision Making
- Define decision making
- Rational v emotional decision making
- Individual v Collective
- The science behind decisions
- Avoiding decision making
- Psychological biases
- Decision Models
- Process of decision making
- Kepner Tregoe
- Decision trees
- Other tools
- Intuition: thinking fast and slow
- Neuroscience – the brain is not 2 halves
- Problem Analysis/ Problem Solving
- Types of problems
- Problem solving process
- Question bursts
- Solving complex problems
- Who makes decisions?
- Getting consensus
- Managers and Decision-Making
- Strategic decision making
- Understanding the environment
- Variables in strategy development
- Option development/option selection
- Delivering multiple goals, agendas, objectives
- Building a strategic planning framework
- Engaging & Empowering Staff



- The paradox: compliance v creativity
- Agile decision making
- What if mistakes occur?
- Strategic drift
- Decisions at an inflection point
- Review and action planning