

## Decision Making Webinar - Quick Reference Sheet

### Decision Making

**Decision Making** is the act of choosing one alternative from among a set of alternatives.

We have to **first** decide that a decision has to be made and then **secondly** identify a set of feasible alternatives before we select one.

### The Components of All Decisions

#### *The What, So What, Now What Model*

- *What* and where is your focus? What's important to you?
- *So What* does this focus mean?
- *Now what* decision(s) need to be made and when should I make them?

### Decision Making Skills

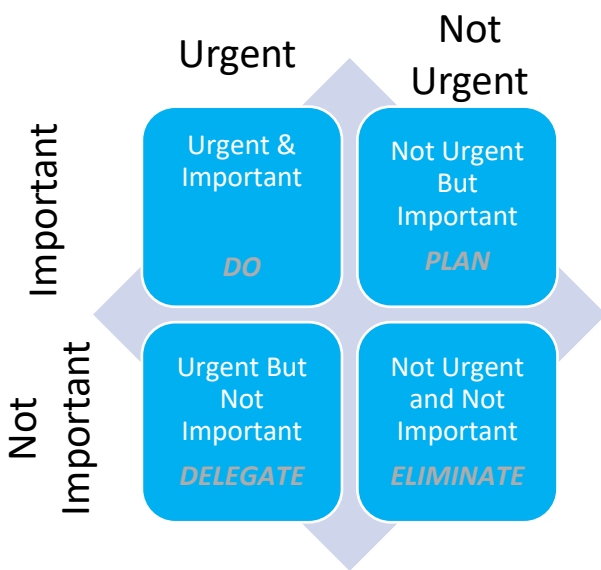
- Identify critical factors which will affect the outcome of a decision. ....
- Evaluate options accurately and establish priorities. ....
- Anticipate outcomes and see logical consequences ...
- Navigate risk and uncertainty. ....
- Reason well in contexts requiring quantitative analysis

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## Using Intuition, Judgment, & Creativity

- **Intuition** - The ability to know or recognize quickly and readily the possibilities of a given situation. A key element of decision making under risk and uncertainty
- **Judgment** - Simplifying strategies or “Rule of Thumb” used to make decisions. Makes it easier to deal with uncertainty and limited information. Can lead to systematic, error free and quality decisions

## The Eisenhower Matrix



## A Decision Making Process

1. Establish - a positive decision-making culture
2. Generate - potential solutions and alternatives
3. Evaluate - potential solutions
4. Check - using predetermined criteria
5. Communicate and implement - take action!
6. Review & Reflect – adjust and refine your process