

Making Smarter Decisions

Improving Your Process for making Smarter Choices



Course Overview

This is a short presentation on decision-making that is appropriate as the basis for a one or two hour training session or for a “Brown Bag” lunch. It provides a quick overview of good and bad decision making practices and includes four real-life decision stories that are good for sparking discussion.

The session recognizes the fact that many simple decisions do not require much thought or process. For decisions that are critical or complex, it emphasizes the need for establishing and using a systematic process and improving that process over time to make smarter choices each time the process is used.

Even good decisions sometimes have bad outcomes. However, if you follow a smart decision-making process you can steadily improve your prospects for achieving successful outcomes.

Course Format

The session includes slides and four real-life stories. Participants will be asked to share their own experiences about what works and what doesn't.

Who Should Attend

If you are managing a business or a project or, just managing your own affairs, you need to know about how to make smart decisions. Perhaps even more important, you need to know how to set up your decision-making process in a way that it gets better each time you use it.

After participating you should be able to:

- Explain how Smart decisions differ from other types
- List the key steps in the process for reaching Smart decisions
- Describe some of the causes of bad outcomes and how to avoid them
- Explain how to improve your process for reaching Smart decisions and make it even smarter

Course Outline

Some Famous Decision Processes

How Decisions Should be Made

Where Good Outcomes Come From

Where Bad Outcomes Come From

Other Processes to Resolve Decisions

A Systematic Decision Process

Making Smarter Decisions

Four Stories

1. “I had to make the decision quickly.”
2. “It was really the best engineering choice.”
3. “I guess we looked at the problem the wrong way.”
4. “We never dreamed that all of those things could happen at once.”

Smarter Decision Process Checklist

Review and Questions

An expert is someone who has succeeded in making decisions and judgments simpler through knowing what to pay attention to and what to ignore.

Edward De Bono