

Decision Making Made Easy



Decide with Confidence

There is a saying that “Our greatest power is the power to choose – we can decide where we are, what we do and what we think”.

We make decisions everyday. How our day turns out depends on the decisions we make. It is important therefore to make the “right” decisions.

Some decisions are made intuitively, basing on our level of experience and confidence. Some require no more than an intelligent interpretation and appropriate implementation of an existing set of rules or guidelines. Others call for substantial thought, research and input from many individuals, and are made against a dynamic background.

This 1-day workshop looks at a systematic approach to the decision making process; it also describes the various decision making tools and techniques you can use to help you arrive at the right decision. We interact with people on a daily basis, and the decisions we make will affect them. This workshop will also look at how to make different decisions based on your interaction with people of different personalities.

LEARNING OBJECTIVES

- Describe the decision making process and the different approaches to decision making.
- Use a systematic process to improve the quality of decision making.
- Analyse available information, resources and issues, for better problem solving and decision making.

WORKSHOP CONTENTS

- Introduction
- What is a decision?
- Why decision needs taking
- The rational model
- The intuitive model

USING THE RATIONAL MODEL DECISION MAKING

- Introduction
- Steps in the decision-making process
- Step 1: Recognising the issue
- Step 2: Generating available options
- Step 3: Evaluating options and making the decision
- Step 4: Implementing and monitoring the chosen solution

DECISION-MAKING AIDS

- Introduction
- Identifying techniques
- The decision matrix
- Risk analysis
- Tools for diverging—brainstorming, S.C.A.M.P.E.R
- Tools for converging—Cause and effect diagram, decision tree

THE PSYCHOLOGY OF DECISION-MAKING

- Introduction
- Conceptual approaches to the psychology of human behaviour
- Perception
- Decision-making conflict
- Decision making under pressure

GROUP DECISION-MAKING

- Individual and group decision-making
- The advantages and disadvantages of group decision-making

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- How groups make decisions
- Enhancing group decision-making processes

ORGANISATIONAL DECISION-MAKING

- Introduction
- The significance of the organisational context
- Ethical considerations
- Organisational conflict

IMPLEMENTATION

- Evaluate the feasibility and practicality of possible solutions to your selected problem
- Receive group feedback on the solution you selected
- Plan to implement the solution
- Receive group feedback on your implementation plans

CONCLUSION

- Summary
- Action Plan

LEARNING METHODOLOGY

This will be a highly experiential workshop with exercises, self-assessment, group discussions, presentation and role-plays

ABOUT THE TRAINER – MR JOHN TEO

John Teo has more than 25 years of working experience in senior management and more than a decade of training, management development and facilitation experience.

John is the only Asian to win a magic invention competition organized by Sterling Magic Creations of USA. His articles on magic and tricks are being published in international magic periodicals such as The Linking Ring, Abracadabra, Magigram, Chicanery, etc. For the past several years, he has been invited to be one of the judges of an international magic competition.

Combining his success in management, business and magic, John is best qualified to teaching creativity and innovation. John had delivered Creativity workshops to Neptune Orient Lines, National Library Board, and McDonalds Asia Pacific. Here is what one satisfied customer said of his Creativity workshop : "Thank you, John, for all your valuable instruction and hard work at our McDonald's conference. You were much appreciated by all of our attendees for your wit, charm, knowledge of subject and ability to deliver. You're the best!" – *Carl (CW) Wolfe, Global Manager, Marketing, McDonald's Corporation.*

Besides Creativity and Innovation, John also specializes in the areas of Change Management, Leadership, Managing Conflicts, Handling Difficult People and Interpersonal Communications. Some of his clients include Jurong Shipyard, Land Transport Authority of Singapore, Management Development Institute of Singapore, Ministry of Defence and Singapore Prison Services.

John is a Certified Professional Behavioural Analyst (CPBA), and a member of the Marketing Institute of Singapore (MMIS). In addition, he also holds a Bachelor of Engineering from the National University of Singapore, and a Certified Professional Trainer from the International Professional Association, UK

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Date: 24 April 2008, 9am – 5pm
Venue: Grand Park Plaza Hotel, City Hall

Fee: [] S\$370 for D&B Subscriber [] S\$450 for Non-subscriber
(Includes materials, refreshments and lunch)

EARLY BIRD – Fax in your registration before 24 Mar to receive a 10% off usual fee
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off usual fee

Fax the completed registration form to 6318 7832

Participant Profile

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Name 2: _____ **Designation:** _____

Email: _____ **(DID):** _____

Name 3: _____ **Designation:** _____

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