

Judgement and decision-making

90-minute webinar

Being able to make the right decision – even in agile, ambiguous situations when you don't have all the information you'd like – is critical to success in business, especially for managers and leaders. Participants will learn how to ensure they have all the information (including understanding the problem), how to overcome bias and identify which are reliable facts in order to make decisions, as well as determining which problems to devote the most time to using the Pareto Principle. They will develop their abilities in making decisions under pressure and communicating with clarity. They will appreciate the importance of gathering facts, taking an assumption-busting mindset and taking a strategic decision-making approach using the decision tree.

Learning objectives

- Know how to choose the decision-making strategy that best fits the situation
- Understand the secret to making decisions in an agile, uncertain environment
- Be able to communicate actions and decisions with clarity using a structure
- Leave with tried-and-tested tools for solving problems and making decisions

Webinar overview

9.00 Welcome, agenda, overview

Fast-paced warm-up activities where participants have to make key decisions. We all make myriad decisions on a daily basis from what to wear to what route to drive to work to what to eat. Some of our decisions are good, some are less good. Agenda, objectives.

9.15 What gets in the way of good decisions?

Participants explore the barriers to good decisions. These can include lack of information, depleted energy, being rushed, decisions 'by committee'. It's impossible to eliminate all of these, but being aware of them can help to ensure you step back and take a break if possible to make the best decision.

9.30 Making decisions

The facilitator introduces a practical structure for making decisions, including how to use the structure when the decision has to be made at speed. Asking questions to get the full picture. Participants practise using the technique.

10.00 Flexible decisions

How to make decisions in an agile or changing environment. The group share experiences and ideas for how to manage this. Coping with new information as it comes in and adapting to situations. Not getting 'stuck' in a decision.

10.15 Action plans and next steps

Participants reflect on their next steps and how they will implement their learning in the workplace. Each person makes a commitment for what they will do differently in a group whiteboard which can be circulated to participants following the session as a reminder of their actions.

10.30 Close