

# Decision-Making & Problem-Solving with the T.E.A.M. Approach

## **Decision Making** (Unit 1)

- U1\_L1 Introduction to Decision Making
  - 1. Duration and Amount of Effort of Thought
  - 2. Gravity and Length of Duration of Outcome/Consequences
- U1\_L2 Three Decision Making Limits
  - 1. Willingness
  - 2. Capability
  - 3. Environment
- U1\_L3 Four Levels of Decision Making Control
  - 1. No Control or Thought
  - 2. Little Control or Thought
  - 3. Limited Control or Thought
  - 4. Absolute Control or Thought
- U1\_L4 Five Decision Making Methods
  - 1. Habit
  - 2. Impulse
  - 3. Imitation
  - 4. Default
  - 5. Strategy
- U1\_L5 Strategic Decision Making
- U1\_L6 1. Identifying and Defining the Problem
- U1\_L7 2. Gathering Information
- U1\_L8 a) Looking for Alternatives (Positive & Negative)
- U1\_L9 b) Predicting Outcomes (Positive & Negative)
- U1\_L10 c) Examining Risks
  - i. Risk Identification
  - ii. The Types in Risk Taking
  - iii. Risk Management & Minimization
  - iv. Defining Your Risk Willingness
- U1\_L11 d) Making a Plan
- U1\_L12 e) Acting on the Decision
- U1\_L12 Reviewing Possible Necessary Subordinate Decisions
- U1\_L13 Effecting/Affecting Others With Our Decisions
- U1\_L14 Decision-Making Module Review Exercises

## **Values** (Unit 2)

- U2\_L1 Values - Definition & Clarification
  - 1. Defining & Testing What Values Are
  - 2. Personal Values
  - 3. Family Values
  - 4. Company/Organizational Values
  - 5. Community Values
  - 6. Societal Values
- U2\_L2 Identifying, Defining & Quantifying Your Personal Values
- U2\_L3 The Role(s) of Values in our Decision Making.

### **Goals, Goal Setting and Goal Attainment** (Unit 3)

U3_L1	Introduction to Goal Setting & Definition of Goals
	1. Short-term Goals
	2. Mid-range Goals
	3. Long-term Goals
U3_L2	Defining Personal Goals
U3_L3	Professional/Vocational Goals
U3_L4	Organizational Goals
U3_L5	Effects of Decisions & Values on Goals
U3_L6	Unit 3 Review Exercises

### **Attitudes, Egos, & Relationships – The T.E.A.M. Approach** (Unit 4)

U4_L1	Introduction - Attitudes Defined and Described
U4_L2	Ego Defined and Described
U4_L3	Changing Attitudes – Starting with Your Own
U4_L4	Dealing With Egos (Usually Unsubstantiated Inflated Egos)
U4_L5	Managing Relationships & Roles
U4_L6	The T.E.A.M approach and attitude in relationships
	1. The T.E.A.M. Approach in Decision-Making
	2. T.E.A.M. at home, work, sales and other social settings
U4_L7	3. The T.E.A.M. Approach in Marketing & Sales
U4_L8	Unit 4 Review Exercises

*Modules from Unit 5 to Unit 9 are oriented more towards organizational management, staff training & development, and organizational growth*

### **Management By Objective, Quality Circles & T.E.A.M.** (Unit 5)

U5_L1	MBO Defined
U5_L2	Quality Circles Defined
U5_L3	Integrating Quality Circles with MBO
U5_L4	T.E.A.M. Approach in Management
	1. T.E.A.M. Effecting Decision Making
	2. T.E.A.M. Values
	3. T.E.A.M. Goals
	4. T.E.A.M. Planning
U5_L5	T.E.A.M Meetings
	1. Goal Setting
	2. Goal Evaluation
	3. Planning & Plan Types
	4. Problem-Solving
U5_L6	Unit 5 Review Exercises

## **The Process of Re-Education** (Unit 6)

- U6\_L1* Introduction to the Process of Re-Education
- U6\_L2* Implementation Methodologies
- U6\_L3* Types of Re-Ed Practices
  1. Decision Making & Decision Evaluation
  2. Goal Setting
    - a) Individuals - Clients, Staff
    - b) Departmental/Organizational
  3. Goal Setting Evaluation
    - a) Individual – Clients & Staff
    - b) Departmental/Organizational
  4. Planning & Plan Evaluation
  5. Rules, Policy & Procedures, and Evaluations
  6. Problem Solving
  7. Disciplinary, Corrective, Training/Instructional Evaluations
- U6\_L4* Re-Ed & T.E.A.M.
- U6\_L5* Unit 6 Review Exercises

## **Implementing and Integrating Change with T.E.A.M.** (Unit 7)

- U7\_L1* Types of Changes
- U7\_L2* Why Change is Difficult/Risky/Stressful
- U7\_L3* Methods of Change
- U7\_L4* Unit 7 Review Exercises

## **Planning Processes with T.E.A.M.** (Unit 8)

- U8\_L1* Strategic Plans
- U8\_L2* Organizational Plans
  1. Growth of Volume in Services
  2. Potentials for Growth in Physical Plant Environment
  3. Potentials for Growth with Satellite Facilities and Programs
- U8\_L3* Certification & Accreditation Compliance-Maintenance
  1. Regulatory Compliance & Statutory Legal Protections
  2. Loss Prevention and Potential Legal Exposures Identification
- U8\_L4* Operational Plans
  1. Safety and Security
  2. Emergency Response Preparedness
- U8\_L5* Recruitment Plans
  1. Resource Identification and Development
  2. Professional Staff Recruitment & Training
  3. Hiring Decisions
- U8\_L6* Marketing/Advertising Plans
- U8\_L7* Training & Continuing Education Plans
  1. Interdepartmental Training
  2. Referral and Intra-Departmental Seminars and Cross Training
  3. Special Instruction and Classes
- U8\_L8* Acquisitions & Improvements Plans

U8_L9	Action Plans
	1. For Special Projects
	2. For Acting on New Opportunities
U8_L10	Budget & Financial Plans
U8_L11	Disaster Recovery/Business Continuity (DR/BC) Planning
U8_L12	Unit 8 Review Exercises

*Modules from Unit 9 and Unit 10 are oriented more towards  
Marketing and Sales*

**Marketing with the T.E.A.M. Approach** (Unit 9)

U9_L1	Comparing & Contrasting Marketing & Sales
U9_L2	Marketing Using the AIDAC Method
U9_L3	Marketing Combining the T.E.A.M. Approach with AIDAC
U9_L4	E-mail & Social Media Campaigns
U9_L5	Unit 9 Review Exercises

**Sales with the T.E.A.M. Approach** (Unit 10)

U10_L1	Decision-Making in Sales ( <i>Salesperson &amp; Customer</i> )
U10_L2	The Three (3) Sales of Every Sale
U10_L3	The Five (5) Stages of Every Sale
U10_L4	Creating Urgency, Alternative Choices & Closing at Each Stage
U10_L5	Combining Decision-Making and T.E.A.M Approach in Sales
U10_L6	Unit 10 Review Exercises