

Unit 1 Decision Making / Lesson 1:

Introduction to Decision Making

PURPOSE: The purpose of the decision making model is to help the participant to better understand the decision making process and to apply these to later modules in this curriculum and in their activities relating to their making better decisions and the achievement of goals.

OBJECTIVE: Upon completion of this lesson, the participant will:

1. Identify 100% of the time decisions are choices and decision-making a process.
2. Identify 100% of the time that a correlation exists between the amount of time efforts, and thought required by the decision and the duration of it's outcome, gravity and costs.
3. List five (5) personal decision made today.
4. List five (5) major personal decisions made in the past thirty (30) days.
6. List five (5) major personal decisions needing to be made.
6. List three (3) vocational and/or management decisions needing to be made.
7. List five (5) decisions you've observed others make today.

PROCEEDURE:

1. Read the following narrative about decisions

General Information Content:

Everybody makes decisions every day and many times each day in one form or another. Some are small decisions, some are medium decisions, some are big decisions, and some are decisions we make without really thinking about it. Some decisions we don't know how to make them, nor why we made or make them.

Decisions are choices. You chose to wake up this morning to take on the events, obligations and opportunities of the day; or you chose to hit snooze and roll-over. You chose to participate in this program to find learn how to make better personal decisions, learn how to make better business decision, or how customers make decisions in making their purchases. These were and are all decisions, because these are choices.

As we all know the more serious the decision and the more gravity, duration and costs of the outcome/consequences of the decision the time, efforts, considerations, and care are given to it. Yet we often fail to consider this relationship between outcomes/consequences and the amount of attention the decision deserves. Under these conditions, we ask ourselves: "What was I thinking?". The answer is you weren't.

We act on a trial and error basis of what has worked and what hasn't worked before. Often we make the same mistakes, because we use the same decision-making process, which sometimes works and sometimes doesn't. We refer to this randomness as "luck", but we know deep down we are the products of our own decisions.

Sometimes it is a factor that we really don't know how to make well informed, intelligent and strategic decisions. Why not? Because we never learned how to do it! We know it is important to learn to do it, but we don't know where to go to get this type of valuable information and education. Often, with bad decisions, we pay very expensive tuition for the lessons learned.

We all say we need to make better decisions or more consistently make better decisions and for a while we seriously try to do so. But then we go back to the same old practices. We

think we know how to make decisions and point to those we've made, which have had good outcomes. Often to feel good about ourselves, we remember the good decisions and forget the bad ones or blame-project the bad outcomes and events on others or a situation.

This is because most people don't know much about decisions and the decision-making process. Some may say that to make a decision they take a piece of paper, divide it down the centers and list the pros in the left column and the cons in the right column.

This is not decision making. This is only one small part of a decision making strategy in the form of Looking and Alternatives (positive and negative) and Predicting Outcomes (positive & negative). This is not a decision making process and there are many other factors and things to consider, such as limits, control levels, methods, identifying the fundamental problem, other decisions needing to be made, making a plan and then acting on your decision.

As an example of how decisions are choices and without choices, there are no decisions, think of this, when you think you have no choice. You could decide to do nothing (default), because the decision is out of your control (*and not your decision*), or to ignore the decision made by another.

You have limited choices then, except perhaps how you are going to adjust and adapt to a situation beyond your control. However, you will find this to be rare, and that you do have decisions/choices in one form or another.

For the purposes of this curriculum, we are going to group the types of decisions to be made into three (3) categories. (1) Personal decisions, (2) vocational and/or management decisions, and (3) Decisions to be made by subordinate staff, customers and others.

It is of course important that you first identify your own decision-making processes, but if you are a employer, manager, or a salesperson, it is important to understand the decision-making processes of others. This will make you understand their thinking better and improve your effectiveness as either a manager or salesperson and help them to make better decisions.

As we go through the other lessons in this Decision Making Unit, we will look at decision-making limits, decision-making control levels, and decision-making methods to really break down decision making strategies into various components and levels. As we do this, you may wish to use some of your decisions to be the examples you use to apply what you learn about decision making. Therefore:

2. Identify decisions you've made, need to make and witnessed others make. Then determine if this was a major decision, minor decision, or if it really was a cognitive thought decision at all.

List below five (5) personal decisions you made today.

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____

3. List below five (5) major personal decisions you made in the past thirty (30) days:

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____

4. List below five (5) major personal major and important decisions you need to make:

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____

5. List three (3) vocational, management or business decisions needing to be made.

- A. _____
- B. _____
- C. _____

4. List five (5) decisions (*both good and stupid*) you've observed others make today.

- A. _____
- B. _____
- C. _____
- D. _____
- E. _____