

Unit #1 Decision Making / Lesson #3 Decision Making:

Levels of Personal Control

PURPOSE: The purpose of this lesson is to identify the four (4) decision-making levels of personal control and how these impact the participant's decisions.

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

1. 100% of the time identify the four (4) levels of personal decision making control as:

A. Decisions that are not under your control or are made automatically. This is often a situation where it is someone else's authority and responsibility, or it can be imposed factors or conditions where the decision is not in your control. These decisions are usually pretty automatic and you do very little thinking in the process.

B. Decision where you have limited control. This is often situation where you do have a limited say, input, opinion or participation in the decision making process. These decisions usually don't have much thinking involved with them.

C. Decisions that are somewhat under your control. This is often situation where you have equal or slightly more say, input opinion, equal responsibility or participation and/or vote in the decision making process. These decisions require a little more thought and consideration than the first two levels of decisions.

D. Decisions absolutely under your complete control. This is often when you have final say and authority/responsibility. These decisions usually take a great amount of thought before they're made or thought in planning should the time come such a decision needs to be made.

2. 100% of the time the participant will identify the level of controls have in the three (3) decisions they've decided to made today, including one where they have total control..

3. 100% of the time the participant will identify the level of control they have in three (3) major decisions they are making, including one where they have complete control.

PROCEDURE:

1. Read and consider the following:

A. Examples of decisions not under your control might be where the company you worked for and your job moved out of town to a different state. You have no control of what the company decided to do, only control you may have is how you respond to it, but that's another decision, isn't it?

You need to make the sale, but you have a customer, who has no money.

B. Examples of decisions where you have limited control might be to decide to move to a different city or state to follow your job. Another example of decisions somewhat under our control may be to go to school and get more training or to change

careers, but you have very limited financial resources. This decision is somewhat under control, because there may be a capability limit (*although you have 100% willingness*), but you cannot easily get a scholarship, grant, or student loan to pay for this education.

Thus, decisions where you have limited control, are usually those where there are rules, conditions and limitations; which are a decision making limit imposed upon you, which is not completely under your control.

C. Examples of decisions that are somewhat under your control might be where you are working with co-workers and you are doing your part to complete a task, and in performing your responsibilities, you try something creative to achieve the objective or complete the task. Another example would be if you are working with a customer and they have an objection, hesitation, or question about the product or service.

D. Examples of decisions totally under your control would be like your decision to find a new job, get more education. These decisions, if there are limits, are usually only limited due to the your willingness to take the time and efforts to get the results you desire from your decision.

Exercises:

2. Think of three (3) your recent personal decisions, including decisions made today, where your decision has the four (4) various levels of decision making control. What level of control do you have on these decisions?

A. Decision #1 _____

Level of Control _____

B. Decision #2 _____

Level of Control _____

C. Decision #3 _____

Level of Control _____

3. Think of your three (3) major decisions you need to make, where your decision has one of the four (4) various levels of decision making control. What level of control do you have on these decisions?

A. Decision #1 _____

Level of Control _____

B. Decision #2 _____

Level of Control _____

C. Decision #3 _____

Level of Control _____