

Decision-Making Framework

Effective decisions balance data, logic, and judgement. This framework provides a structured approach to ensure important choices are well-informed, collaborative, and aligned with organisational goals.

1. Purpose of This Tool

- ☐ Improve clarity and confidence in decision-making.
- ☐ Reduce bias and emotional influence in complex choices.
- ☐ Ensure decisions align with strategic priorities.
- ☐ Promote consistency and accountability across teams.
- ☐ Capture lessons for continual improvement.

Tip: Structured thinking speeds up decision-making by removing confusion, not by adding bureaucracy.

2. Decision Overview

Decision Title Description Owner Date

Context / Background Why the decision is needed and what prompted it.

- ☐ Define the problem clearly before exploring options.
- ☐ Ensure all stakeholders understand the context.

Tip: A well-defined decision often reveals its best answer naturally.

Notes

3. Decision Type and Impact

Type	Description	Example
Strategic	Long-term, organisation-wide impact	Market entry, acquisition, business model shift
Operational	Process or efficiency improvement	Workflow redesign, new tool adoption
Tactical	Short-term, task or project-based	Budget allocation, resource assignment

Impact Level Low / Medium / High Key Stakeholders

- ☐ Assess how significant the decision is and who will be affected.
 - ☐ Match the depth of analysis to the impact level.
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4. Decision Criteria

Criteria	Description	Weight (1–5)
Alignment with strategy	Does it support organisational goals?	
Financial viability	Is it affordable or profitable?	
Risk and uncertainty	How significant are potential downsides?	
Operational feasibility	Can we realistically deliver it?	
Stakeholder impact	How will people be affected?	
Time sensitivity	How urgent is the decision?	

- ☐ Prioritise criteria before evaluating options.
- ☐ Weight factors to clarify what matters most.

Tip: Without clear criteria, decisions default to personal preference.

5. Options and Evaluation

Option	Key Advantages	Key Risks / Drawbacks	Score (1–10)	Notes
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Option 1

Option 2

Option 3

- ☐ Evaluate each option objectively against agreed criteria.
- ☐ Use scoring or ranking to support transparent decision-making.

Tip: Involve multiple perspectives to reduce bias and strengthen decisions.

6. Risk and Mitigation Assessment

Risk Likelihood (L/M/H)	Impact (L/M/H)	Mitigation Plan	Owner
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- ☐ Consider both short-term and long-term risks.
- ☐ Assign clear ownership for mitigation actions.

Tip: Good decisions account for uncertainty without becoming paralysed by it.

7. Decision Summary

Selected Option	Rationale	Expected Outcome
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- ☐ Clearly document the reasoning behind the final choice.
- ☐ Record evidence and assumptions used in the process.

Tip: Writing down reasoning prevents confusion later and builds trust in the process.

8. Implementation Plan

Action	Owner	Start Date	Due Date	Success Measure
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- ☐ Assign responsibilities and timelines immediately after making the decision.
- ☐ Define measurable indicators of success.

Tip: The value of a decision lies in its execution, not its announcement.

9. Post-Decision Review

Review Date Outcome vs Expectation Lessons Learned

- ☐ Review decisions after implementation to evaluate results.
- ☐ Use lessons to improve future decision-making processes.

Tip: Reflection closes the learning loop, turning choices into insight.

10. Governance and Communication

- ☐ Decision documented and approved by relevant authority.
- ☐ Communication plan created for all affected stakeholders.
- ☐ Decision stored in shared system or record for transparency.
- ☐ Follow-up responsibilities and checkpoints established.

Tip: Clear governance ensures accountability and prevents re-opening settled decisions unnecessarily.

How to Use This Framework

Use this framework for all significant business or project decisions. It can be applied individually or in teams to ensure a logical, consistent, and transparent process. Over time, using a structured decision-making approach strengthens leadership credibility, speeds up choices, and improves organisational outcomes.

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