



Dynamic Decision Making

(1 day Instructor – Led Course)

Course Overview

The CBP Business Improvement Series-Dynamic Decision Making will increase your knowledge and ability to:

Access your decision making style, define clear parameters of your decisions; collect relevant information and generate creative alternatives. Hone your intuition and incorporate it as you make decisions, to define consequences and payoffs. Analyze risks and define your level of risk tolerance. Avoid common mistakes and psychological traps in the decision making process. Correlate the appropriate strategy with the specific decision, and describe the dynamics of group decision making. Develop clear guidelines on communicating your decisions, and design an action plan to evaluate the results of those decisions; to tailor your decision making style to be situationally appropriate.

Who Should Attend?

This course is recommended for human resources personnel, business leaders, senior executives, managers, supervisors, and front-line workers

Prerequisites

This course is designed for the student who has little or no experience.

What you will receive

Students will receive an official course manual for post class reference and review.

Certification Preparation

This module prepares candidates to sit the Certified Business Professional exam- **B12202**

Course Outline: CBP™ Dynamic Decision Making

Chapter One: Assessing Your Decision Making Style

- Objectives
- Assessing Your Decision Making Style
- Decision making process and potential traps
- Choosing how to make decisions
- Interpreting Results
- Making business decisions

Chapter Two: Framing the Decision

- Objectives
- Identifying what you want to accomplish
- Writing a problem statement
- Using the components of decision frames
- Establishing Objectives
- Examining the Case Study

Chapter Three: Gathering Information

- Objectives
- Better information means better decisions
- Intuition in decision making process
- Examining solutions and options
- Passive decision making
- Imaginative alternatives
- Examining the Case Study

Chapter Four: Analyzing The Information

- Objectives
- Analyzing consequences
- Using a consequence table
- Determining tradeoffs
- Determining risk tolerance
- Slippery slope syndrome
- Examining the case study

Chapter Five: Why Bad Decisions Happen

- Objectives
- Avoiding common mistakes
- Avoiding mind snares
- Acknowledge pivot points
- Stress and decision making
- Learning to lean on experts
- Examining the case study

Chapter Six: Making The Decision

- Objectives
- Deciding how to decide
- The metadecision
- Democratic decision making techniques
- Using the consensus decision making
- Collective participative decision making
- Using the autocratic decision making
- Avoiding bad decision making styles
- Communicating the decision
- Communicating with intent
- Examining the case study

Chapter Seven: Auditing The Results of Decision Making

- Objectives
- Reviewing the decision
- Carrying out a decision review
- Examining the case study