

# STRATEGIC DECISION MAKING

PFM00.20

This course teaches students how to define and apply appropriate decisions through planning, framing, and researching techniques. Using interactive exercises, the class will explore how to develop high-quality options and the tools to select the best one by analyzing optimal decision outcomes. Students will also learn how an organization can benefit from employing strategic decision-making techniques, and how to use decision-making strategies to improve negotiation skills.

## PREREQUISITES

- None

## LEARNING OBJECTIVES

- Identify the factors and steps involved in decision making and define decisions appropriately.
- Understand and use decision frames and overcome overconfidence and uncertainty.
- Generate options for a decision and select an option through evaluation techniques.
- Review decisions and learn from their results and from the experience of others.
- Create scenarios by using the extremes and driving forces methods and follow the guidelines for making linked decisions.
- Assure the success of a decision, arrive at a group decision by using affinity diagrams, and overcome decision making barriers such as conflicts and groupthink.
- Improve negotiation strategy and decision outcomes and avoid pitfalls in negotiations.

## WHO SHOULD ATTEND

- Individuals interested in improving their decision making skills.
- Managers that need to apply critical, strategic thinking in their jobs.

## COURSE OUTLINE

- Preparing to make decisions
- Decision options
- Decision results
- Complex decisions
- Group decisions
- Negotiation decisions

There are numerous exercises to reinforce the concepts taught in this class.

## CLASS LENGTH

- One Day (8 PDUs)