

# PROBLEM SOLVING / DECISION MAKING

## THE PROBLEM / DECISION ANALYSIS PROCESS

Accomplished decision makers carry through their decisions by developing **ACTION PLANS** and **IMPLEMENTING** their plans considering timing, support, corporate cultures and values.

They also **EVALUATE** their decisions, and learn from their mistakes.

# PROBLEM SOLVING / DECISION MAKING

## THE PROBLEM / DECISION ANALYSIS PROCESS

Accomplished decision makers know how to  
IDENTIFY ALTERNATIVES and GATHER INFORMATION  
pertinent to them and the decision.

# PROBLEM SOLVING / DECISION MAKING

## DECISION ANALYSIS:

The systematic process of choosing the action that will create desired effects. Identify effects or results that are desired.

## DECISION ANALYSIS STEPS:

1. Determine Associated Values.
2. Determine Associated Goals.
3. Consider Alternatives
4. Predict Outcomes
5. Select Alternative.
6. Take Action.
7. Evaluate Decision.

# PROBLEM SOLVING / DECISION MAKING

## PROBLEM:

An intricate unsettled question:  
a source of perplexity, distress, or vexation.

The existence of a gap between where a person is  
and where a person would like to be.

## DECISION:

A determination arrived at after consideration;  
a conclusion.

The strategic implementation of a resolution  
to a problem.

# PROBLEM SOLVING / DECISION MAKING

## FREQUENT ERRORS MADE IN DECISION MAKING

Incomplete Awareness of Alternatives.

Failure to Consider Consequences.

Misjudging Information Importance.

Wasting Time With Useless Data.

# PROBLEM SOLVING / DECISION MAKING

## THE PROBLEM / DECISION ANALYSIS PROCESS

Accomplished decision makers are in tune with the **GOALS** to be met and the environment in which they are to be achieved.

# PROBLEM SOLVING / DECISION MAKING

## PROBLEM ANALYSIS:

The thinking process involved with explaining why a deviation exists between the expected and what actually occurs. The disciplined search for the precise change that produced the deviation.

## STEPS IN PROBLEM ANALYSIS:

1. Define the Standard.
2. Define the Deviation.
3. Explore the Resulting Gap.

# PROBLEM SOLVING / DECISION MAKING

## THE PROBLEM / DECISION ANALYSIS PROCESS

1. Values.
2. Goals.
3. Alternatives (Prioritized)
4. Gather Information.
5. Predict Outcomes.
6. Select Alternatives.
7. Take Action.
8. Evaluate Decision.



# PROBLEM SOLVING / DECISION MAKING

## THE PROBLEM / DECISION ANALYSIS PROCESS

Accomplished decision makers know something about their **VALUES** , capabilities, and current level of satisfaction of these factors.