

DECISION MAKING

Think Critically, Choose Confidently

Non-Credit Bearing

From uncertainty to action – develop the skills to make sound decisions under pressure

Every decision - big or small - shapes the success of an organisation. Yet, decision-making is often rushed, clouded by biases, or driven by incomplete information, leading to costly mistakes and missed opportunities. What if you could approach decisions with greater clarity, confidence, and strategic insight?

This practical course empowers you to think critically. Through engaging discussions and hands-on exercises, you will identify common decision-making pitfalls, manage biases, and apply a structured methodology to make well-reasoned decisions under pressure.

You will leave with a clear decision-making framework that enhances clarity, accountability, and effectiveness - so you can tackle complex choices with confidence and objectivity.

WHO SHOULD ATTEND

- Professionals at all levels looking to improve decision-making skills
- Leaders, managers, and team members responsible for strategic or operational decisions
- Anyone seeking to enhance critical thinking and make better, more confident choices

HOW YOU WILL BENEFIT

- Enhance confidence in making decisions, even under pressure
- Apply a structured approach to analyse, evaluate, and execute decisions effectively
- Manage cognitive and emotional biases that cloud judgment
- Strengthen critical-thinking skills to assess risks, weigh options, and make informed choices
- Apply practical strategies to improve decision quality and adapt to evolving situations

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WHAT WILL BE COVERED

The fundamentals of decision-making

- The importance of decision-making and its impact on organisational success
- Overcoming the complexities of decision-making: enhancing critical-thinking skills

Recognising and overcoming decision-making pitfalls

- Common decision-making pitfalls, including cognitive and emotional biases
- Strategies to counteract biases and ensure clarity and objectivity

Apply a structured decision-making framework

- Clarify the decision aim: define goals and identify influencing factors
- Gather and analyse information to generate diverse, creative options
- Evaluate choices against established criteria for well-informed decision-making
- Operationalise decisions by effectively communicating and implementing strategies
- Monitor, evaluate, and adapt decisions for continuous improvement

The art of learning from decisions

- Creating a culture of reflection and continuous learning
- Using past decisions to improve future outcomes