



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

- **Decision Making—**
Obtains and understands facts, weighs risks, and objectively prioritizes alternatives that result in decisive action.

RELATED COMPETENCY CATEGORIES:

- **Stress Management—**
Differentiates between positive and negative stress. Maintains a balance between productive and unproductive attitudes and behaviors.
- **Initiative—**
Proactively makes things happen. Evaluates self and others and takes positive corrective action. Is self-disciplined.
- **Leadership—**
Drives business results by aligning the vision, mission, and values to enhance business value. Is able to enlist the willing cooperation of others, while tapping into their highest skills and abilities, to achieve desired results.

Analyze Problems and Make Decisions

SUMMARY

This module offers a variety of tools and techniques to analyze and solve problems, make sound, effective decisions, and control stress throughout the process.

CONTEXT

The inability to make wise decisions in a timely manner is one of the biggest time management challenges on an individual, team, and organizational level. It can kill the momentum of an otherwise productive person, department, and organization. In addition, leaders who become stressed or procrastinate when problems arise and decisions must be made, lose credibility and the respect of their colleagues and team.

At the completion of this module, participants will be able to:

- Use defined processes to solve challenging problems
- Apply different decision-making techniques to reach more sound decisions
- Apply principles of controlling stress and worry in making decisions and solving problems

"Let's not even attempt to solve our problems without first collecting all the facts in an impartial manner."
—Dale Carnegie