



Lesson 2. The Decision-Making Process



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Visual 2.1
Decision Making and Problem Solving (IS-241.b)

Lesson 2 Objectives

- Identify attributes associated with an effective decision maker.
- Describe the steps of the analytical problem-solving model.



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Keys to Effective Decision Making

Three essential elements:

- Clarity of values
- Quality of information
- Analytical approach



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Clarity of Values

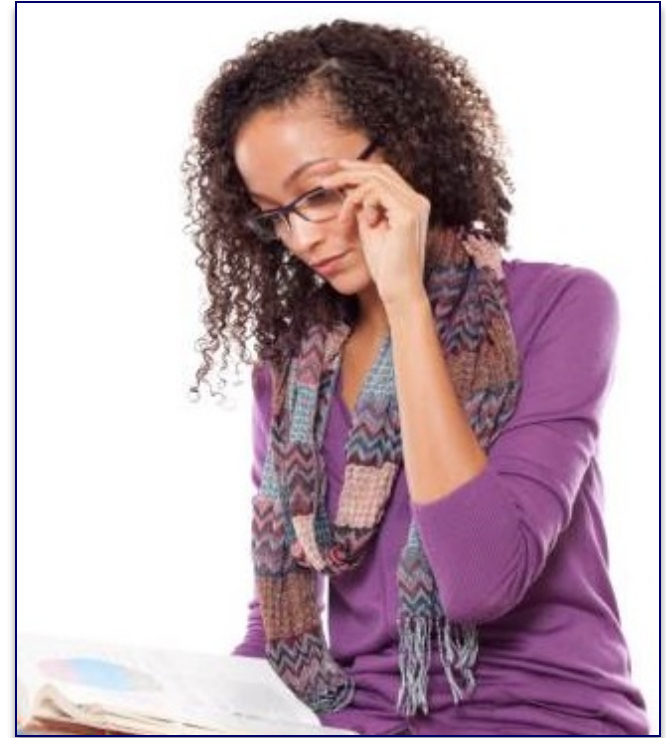
- Many factors may influence decision making.
- Priorities may shift and strategies change over time.
- Regardless, the underlying values must be clear.



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Quality of Information

- Data must be accurate and reliable.
- Failure to verify information can lead to serious consequences from poor decisions.



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Ensuring Quality Information



Do your research



Use trusted sources
(primary and
secondary)



Validate your
information



Collate and cross-
check



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Analytical Approach

- Helpful to have a defined process.
- Need not be complex—simpler is better.



Problem-Solving Model



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Step 1: Identify the Problem

- Most important—and most difficult—step in the process.
- Subsequent steps are based on how you define and assess the problem at hand.

**What is a
“problem”?**



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Step 2: Explore Alternatives

Two parts:

- **Generating alternatives**
- **Evaluating alternatives**



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Step 3: Select an Alternative

Selection is affected by:

- Political factors.
- Safety factors.
- Financial factors.
- Environmental considerations.
- Ethical factors.



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Step 4: Implement the Solution

Implementation involves:

- Developing an action plan (needed steps).
- Determining objectives.
- Identifying needed resources.
- Building a plan.
- Implementing the plan.



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Step 5: Evaluate the Situation

Evaluation involves:

- **Monitoring progress.**
- **Evaluating the results.**



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Visual 2.12
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Case Study: Sebring County

Instructions:

1. Using the Student Manual:
 - a. Review the case study.
 - b. Refer to the Analytical Approach Problem-Solving Model job aid.
2. Working in groups, answer the questions following the case study.



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Case Study Questions

Questions:

1. What is the problem?
2. Who else might you include when developing and evaluating alternatives?
3. What factors must you consider when selecting an alternative?
4. What is your objective? What resources are potentially available to you to accomplish it?
5. How will you monitor and evaluate the situation?



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Summary and Transition

- In Lesson 2 you examined attributes of an effective decision maker and were introduced to the five-step problem-solving model.
- Lesson 3 will examine group decision making.



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