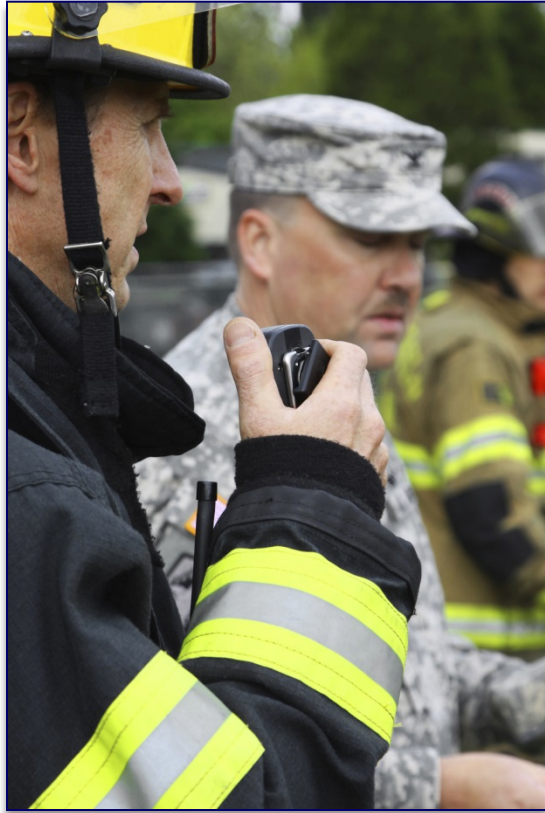




Lesson 6.

Course Summary



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Visual 6.1
Decision Making and Problem Solving (IS-241.b)

Lesson 6 Objective

- Summarize the key points of the course.



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Visual 6.2
Decision Making and Problem Solving (IS-241.b)

Effective Decision Making

- Should begin well before an emergency.
- Will affect the number and magnitude of decisions and problems.
- Can help the community recover more quickly.



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Visual 6.3
Decision Making and Problem Solving (IS-241.b)

Keys to Effective Decision Making

Three essential elements:

- Clarity of values
- Quality of information
- Analytical approach



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The Problem-Solving Model

1. Identify the problem.
2. Explore alternatives.
3. Select an alternative.
4. Implement the solution.
5. Evaluate the situation.



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Group/Team Decision Making

Often a good choice when:

- The situation is complex.
- Consequences are significant.
- Commitment and buy-in are important.
- There is time for deliberation and consensus building.



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More Effective Group Decision Making



Add diversity



Form smaller groups & working groups



Foster consensus



Clarify member roles



Establish ground rules



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Crisis Decision Making: Impediments

- Time pressure
- Problems with information
- Losing the “big picture”
- Conflicting priorities
- Fatigue
- Stress



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Visual 6.8
Decision Making and Problem Solving (IS-241.b)

Using the Problem-Solving Model

- Proven effective.
- Minimizes impediments and impact of stress by being systematic.

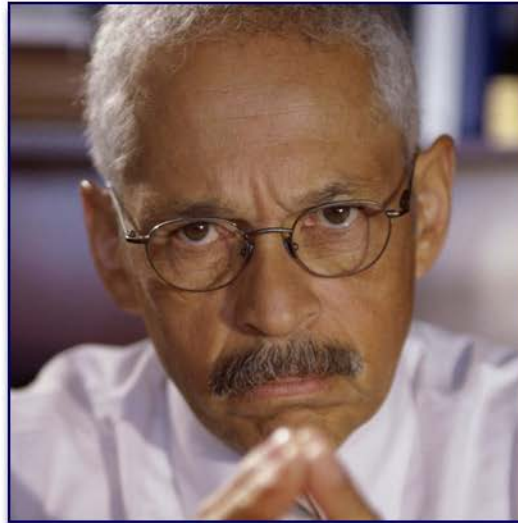


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Components of Ethical Decision Making



Ethical
Commitment



Ethical
Consciousness



Ethical
Competency



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Ethical Do's and Don'ts

Do:

- Place the law and ethical principles above private gain.
- Act impartially.
- Protect and conserve agency/organization property.
- Put forth an honest effort in everything even remotely connected to your official position.
- Avoid even the appearance of ethical violations.

Don't

- Use your position to seek personal gain.
- Use agency/organization resources for personal reasons.
- Appear to favor one group over another.
- Exceed your authority or make promises that can't be kept.



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Final Exam

- Review your Student Manual.
- Get all of your questions answered.
- Complete the examination online.
 - Go to
<http://training.fema.gov/IS/crslist.aspx>
and select link for this course.
 - Select “Take Final Exam Online.”



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