

A Session for



Decision Behaviors for Process Professionals: Increasing Your Effectiveness

Presented By



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Topics

- What are the various ways that decisions are made?
- How do you build consensus when there are (strong) divergent opinions?
- How do you make sure that everyone follows through on the consensus decision?
- What can you do before management makes a decision that affects you?
- What can you do after the decision is made?
- And finally, what decision behavior is a 'career killer'?



Ways to Make Decisions

**Time to Make
Decision**

**Commitment to
Decision**

Command		
Consult		
Consensus		
Contract		



Consensus



The process of arriving at a decision that everyone on the team can live with and support, despite different levels of enthusiasm for the decision.



Consensus Guidelines

- Agree on the decision goal
- Agree it is a consensus decision
- Agree on contingency if consensus decision is not reached
 - Majority rule
 - Manager decision
 - Arbitration
- Initially, identify all alternatives
- Use paraphrasing to obtain full understanding of each alternative
- Continually compare alternatives to decision goal
- Conclude with verification of support for decision



What to do Before & After the Decision is Made





Thanks for participating!

