

## Strategic Decision Making

**Target Audience:** All management roles that are involved in and are responsible for making strategic decisions for their organisation. Also very relevant for internal consultants who are involved in facilitating the decision making process.

### Key Learning Outcomes

- Understand strategic decision making processes and their complexities
- Learn how to use key techniques that will help you in the decision making process
- Improve your ability to make decisions and to generate alternative decisions
- Gain confidence in making complex decisions whilst managing risk and uncertainty
- Develop strategies to improve strategic decision making in your organisation
- Learn from other course participants by discussing and solving challenging decision scenarios

### Course Delivery

- ✓ Theory: Latest best practice
- ✓ Team discussions and exercises
- ✓ Self assessment
- ✓ Technique application practice
- ✓ Case studies
- ✓ Business problem solving
- ✓ Personal action planning

## Course Outline

### MORNING SESSION

#### Organisational Decision Making - Key Principles and Considerations

- "Strategic Decision Making" Defined
- Barriers to Effective Decision Making
- Factors that Influence Decision Making
- Emotional Intelligence in Decision Making

#### Working with your Stakeholders

- Identifying your Direct and Indirect Stakeholders
- Using Stakeholder Mapping
- Developing Strategies to Maximise Stakeholder Support

#### Decision Making Techniques

- 5 Key Decision Making Techniques
- Identifying and Managing Decision Dependencies
- Using Negotiation Outcomes for Decision Evaluation
- Overcoming Risk and Uncertainty

### AFTERNOON SESSION

#### Harnessing the Power of the Team

- Individual vs. Team Decisions
- Creating an Effective Decision Making Process
- Facilitating Strategic Thinking in Team Sessions
- Dealing with Energy Plays

#### Applying the Techniques

- Technique Application Practice on Case Study Scenarios
- Technique Evaluation
- 10 Pillars of Effective Decision Making
- Personal Action Planning

This course has about 30% theory – the rest comprises practical exercises, group discussion and team workshops.

**Pre-Course Work:** Completion of Pre-Course Questionnaire and *Emotional Intelligence Assessment*

**Course Material:** Includes facilitator's slides, exercise worksheets, background reading/articles and recommended books

**Ideal Number of Participants:** 9

**Maximum:** 20

**Minimum:** 6