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Training for Managers

Decision making

VERN

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Decision is a **CHOICE MADE** between 2 or more choices

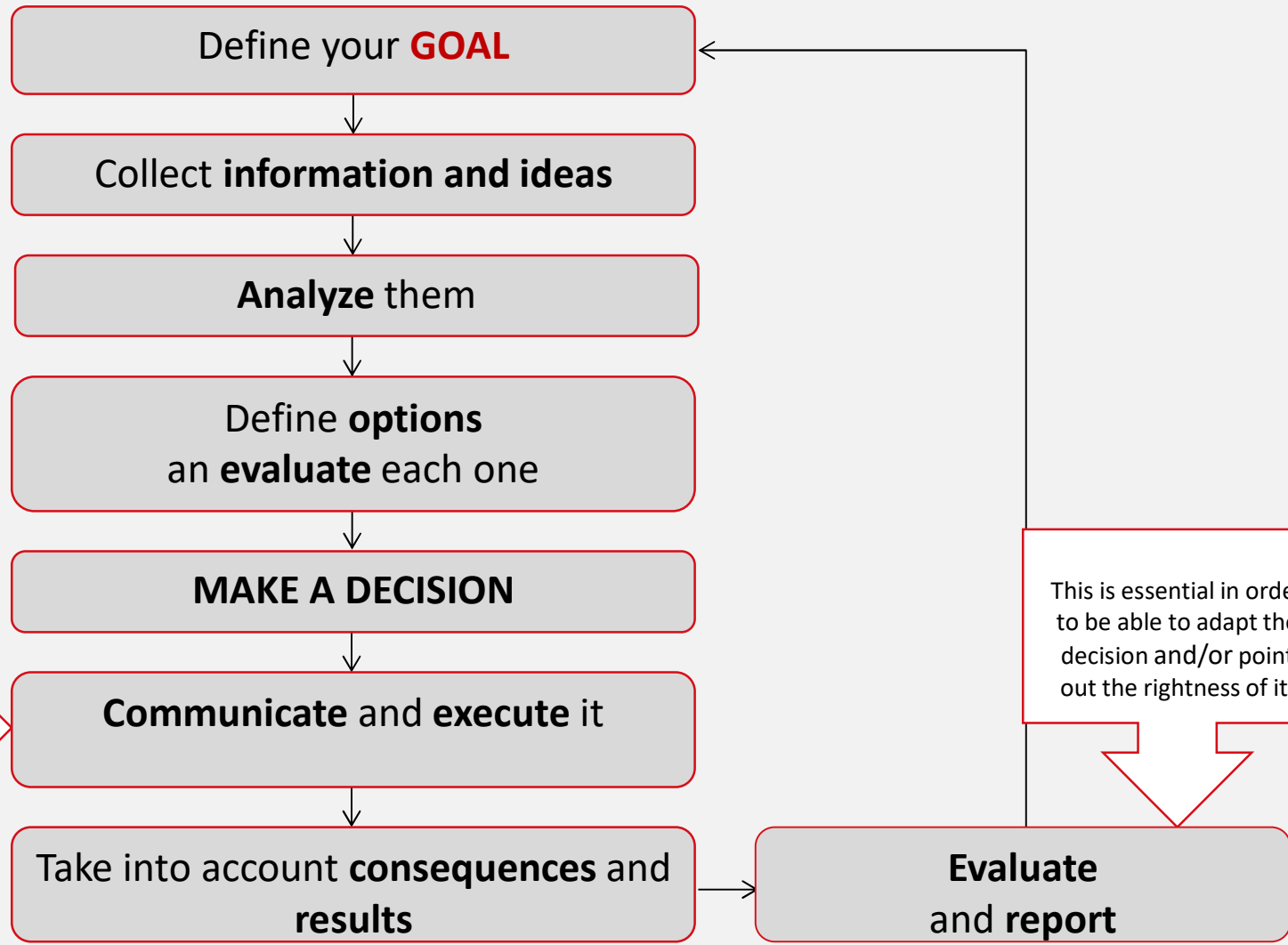
We can differ:

- ▶ Yes or no?
- ▶ Which one?
- ▶ Contingent decisions

Types of decision

1. Programmed
2. Unprogrammed
3. Strategic
4. Tactical
5. Operational

Making a decision is a PROCESS



Everyone must be informed about the decision and their role to be involved and motivated.

This is essential in order to be able to adapt the decision and/or point out the rightness of it.

Group dynamics

