

Derek Hendrikz Consulting Presents:

Critical Decision Making

Duration:	2-days
Max. Participants:	20
Facilitators:	1
NQF Level:	5
Total Credits:	6
SETQAA Accreditation:	Services SETA – Decision Number 2072

About the workshop:

The workshop aims to give participants the necessary knowledge and skills in the area of critical decision making processes. A holistic methodology is used where in-depth decision making theory is covered during the first day and a systems approach to critical decision making is presented during the second day. The programme is suitable for any person who needs to enhance critical decision making skills within organisational context.

The workshop outcome:

On completion of the programme participants should be able to apply critical decision making processes in order to enhance overall effective organisational functioning.

ETQAA Accreditation:




For accreditation purposes the learner will have to prove competence in the following unit standard:

Unit Standard:	US Number:	Credits:
Apply a systems approach to decision making.	252026	6

Participants will be assessed on the following specific outcomes:

1. Applying critical and analytical skills to analyse an issue or problem.
2. Engage with stakeholders in analysing the issue/problem and developing solutions.
3. Selecting feasible solutions through a systems approach.
4. Formulating and communicating the decision.

Included:

-  All programme materials and handouts.
-  Issuing of certificate on completion of programme.
-  Permanent record keeping of all results and assessments.

Training methodology:

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own organisations, thus ensuring that the learning is anchored at their workplace. As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Programme:

Time:	Day 1:	Day 2:
08:00-10:00	Introduction to critical decision making.	Critical problem analysis.
10:00-10:30	<i>Convenience Break</i>	
10:30-12:30	Factors influencing the decision making process.	Selecting solutions & hypothesis testing.
12:30-13:30	<i>Lunch</i>	
13:30-15:00	Decision making methodology.	Gaining decision support.
15:00-15:15	<i>Convenience Break</i>	
15:15-16:00	Day Review	Programme Evaluation

Who Should Attend?

- Management on all levels
- Supervisors.
- Team leaders.
- Employees who need to make workplace decisions.
- Any person interested in knowledge and skills in the area of critical decision making.

Day 1:***Introduction to critical decision making:***

- Understanding the concept.
- A proactive approach to critical decision making.
- A systems approach to critical decision making.
- Critical vs. non-critical decision making.

Factors influencing the decision making process:

- Personality preferences.
- Cultural influence and belief systems.
- Individual and organisational values.
- Cognitive and personal biases.
- Intellectual ability (PQ; IQ; EQ & SQ).

Decision making methodology:

- Positional vs. combinational decision making.
- Reactive decision making methods.
- Selective decision making methods.
- Randomisation.
- Predispositioning.
- Programming or cognitive conditioning.

Day 2:

Critical problem analysis:

- Pinpointing issues.
- Identifying arguments.
- Understanding context.
- Credibility and consistency issues.

Selecting solutions and hypothesis testing:

- Gathering information.
- Processing information.
- Developing hypothesis.
- Testing hypothesis.

Gaining decision support:

- Gaining support for decisions.
- Creating a shared framework of understanding.
- Creating clear decision rules.
- Reaching closure.

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