



Module IV. SOFT

Interpersonal
Skills
Course

Topic 7. Leadership

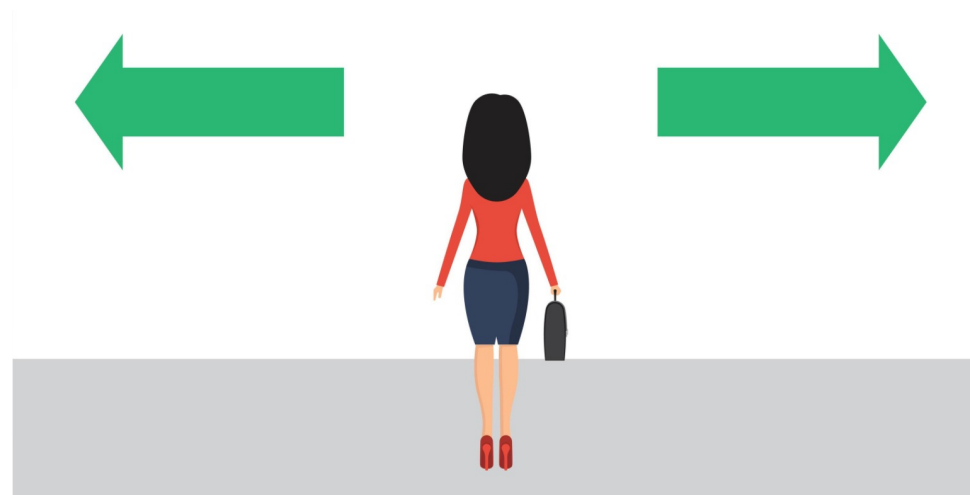
**Lesson 2
Decision Taking**



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IN THIS LESSON, WE WILL LEARN TO...

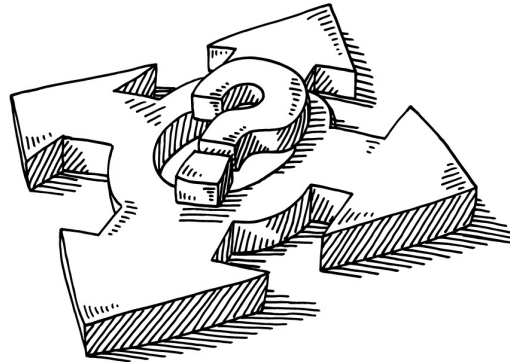


1. Understand what is a decision-making process
2. Apply the main steps of decision-making process



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1. BENEFITS OF CREATING A DECISION-MAKING PROCESS



- Good-reasoned and good-quality decisions.
 - Opportunity of growth.
 - More alternatives to be considered.
- Increase of the knowledge about the decision topic, due the investigation made.
 - More abilities for research.
- Possibility of new actions and resources to be put in use.
- Lower influence of impulsiveness and emotional responses.



2. HOW TO LEAD A GOOD DECISION-MAKING



DEFINE WELL THE PROBLEM TO BE SOLVED

It is necessary to determine:

WHAT THE SITUATION IS

WHAT IS SOUGHT

WHAT ARE THE INDICATORS TO BE IMPROVED...



If the problem is not well defined from the beginning, the solution will clearly not be what is needed.



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2. HOW TO LEAD A GOOD DECISION-MAKING



DEFINE WELL THE PROBLEM TO BE SOLVED

EXAMPLE:

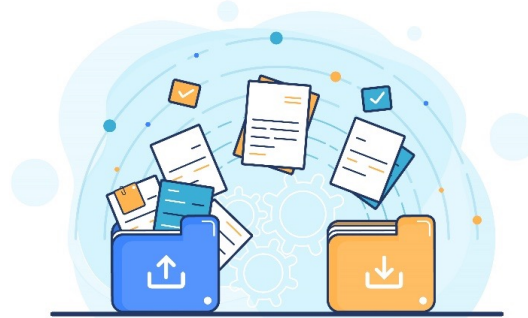
“My problem is the lack of outcome of a specific product”



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2. HOW TO LEAD A GOOD DECISION-MAKING



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COLLECT ALL THE INFORMATION

For a leader it is essential to collect information from various sources and see the situation from different points of view, having to count with the collaboration of his team.

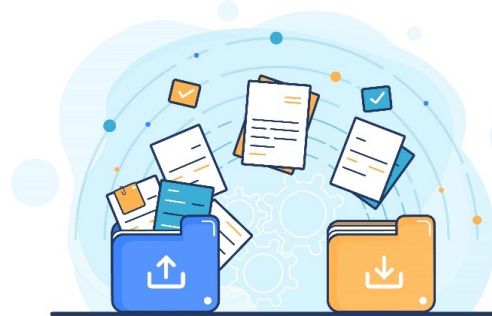
They will make the difference between a good or a disastrous decision.



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2. HOW TO LEAD A GOOD DECISION-MAKING



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COLLECT ALL THE INFORMATION

EXAMPLE

“what are the reasons why people don’t buy this product?”

Ask opinion from your team, from customers, from experts.



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2. HOW TO LEAD A GOOD DECISION-MAKING



ANALYSE THE INFORMATION

The information is only letters and numbers if it does not have an analysis process, so a study of the variables at stake must be generated from all the information collected.

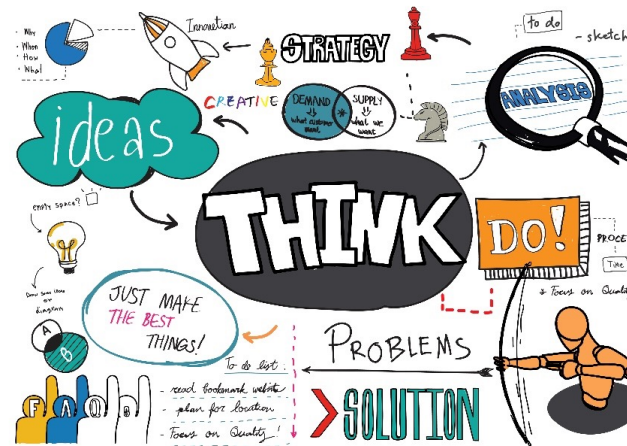
Can you find common statements among the information collected?



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2. HOW TO LEAD A GOOD DECISION-MAKING



CREATION OF THE DIFFERENT ACTION OPTIONS

Change the place of the product in your shop, lower the price, change the product itself...
All of them must have viability according to the study carried out.



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2. HOW TO LEAD A GOOD DECISION-MAKING



DECIDE WHAT YOU CONSIDER THE BEST OF ALL

It is only after completing all the previous steps when you choose one or the other option.

Said decision must be made based on the mission and vision of the Company, its policies, code of ethics, culture and all the factors that emotionally or intellectually make the difference.



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CONCLUSION



Successful projects start with good decisions taken at the right moment.

It is important to go step by step, involving teams for important decisions, and to collect preliminary information so to have a solid basis and assumption about the consequences of the different solutions proposed.



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