

## Decision-Making – Management tools

Apart from gaps in ability to communicate effectively the next big issue employees have with their leaders is decision making. In this article we look at effective decision-making.

"If you put off everything until you are sure of it, you'll never get anything done." ~ Norman Vincent Peale

### What about decision-making bothers people?

There are many aspects that employees lump together under 'decision-making' as a problem with leadership. Examples include - No decision; Bad Decisions; Decisions without appropriate input; Delegating important decisions and no clear and transparent process for decision-making.

I think that most employees would agree that someone has to make a decision and it's not always going to be a decision they like. I think they can also agree that decision-making can't be a democratic process (for the most part) - input may be gathered but someone, not a committee, will decide.

### Making decisions

Let's start with the fact that we all make the best choices (decisions) available to us at the time given the possibilities and capabilities we perceive to be available to us from our perspective.

A decision is simply a conclusion or resolution reached after consideration - weighing up the options available to us. We can make more informed decisions by having more choices available to us.

Here's a story for perspective:

"Sir, what is the secret of your success?" a reporter asks a bank president

"Two words." says the president

"And Sir, what are they?"

"Good Decisions"

"And how do you make good decisions?"

"One word"

"And Sir, what is that?"

"Experience"

"And how do you get experience?"

"Two words"

"And Sir, what are they?"

"Bad decisions"

~ Anon

### What can you do?

Here are three things you can do to improve the experience of decision-making on employees as well as your own effectiveness.

1. Have a clear process - When people understand who will make a particular decision, who will gather input, who will have input and what the decision is to execute then there will be less anxiety, more trust and greater commitment. Without it people will make their own decisions, they'll second-guess decisions and they'll veto decisions.
2. Create choice - Ask questions! What will happen if we do nothing? What are the risks associated with the options? Do you have enough information? What will it take to make a decision? Is there anything missing? If you knew you couldn't fail, what would you do?
3. Communicate - What decision was made? If appropriate - Why was that particular decision made? What were the other choices considered? How will the decision be executed and by who?

### **Quote for the month**

*"It doesn't matter which side of the fence you get off on sometimes. What matters is getting off. You cannot make progress without making decisions."* ~ Jim Rohn