

Decision-Making Model

Individuals, groups or teams make decisions every day. Some decisions are very important and affect a lot of people whereas other decisions are small and affect only one or two people. A decision-making process based on data leads to good decisions. The steps in this model are listed in a linear fashion but the steps are interrelated and can be repeated as needed throughout the process.

FRAMING

- Clarify purpose and boundaries of the decision
- Gather information
 - Identify who is affected by the decision
 - Identify who will make the decision (individual or group)
 - Identify what knowledge or expertise is needed to make the decision
 - Identify what information or resources currently exist to help with the decision making process
- Define by when the decision needs to be made
- Communicate to affected parties who is making the decision and the rationale for it

DECIDING

- Define how the decision will be made (e.g. consensus, voting, etc.)
- Use appropriate tools that support data gathering (e.g. affinity diagram, brainstorming, fishbone, flowchart, force field, how-how, interrelationship digraph)
- Make the decision through the integration of ideas and data, and negotiation and prioritization of ideas
- Identify who (individual or group) will implement the decision

COMMUNICATING

- Summarize the rationale for the decision
- Communicate the decision, why it was made and the rationale for it

IMPLEMENTING

- Define the steps in implementing the decision including the timeframe for completion
- Define the method for reporting when something is completed and who receives the report

EVALUATING

- Identify the process for assessing impact of decision

Supporting information has been taken from The Team Handbook, pages 4-20 – 4-25.

Facilitators Team (12/06/02)