

S404: Make decisions in a business environment

Overview: Identify and agree criteria for decision-making; review information needed to make decisions and evaluate the decision-making process.

Links: All categories

Specific skills:

- Analysing
- Communicating
- Decision-making
- Organising
- Planning
- Presenting information
- Problem-solving
- Researching

Performance Indicators

1. Research information to add value to the decision-making process
2. Use accurate and current information to develop ideas to present to others
3. Make constructive, relevant and timely contributions to meetings or other discussions
4. Respond as required when asked to supply information to help with decision-making
5. Structure ideas, information and recommendations in a meaningful way
6. Respect other people's contributions to the decision-making process
7. Proactively engage with colleagues involved in the decision-making process
8. Assess contributions made to the decision-making process
9. Identify and agree criteria for making a decision
10. Review information provided in order to make a decision
11. Justify the decision made by using evidence, argument, questioning and assertiveness
12. Evaluate ways to monitor the impact of decisions and identify learning points to improve future decision-making

Knowledge & Understanding

- A. Key stages in the decision-making process
- B. The context in which the decision is being made
- C. Own role in assisting decision-making, its scope and limitations
- D. Useful sources of information in preparing to make the decision
- E. Evaluate research information
- F. How to contribute to meetings and other discussions where decisions are being made
- G. How to structure ideas, information and recommendations to maximise their impact
- H. The purpose and value of respecting other people's contributions to the decision-making process
- I. How to be proactive and engage with colleagues during decision-making
- J. How to assess contributions made to the decision-making process and value input
- K. How to review the decision-making process
- L. How to use evidence, argument, questioning and assertiveness to justify decisions
- M. The concept of collective responsibility and why it is important
- N. How to evaluate ways to monitor the impact of decisions and identify learning points