



What skills do you use during the decision-making process?

Do a self-assessment by marking the ones you recognize most

- ☐ Problem-solving? Strong problem-solving skills help managers identify problems and find solutions while remaining calm under pressure
- ☐ Data analysis? Data analysis skills let decision-making managers perform their own analysis, delegate to the right employees, and understand the type of data you need. Managers should use data and analytics to inform their decisions whenever possible. This can help them make more objective decisions and reduce the impact of bias.
- ☐ Analytical thinking? Analytical thinking can help you determine the root causes of a problem or evaluate the options of a potential choice then determine which decisions are strongest. Analytical skills help you gather and evaluate information before making a final decision. An analytical person educates themselves about the problem, examines all the facts, and tries to interpret any patterns or results they might see. These types of skills help you make fact-based decisions using logical thinking.
- ☐ Critical thinking? It is the ability to objectively analyze facts, evaluate data, and form an opinion based on logical reasoning and evidence. It involves investigating, analyzing, and interpreting information to make informed decisions.
- ☐ Communication? It can be the key to making excellent decisions. You can ask for feedback from people involved in a problem or ask a mentor for advice. Communicating with other people can help you see different perspectives, which can help you make the best decision possible. You can also ask your colleagues or supervisor how they approach similar issues to gain insight into how other people in your industry decide and solve problems. Clear, effective communication both when making decisions and



communicating them to employees and superiors prevents misunderstandings and helps ensure smooth rollouts.

- Emotional intelligence? It is the ability to understand and regulate one's own emotions, as well as the emotions of others. It plays a significant role as it helps us recognize the potential risks and benefits associated with a decision and make choices that are more likely to lead to desired outcomes. Cultivating our emotional intelligence improves our ability to manage complex situations, understand the impact of our decisions on others, and align our choices with our values and goals.
- Adaptability? It is the ability to adapt to different circumstances and think and act flexibly to deal with distinct situations. It is a crucial skill that allows us to respond quickly and competently to ever-changing conditions. It allows us to explore different alternatives, learn from our mistakes, and make informed decisions amidst uncertainty and change.
- Creativity? Creative skills can help you find solutions and make innovative decisions that can benefit your business. Decision making isn't just facts and figures; it also requires creative thinking to brainstorm solutions that may not be so simple or traditional. Creative decision makers think outside of what has been done before and develop original ideas and solutions to solve problems. Furthermore, they are open and willing to try new things.
- Forecasting? is the ability to anticipate future events. People try to anticipate the consequences of their actions and, based on these, set goals and act in the environment. Predictions based on one's own experience and that of others.
- Self-efficacy? concerns judgments of personal ability. It consists of predicting what the objectives will be and how to achieve them by making the most of one's potential.
- Collaboration? Good decisions consider multiple ideas and perspectives. Collaboration skills help you find a solution by working together with one or more teammates. Involving numerous people in the decision-making process can help bring together different skills, exposing you to other problem-solving methods and ways of thinking.
- Leadership? While collaboration is often crucial to good decision making, someone



must take the lead and make the final decision. Leadership skills can help you consider all perspectives and decide on a singular solution that best represents your team members' ideas. You don't need to be a manager to take initiative in decision making, speaking up and sharing your ideas will help you stand out at work.

Very good! Now think about the ones you could implement.

The key to improvement is to uncover weaknesses and strengthen them, and one way to do this is through a skills gap analysis. There are many things individual managers can do to improve their decision-making skills.

Developing related skills, such as group decision making, can help you improve your decision making. Here are some tips on some skills that generally strengthen the decision-making skills of most managers:

- ✦ Active listening: Active listening keeps you informed of progress on projects, work processes and how employees are doing at their jobs.
- ✦ Humility: When another staff member's solution is better than your own, show some humility by acknowledging this and making the right decision, regardless of who thought of it.
- ✦ Mediation: Good manager decision-making includes assessing each staff member's opinion, being fair and diffusing conflict.
- ✦ Planning: Planning well helps your team stay ahead by providing a clear-cut game plan that accounts for unexpected difficulties and minor snags.
- ✦ Reflecting on past decisions and solutions: can help you further improve your decision-making and problem-solving process. Think back to the decisions you made and how effective they were. Consider the process you used to make a decision and choose the components that worked to include in your new decision-making and problem-solving process.
- ✦ Learn more about your industry: Learning more about your industry can help you better understand different situations and make the best decisions possible for your business. You can learn more about your industry through training, certifications, and courses, and you can also talk to a mentor to get insights into your industry.



- ✖ Research other techniques: You can also research different techniques and activities to help you make decisions and solve problems. For example, you can research the decision-making and problem-solving process of a company you respect. This can help you find new and innovative solutions to make the best decisions for your business.
- ✖ Seek diverse perspectives: Managers should actively seek input from people with diverse backgrounds, experiences, and areas of expertise. This can help them consider a wider range of options and perspectives when making decisions.
- ✖ Learn from mistakes: Managers should view mistakes as opportunities for learning and growth. By reflecting on past decisions and their outcomes, managers can identify areas for improvement and make better decisions in the future.

Practice decision making: Like any skill, decision making can be improved with practice. Managers should look for opportunities to make decisions and reflect on results to identify areas for improvement.

