

**Making more  
reliable, effective  
and defensible  
decisions**



# Decision Making

## **HARD SCIENCE FOR HUMAN SKILLS**

It has been estimated that a human can make over 500 decisions in any single day yet decision making is an essential Human Skill that tends to be overlooked until a particularly difficult decision has to be made. Police and other emergency management organisations understand that “snap” or intuitive decisions do not always constitute the correct response to a situation and can often be flawed. Everyone, not just those engaged in emergency response roles would benefit from an ability to make more reliable and defensible decisions.

In this course participants will benefit from the accumulation and analysis of years of contemporary decision making research and application at the highest levels. They will learn about the dangers and impacts of bias in decision making. They will learn to manage uncertainty and come to a valid and defensible decision in an appropriate timeframe. Most importantly, on completion of the course, participants will be able to articulate how they make their decisions, something that most people cannot accurately do.

### **The core learning outcomes are:**

- Recognise the implications that bias can have on effective decision making
- Identify what types of decisions are available for differing situations
- Explain the component parts of any decision
- Utilise tactics for reducing uncertainty in decision making
- Demonstrate an ability to apply the appropriate type of decision to the situation based on context
- Demonstrate an ability to explain the mechanics of a decision to others
- Defend decisions based on the process utilised

## Who should attend?

Anyone dealing with people and situations where the outcomes of their decisions matter. Practitioners who would gain advantage from making more reliable, valid and defensible decisions and understanding how others make decisions.

**Latest public course schedules, dates, prices and locations are posted at [www.newintelligence.com.au](http://www.newintelligence.com.au)**

**Private group courses are also available at fixed group rates.**



*New Intelligence is a provider of decision making training to many of Australia's mission-critical agencies and organisations with a demonstrated need for accountability, reliability and transparency across all levels of operations and executive - and Australia's only provider of Human Skills Training.*

# Decision Making

Laurence Alison and Jonathon Crego, founders of the Centre for Critical Incident Research in the United Kingdom, work with the hardest and most demanding decisions that have to be made, those found in critical incidents that often involve threat to life, stressful ever-changing environments, and where time pressure is a constant factor. In their research they have found that effective decision makers possess two attributes that are perceived by others to lead to the expedient resolution of cases: decision making skills and interpersonal skills.

They found specific decision making skills included the ability to remain open minded, generate adaptable hypotheses, and possess prioritisation of information and decisions. They also found, however, that the requirement for effective decision making skills was also interdependent on a need for interpersonal skills such as reading people, dealing with emotion, creating rapport and influencing people, which are all Human Skills. Their research has shown that whilst there are a number of key skills that are specific to decision making they alone are not enough.

For example, research conducted with decision makers in the military found that rather than removing emotion from a decision, the effective recognition and management of emotion within a decision framework actually enhanced the quality of a decision; further proof that decision making skills alone do not necessarily make the best decision makers.

## REGISTRATION FORM

Name

Organisation

Phone

Email

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Mobility or dietary requirements? Please Specify. Yes

### Course Details

Course Date:

Course Location:

Course Price (including GST):

Cancellation Policy can be found in the Terms of Service at [www.newintelligence.com.au](http://www.newintelligence.com.au)

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