

JUDGEMENT AND DECISION-MAKING SKILLS
2 Days

Virtual | Blended | Online | Classroom

(Credits gained towards a National Certificate: General Management, NQF 5)

1. UNIT STANDARD

Apply a systems approach to decision making

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|----------------|--------|
| Unit Standard: | 252026 |
| NQF Level: | 5 |
| Credits: | 6 |

2. PROGRAMME OVERVIEW

Many managers are uncomfortable with making decisions as it is a route to possible failure, however it is a strategy that can be honed and developed. According to the World Economic Forum, the ability to judge and make decisions is a critical skill required in the workplaces of the Fourth Industrial Revolution (4IR).

Making sound decisions is a necessary management skill that is required in every situation across every business area – from everyday tasks through to more complex projects or unforeseen situations. We live in a fast paced, high-pressure environment, overloaded with information, where the success of an organisation depends on critical, timeous decision-making.

Judgement—the ability to combine personal qualities with relevant knowledge and experience to form opinions and make decisions. Good Judgement—that same ability, applied with a view to securing the best possible outcome for all involved. Decision-making is the thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these factors, determine which option is the best for that particular situation.

Our **Judgement and Decision-Making Skills** course teaches delegates to segment complex objectives into smaller manageable tasks, while learning proven best practice strategies for effective decision making rooted in good judgement.

3. LEARNING OUTCOMES

At the end of the **Judgement and Decision-Making Skills** course, delegates will be able to:

- Apply critical and analytical skills to analyse an issue or problem.
- Engage with stakeholders in analysing the issue/problem and developing solutions.
- Select feasible solutions through a systems approach.
- Formulate and communicate the decision.

Growing People...Building Talent...Creating Leaders

Accreditation and Certifications

*Microsoft, CompTIA, Certiport, Pearson Vue, CertNexus, ICDL, IMM,
MICT, MerSeta, BankSeta, ICB (Fasset), W&R, ETDP, Services Seta, LGSeta & Growing...*

4. TARGET AUDIENCE

The **Judgement and Decision-Making Skills** course is ideal for managers and leaders of organisations who need to continue motivating, leading and inspiring others during the decision-making process.

5. OUTLINE

| Module 1: Introduction | Module 2: Decision Making Process |
|---|--|
| The Environment Types of Decisions Analytical thought and Thinking Process Logical reasoning -Delphi Technique -Mind Mapping | Steps in the Process Decision Making Techniques - Carl Rogers' problem-solving steps - Decision-making flow chart - Carkhuff decision-making model - Kepner-Tregoe decision making system |
| Module 3: Systems Thinking Process | |
| Chunking and Lateral Thinking The Iceberg Model Levels of thinking and putting it together | |

6. TRAINING METHODOLOGY

All training interventions can be facilitated via Online, Virtual Instructor-Led Training, Face-to-Face, or through a Custom Blended approach.

The **Judgement and Decision-Making Skills** course is designed to run at a high level of participation and interaction, where delegates are involved in role-plays, rating exercises and case studies. Video clips are used for understanding and integration. Upon completion, a report will be provided which will include the facilitator's feedback on the delegates' performance and identifying areas for further development.

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7. THE NEXT STEP

On successful completion of a formal Portfolio of Evidence (PoE) credits are gained towards the following qualification:

National Certificate: General Management, NQF 5

You might also be interested in the following courses. Click on the course name to learn more.

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|--|---|
| Managing Change in a VUCA World | Coaching, Mentoring and Situational Leadership |
| Problem Solving Skills in the 4IR (Innovative and Creative Thinking) | Building Resilience through Emotional Intelligence (EQ) |

Upcoming Events

For in-house or customised training requirements

Get in touch



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