

by Yvonne Gentzler, Ph.D Liz Romero, Ph.D.



Goodheart-Willcox Co., Inc. Tinley Park, Illinois

## Topic 17-2 Decision Making and the Management Process

- In this topic, you will learn about management skills that will help you maintain control of your life, as well as
  - Solving problems and making decisions
  - **\*** The management process

# Decision Making and the Management Process

#### **Objectives for Topic 17-2**

After studying this topic, you will be able to

- explain the importance of management skills
- outline the steps in the decision-making process
- explain the management process

#### Topic 17-2 Terms

- decision
- \* emulation
- decision-making process

- management process
- implement

### Solving Problems and Making Decisions



- A decision is a conscious or unconscious response to a problem or issue
- Decisions are based on
  - values
  - goals
  - standards
  - needs
  - wants

#### Making Routine Decisions

- Routine decisions are decisions made often, without much thought
- There are different types of routine decisions
  - \* Impulsive decisions are made on the spot
  - \* *Emulation* is doing what most other people would do
  - Creativity is a motivator to do something different
  - \* Default is the act of not making a decision

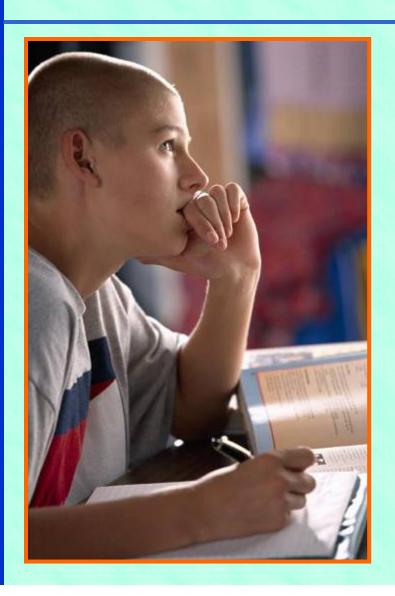
#### Steps in Decision Making

- The *decision-making process* is a set of logical steps to follow when making decisions
  - 1. Define the problem or decision to be made
  - 2. Establish your goals
  - 3. Prioritize your goals
  - 4. Look for resources
  - 5. Identify alternatives
  - 6. Make a decision
  - 7. Carry out the decision
  - 8. Evaluate the results of your decision

#### The Management Process

- The *management process* is a series of steps that helps people plan how to best use resources to achieve goals
  - It consists of
    - planning
    - organizing
    - implementing
    - evaluating

### Planning



- Decide what steps to take to reach your goal
- Determine the best order for accomplishing the steps

### Organizing

- Write down the steps of your plan
- Note people you must see and materials you will need
- Determine standards for the completion of each step
- Set deadlines

#### Activity

- Write down the steps you need to reach your goal
- Example
  - Find someone who
    - wants to see the same movie
    - has a car
    - has no other plans

#### Implementing

- To implement a plan simply means to carry it out
- Divide large tasks into smaller tasks
- Check off steps as you complete them
- Honor the deadlines you set for yourself



#### Activity

- Explain how you would complete your identified steps
- Example
  - Call the friends you think are most likely to want to go to the movie
  - Check with family members to see if they would like to go

#### Evaluating

- After you have achieved your goal, you might ask yourself
  - Were my goals reasonable?
  - Did I use my resources as I had anticipated?
  - Was I able to follow my plan?
  - \* How can I improve when I do this again?

#### Activity

- Answer the questions that will help you evaluate the results
- Example
  - Did I make it to the movie?
  - Did I get there on time?
  - Did the person I went with enjoy going?
  - Was there anyone else I should have asked?

#### Summary for Topic 17-2

- Management skills help you solve problems and make decisions
- Following the eight steps in the decisionmaking process can help you make important decisions
- The management process helps you plan efficiently and use resources to achieve goals