

Confident Decision Making



Introduction



The Good Judgment Formula

Good Judgement = Good Decisions

Good Data

- Gather confirming data that supports your gut instinct or opinion
- Gather disconfirming data that challenges your gut instinct or opinion

Good Information

- Tree question: What finer points am I missing?
- Forest question: What am I missing about the bigger picture?

Good Analysis

- Ask forward- and backward-thinking questions: Best vs. worst outcome?
- Watch for bias - both emotional and confirmation bias can distort judgment.



How Do I Know If I had made a Good Decision

5 Questions to ask yourself

Did I highlight common ground?

Did I identify clear reasons?

Did I make the resolution clear to the customer?

Did I provide evidence?



Make it Connect

Owners and Guests

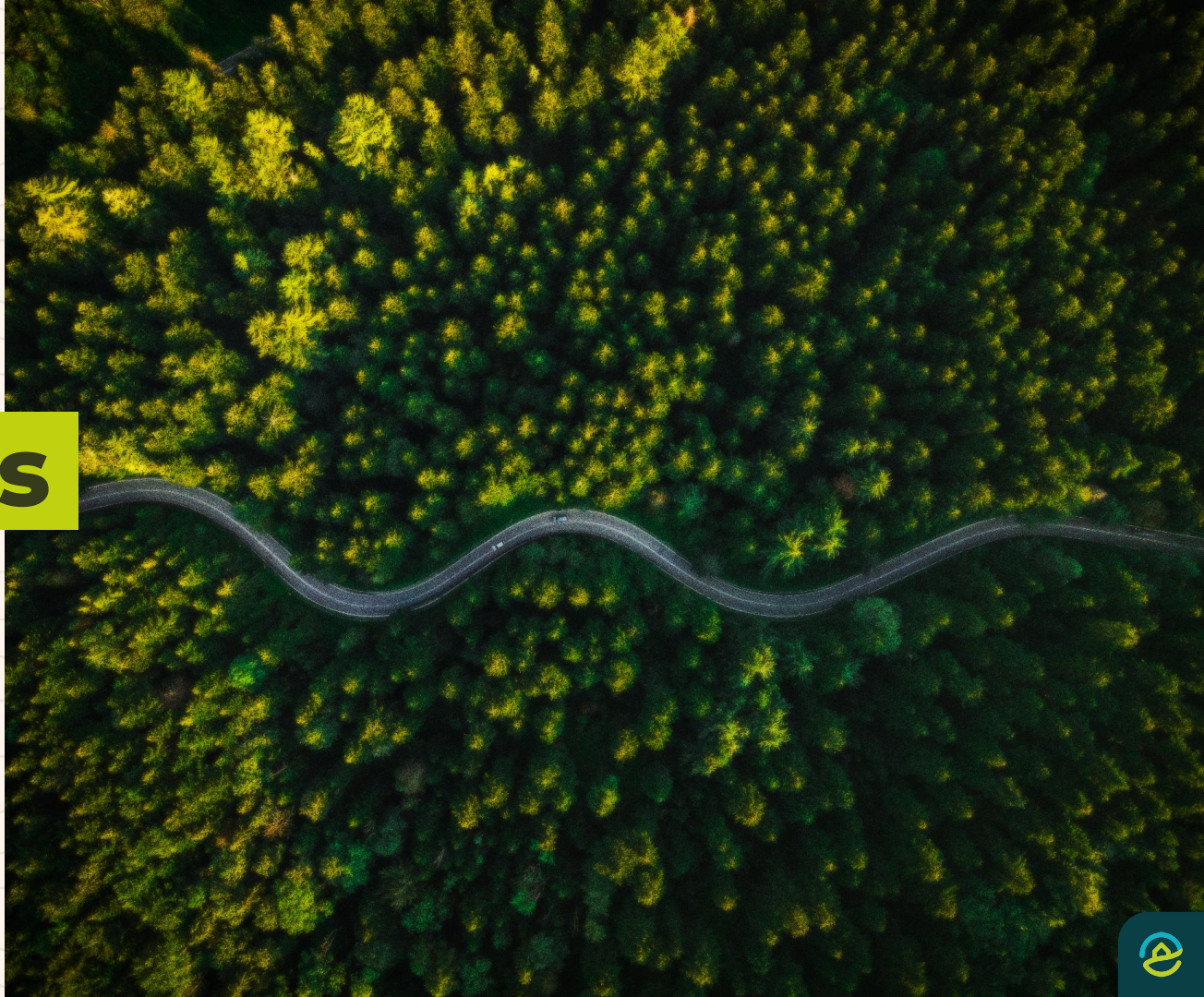
- Increase satisfaction with by making smart/strong decisions that resolve the issue the first time the stakeholder reaches when applicable - Increase CSAT/NPS
- Having a strong decision making process helps us feel confident in the result which will make our stakeholders feel confident
- Also being able to explain the why will help the stakeholders satisfaction or acceptance of the ultimate decision - Reduce RCR because stakeholders will not keep calling back to dispute the outcome

Peers / Co-Workers

- Making your main claim clear and providing evidence for your reasons can enhance your communication skills and help our peers support us in the ultimate decision because they know how we came the the result.



Questions



Thanks!



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