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Nursing Leadership and Management

Topic . No.5

Decision-Making

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Decision Making

Decision-making can be defined as **the process of selecting a right and effective course of action from two or more alternatives for the purpose of achieving a desired result.**

Personal Decision Making

- Time Management vs. Life Management
- Time management is a decision making process
- Effective personal decision making requires effective time management
- However, efficient scheduling and control of time can be counterproductive

Types of decision making models

1. Rational decision making models

This type of decision making model is the most common type that you'll see. It's logical and sequential.

Types of decision making models

2. Intuitive decision making models

This type of decision making model is dictated not by information or data, but by gut instincts. This form of decision making requires previous experience and pattern recognition to form strong instincts.

Types of decision making models

3. Creative decision making model

The creative decision making model involves collecting information and insights about a problem and coming up with potential ideas for a solution, similar to the rational decision making model.

Time Management Matrix

<p><u>I. Urgent/Important</u></p> <ul style="list-style-type: none">■ Crises■ Pressing issues & problems■ Deadline-driven projects	<p><u>II. Not Urgent/Important</u></p> <ul style="list-style-type: none">■ Prevention■ Relationship building■ Planning■ Recreation (worthwhile)
<p><u>III. Urgent/Not Important</u></p> <ul style="list-style-type: none">■ Interruptions■ Some mail and phone calls■ Some meetings■ Proximate, pressing issues	<p><u>IV. Not Urgent/Not Important</u></p> <ul style="list-style-type: none">■ Trivia & busy work■ Some mail and phone calls■ Time wasters■ Pleasant activities

Steps of Decision Making Process

1. Identify the decision.
2. Gather relevant info.
3. Identify the alternatives.
4. Weigh the evidence.
5. Choose among the alternatives.
6. Take action.
7. Review your decision.



Step 1: Identify the decision

In this step, the problem is thoroughly analysed. There are a couple of questions one

should ask when it comes to identifying the purpose of the decision.

- What exactly is the problem?
- Why the problem should be solved?
- Who are the affected parties of the problem?
- Does the problem have a deadline or a specific time-line?

Step 2: Information gathering

A problem of an organization will have many stakeholders. In addition, there can be dozens of factors involved and affected by the problem.

In the process of solving the problem, you will have to gather as much as information related to the factors and stakeholders involved in the problem. For the process of information gathering, tools such as 'Check Sheets' can be effectively used.

Step3: Identify alternative solutions

This step requires you to look for many different solutions for the problem at hand. Finding more than one possible alternative is important.

Step 4: Weigh the evidence

This is when you take all of the different solutions you've come up with and analyze how they would address your initial problem. Your team begins identifying the pros and cons of each option, and eliminating alternatives from those choices.

Step 5: Choose among the alternatives

Consider all of the information you've collected and how this decision may affect each stakeholder.

Sometimes the right decision is not one of the alternatives, but a blend of a few different alternatives. Effective decision-making involves creative problem solving and thinking out of the box, so don't limit you or your teams to clear-cut options.

Step 6: Take action

Once the final decision maker gives the green light, it's time to put the solution into action. Take the time to create an implementation plan so that your team is on the same page for next steps. Then it's time to put your plan into action and monitor progress to determine whether or not this decision was a good one.

Step 7: Take action

Review your decision and its impact (both good and bad)

Once you've made a decision, you can monitor the success metrics you outlined in step 1. This is how you determine whether or not this solution meets your team's criteria of success.

Step 7: Take action

Here are a few questions to consider when reviewing your decision:

- Did it solve the problem your team identified in step 1?
- Did this decision impact your team in a positive or negative way?
- Which stakeholders benefited from this decision? Which stakeholders were impacted negatively?

PLEASE



#STAYHEALTHY

