

# 18 Critical Elements of Decision Making & 12 Critical Elements of Conflict Resolution

No book, just a simple set of practices and beliefs that work

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<b>1 Problem Rationalisation</b> Ensure problem is generic and can be solved through a decision that establishes a rule or a principle	<b>7 The Right Frame</b> Making sure you're solving the right problem in the first place by classifying /defining it correctly from the start	<b>13 Review Outcomes</b> Outcomes are the result of the occurrence (or lack of it) of acts and events, so assess them regularly	<b>19 Stay Neutral &amp; Calm</b> There are two sides to every story and acknowledge the validity of the many points of view, avoid the blame game	<b>25 Behave Neutrally</b> Maintain a neutral tone of voice, avoiding sarcasm or judgmental language, and encourage others
<b>2 Boundary Conditions</b> Solution to problem has to lie within the boundary and know the range of options	<b>8 Clarity about what you want</b> Understand what good looks like, what the ideal output should be helps shape actions	<b>14 Payoffs/Tradeoffs</b> Payoffs are the values the decision maker is placing on the occurrences	<b>20 Acknowledge Problem</b> However minor it may seem, avoid minimising or belittling the severity	<b>26 The Differences</b> Know the distinction between difference and disagreements
<b>3 Right Thing to Do</b> Decide what is feasible means first figure out the right things to do	<b>9 Creative Alternatives</b> There are very few decisions that don't allow you options or alternatives	<b>15 Define what is Right</b> Deciding what is "right," rather than what is acceptable before compromise	<b>21 Focus on Problems</b> Focus on the problems and not on the people; Look beyond personalities	<b>27 Staying Committed</b> Understand differences become disagreements when space is limited
<b>4 Action</b> Nothing will happen unless you are effective at turning decisions to actions	<b>10 Gathering Information</b> Gathering the right information about uncertainty to help choose alternatives	<b>16 The Decision Maker</b> How and by whom is the decision being carried out?	<b>22 Be Patient but Decisive</b> Patience is critical, but then move decisively to implement changes	<b>28 Your Choice</b> When disagreements heat up, they become more difficult conflicts
<b>5 Feedback</b> For better decisions you need to figure out a process that work for you	<b>11 Reasoning</b> Includes what you know and what you don't (so find out from others)	<b>17 Test Assumptions</b> Are the assumptions on which it is based appropriate or obsolete?	<b>23 Listen Actively</b> Listen to understand (anger is a secondary emotion) ask open questions	<b>29 Cool Off Periods</b> Conflicts are resolved more easily when you can cool off first
<b>6 Types of Decisions</b> (1) Hard Strategic that take months; (2) Typical Tactical that last a few hours; (3) In-the-Moment Rapid Assessment	<b>12 Commitment</b> A commitment to make it happen (by someone/something), since a decision is no stronger than its weakest	<b>18 Test Validity</b> Testing the validity and effectiveness of the decision against the actual course of events	<b>24 Seek Common Ground</b> Identify areas of agreement and use those as a basis for creating an acceptable compromise solution	<b>30 Focus on the Future</b> Focus on the future and not the past, address the way forward then celebrate a successful resolution

## References

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