

Practical Decision Making

Four Levels from Novice to Expert



Practical Decision Making


Burning Questions:

- Why don't people just follow procedures?
- What creates the gap between Work-as-Imagined (WAI) and Work-as-Done (WAD)?
- How can we improve decision making quickly?
- What structure can we use to learn from both everyday work and unwanted incidents?
- How can we apply Sensemaking in complex, adaptive (VUCA) jobs?



A Practical Solution:

In this fast-paced, 1-2 hour presentation or half-day workshop, you'll discover the four core decision making levels used by leaders and front-line teams in high-hazard industries across the globe.

	1) Explicit procedures (WAI)	<p>Watch the 90-second video</p>  
	2) General Guidelines / Rules-of-Thumb	
	3) Universal Principles	
	4) Tacit Skill (WAD)	

You'll get:

- Dozens of real-world stories and examples from: aviation, military, emergency fire & rescue, healthcare, and electric power utilities.
- Key take-aways from 10+ years of research into High Reliability Organizations (HROs), and from thought leaders like Gary Klein.
- 5-7 practical tips that you and your teams can use to immediately improve decision making and Sensemaking in the jobs you do everyday.



*"Before this workshop, I thought, 'Procedures will protect the employee.' **Now I'm realizing that, while still important, not all incidents can be solved by procedures.**"*

~ Deputy Division Director at a US DOE Research Lab