

EXERCISE: 8 Steps to Making a Good Decision

To make a good decision or effectively resolve a problem that arises in business or in our private life, it is useful to follow a series of steps in an orderly manner. A structured decision-making process helps you make decisions quicker and with more confidence. A typical decision-making process involves: defining the problem, gathering information, identifying possible ways of action, choosing among the alternatives, and reviewing/monitoring the results—of course there are many ways to do that.

Here, we are applying the Emotional Intelligence Model. It has eight clearly defined steps that encourage you to use your head and your heart: It is necessary to use your intelligence but also the courage to put your decision into practice.

The reason why this method is effective is that it is based on the achievement of a series of stages to reach a solid decision you feel confident about.

For this exercise, take about 20 minutes. If you can, reflect on your results with colleagues or friends:

There are 8 steps to follow:

1. Hypothesis predefinition: We realise that we have a decision to make or a problem we need to solve.
2. Gathering information: Once we realize the problem or the need for a decision, we will collect as much information about the situation as we can to help our decision-making.
3. Analyse the information with an appropriate frame of reference: If it is a financial problem, with a financial analysis; if it is a conflict with a framework of patterns on conflicts, etc.
4. Definition of the problem: This is the key point. A well-defined problem is an almost solved problem. Describe the need for a decision or the problem in as much detail as needed.
5. Assessment of the problem: Is this an urgent problem that requires a quick decision or not; is it important to make a decision or not; does a decision affect all or only part of my life, etc.
6. Generation of alternatives: Once we have identified the problem and its magnitude or importance, we can generate possible solutions to solve it, based on our creativity.
7. Valuation of alternatives: Once we have formulated the possible solutions, we will have to assess which are the most viable to solve the problem.
8. Decision: Once we have the evaluation of the alternatives, we will be ready to make a decision that is reasonable and based on a solid frame of reference.

Emotional intelligence model

