

Dilek VOLKAN-MKV Consulting

Teamwork- Decision Making, Working with others, Assertiveness

September 22th 2020



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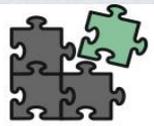
Decision-Making: The Essence of the Manager's Job



What is Decision Making?

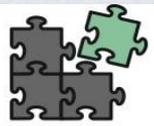
- **Decision making** can be regarded as the *Judgmental* process resulting in the *selection of a course of action*.
- When trying to make a good decision, a person must weigh the *positives and negatives* of each option, and consider all the alternatives.





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Decision making is the process of making choices by identifying a decision, gathering information, and assessing alternative resolutions. Using a step-by-step decision-making process can help you make more deliberate, thoughtful decisions by organizing relevant information and defining alternatives.

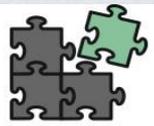


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Here are the lists of key components mentioned below about decision-making.

- **evaluate the problems** thoroughly:

The main intention of decision-making skills is to solve the problems effectively. Before going to decide, the leaders and managers have to identify the hassles thoroughly. Proper solutions can find out by asking the right questions.



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- **Find Out the Right Solution:**

As a decision-maker, you people should consider the problems faced by the investors and stakeholders. Your decision should be beneficial to all the people who are all related to your business.



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- **Determine Alternative Solutions:**

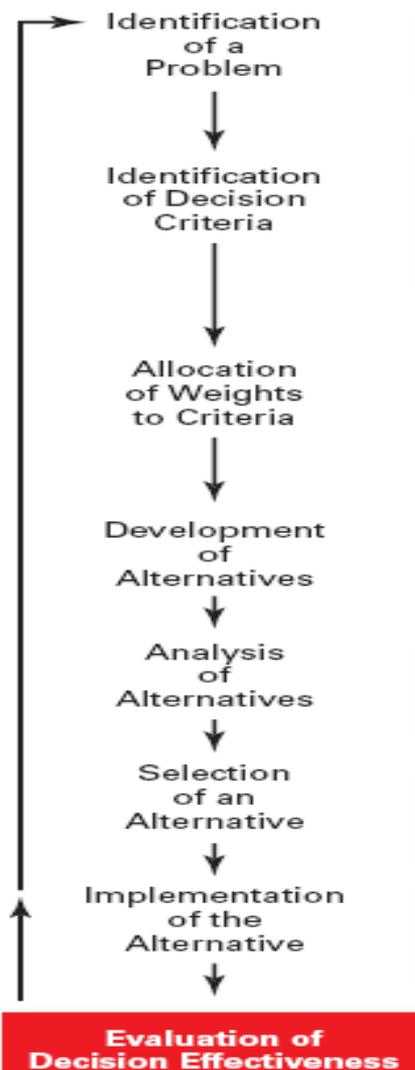
Not a single answer will help you to solve your problems in a good way. After the completion of the analyzing process, you must find out the different way. The final decisions should be appreciable by all the people including the investors and stakeholders. Find out the wide varieties of alternative solutions for solving your issues effectively.

- **Pick Out the Right Solution and Proceed Carefully:**

You must pick out the best solution, which is exactly suitable for your business problems. Make the best possible decision for enhancing your business growth and productivity rate. Before going to take the decision, you should analyze whether it is apt for your business hassles.

- **Take A Test Towards Your Decision**

Before going to execute your decision, you must execute it by yourself. Analyze, whether the outcome of your decision is good for you and your organization. If you can find any of the mistakes, you have an opportunity to rectify it.



"My sales reps need new computers!"

- Memory and storage
- Display quality
- Battery life
- Warranty
- Carrying weight

Memory and storage.....	10
Battery life.....	8
Carrying weight.....	6
Warranty.....	4
Display quality.....	3

Toshiba Protégé	Dell Inspiron
HP Pavilion	Apple iBook
Sony Vaio	Gateway
Toshiba Qosmio	Lenovo Thinkpad

Toshiba Protégé	Dell Inspiron
HP Pavilion	Apple iBook
Sony Vaio	Gateway
Toshiba Qosmio	Lenovo Thinkpad

Toshiba Protégé	Dell Inspiron
HP Pavilion	Apple iBook
Sony Vaio	Gateway
✓ Toshiba Qosmio	Lenovo Thinkpad

"Toshiba!"



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WORKING WITH OTHERS



is the ability to effectively interact, cooperate, collaborate and manage conflicts with other people in order to complete tasks and achieve shared goals. This includes working with one other person, or working in small or large groups of people. The knowledge and skills needed to effectively interact with other people on a one-to-one basis and in groups, including working as part of a team, in performing work-related tasks.

Effectively working with others in the workplace involves understanding and working within the group's culture, rules and values; joint planning and decision-making; negotiating and compromising; expressing one's opinions and ideas and respecting those of others, including people of differing backgrounds; and being flexible in terms of roles including knowing when to take a leadership role and knowing when to seek a team approach."

- **Competencies of Working With Others Influencing Others**
- **Competencies of Working With Others Looking out for Others**
- **How Do You Build the Right Teamwork Environment?**
- **If you are working with others on a project, take note of these elements of healthy collaboration**

ASSERTIVENESS

Being assertive means being able to stand up for your own or other people's rights in a calm and positive way, without being either aggressive, or passively accepting 'wrong'.



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Assertive individuals are able to get their point across without upsetting others, or becoming upset themselves.

Assertiveness enables individuals to act in their own best interests, to stand up for themselves without undue anxiety, to express honest feelings comfortably and to express personal rights without denying the rights of others.

Assertive behaviour includes:

- Being open in expressing wishes, thoughts and feelings and encouraging others to do likewise.
- Listening to the views of others and responding appropriately, whether in agreement with those views or not.
- Accepting responsibilities and being able to delegate to others.
- Regularly expressing appreciation of others for what they have done or are doing.
- Being able to admit to mistakes and apologise.
- Maintaining self-control.
- Behaving as an equal to others.

THANK YOU FOR LISTENING ME..