



Making the Right Decisions

Of all the decisions we make on a daily basis, particularly in our personal lives, many are made unconsciously, out of habit. Even for those that are given more thought and attention, we can often be swayed by gut instinct and personal preference. When making decisions that only affect ourselves, there's little wrong with this. However, it's not an appropriate way to make decisions at work; decisions that can affect people, services or outcomes.

It's vitally important that those decisions are ethical, evidence-based and inclusive. This requires relevant and reliable data that's been correctly evaluated. It requires different perspectives and a strong sense of what's fair and what isn't. It also requires the ability to evaluate whether a decision was the right one – and to learn from that evaluation. In a modern, ambitious and progressive Civil Service, keen to “make it happen, make it better and make it count”, sound decision-making is a critical line management capability that can play a vital role in delivering purposeful work that tackles society's most pressing problems.

Description

This self-paced online course (which can be scheduled around your day-to-day work commitments) illustrates the benefits of a structured decision-making approach, as opposed to something more instinctive and informal. It's designed to help improve both your own decision-making capability and that of the teams you lead.

The course introduces a seven-step process that can be used to make ethical, evidence-based and inclusive decisions, underpinned by both the Civil Service Code and its values. This is a process that starts with identifying a problem and its business objective before moving on to analysing the problem, describing it objectively and identifying its root causes. It then uses data and decision-making models to compare options and to select appropriate solutions. With decisions made, the final phases of the process then focus on implementing those solutions and assessing their effectiveness.

What does it involve?

The course begins with a short animation that explores what decision-making is and how it's often performed without conscious reflection. This is followed by three half-hour online tutorials, accompanied by a workbook containing engaging tasks, activities and reflection prompts to help reinforce what you'll learn.

The first of the tutorials focuses on problem solving. It explores the importance of clearly understanding a problem and challenging any assumptions before making any decisions about possible solutions. This requires reliable data, careful analysis and an awareness of any possible bias.

The second tutorial explores the value of using data to develop a range of possible solutions and the different models that can be used to make a final decision. You'll consider the importance of diverse views, how to test possible solutions for fairness and inclusion and how to make best use of AI within this process.

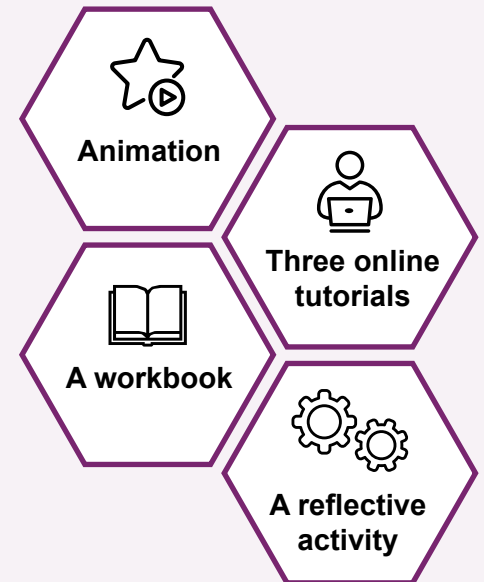
In considering how to implement and evaluate decisions, the final tutorial reinforces the importance of clarifying roles and responsibilities, gaining support for decisions and achieving win-win outcomes. You'll learn how to assess decisions for their effectiveness and impact and how best to reflect on what worked and what didn't. The course concludes with a reflective activity, designed to help embed the seven-step process into your everyday work.

What's the outcome?

After completing this course, you'll know how to empower your teams to make decisions in line with the Civil Service Code and to develop their capability to collect and analyse relevant and reliable evidence. You'll also understand how to use the Code as a guide to making ethical decisions and how to seek out the diverse perspectives required for inclusive decision-making.

Where decisions appear neither fair nor inclusive, you'll understand the importance of challenging these. Aware of how to use data, KPIs and feedback to track the impact of your decisions, you'll understand the process for assessing their effectiveness and how to use this insight to inform your future decision-making.

Learning activities



Delivery method:



Estimated learning time:

3 hours 30 minutes

How to book

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