

FLOW-CHART

Decision-making processes

PROBLEM QUESTION IDEA

You can follow those steps either individually (as part of an advice process) or in a group of 2-3 persons.



Taking notes during this process will help you

1 GET TO GRIPS WITH THE PROBLEM

Look for the core question! Ask someone to pose those or other open questions to you:

Why is it important for you / for your organisation? Which feeling will you have once the situation has been solved?

2 PHRASE A QUESTION

3 DEFINE ROLES

WHO contributes information?

Talk to:

- 1. an expert
- 2. persons, whose work fields are concerned
- 3. a skeptic

WHO needs to be informed?

4 COLLECT INFORMATION

Make a list of all the facts and the feelings. Make yourself aware of biases and notice your fears.

FACTS

FEELINGS

5 DEVELOP OPTIONS & PRIORITIZE

Consult externals in order to change your perspective!

6 DESCRIBE PROPOSAL OF SOLUTION

NO

YES

INFORM and IMPLEMENT

3 DIMENSIONS:

FACTS IMPACTS ACTION PLAN

