

Methodological tool: Make the decision

Number of methodological Tool	EUPANEXT_LO_170_M_001
Work Area Code and Title	22 PA as a manager
Unit Code and Title	5.8 Act as a manager
Learning Outcome Number and Title	LO170: Demonstrate the ability to make decisions (within the framework provided by the company or organisation) and acknowledge responsibility for them.
Objective of the methodological tool	<p>After the completion of this activity, participants will be able to:</p> <ol style="list-style-type: none"> 1. Research and collect information to add value to the decision-making process 2. Identify and agree criteria for making a decision 3. Review information provided in order to make a decision 4. Structure ideas, information and recommendations in a logical and meaningful way 5. Present rationale and conclusions to others using accurate and current information 6. Apply rational decision making models to make decisions (within the framework provided by the company or organisation)
Approximate Time needed for the completion of this exercise	20 min.
Individual or group exercise	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written exercise <input type="checkbox"/> Group exercise <input type="checkbox"/> Video analysis <input type="checkbox"/> Simulation <input type="checkbox"/> Multiple choice <input type="checkbox"/> Group exercise with cards <input type="checkbox"/> Exercise using ICT <input type="checkbox"/> Role play <input checked="" type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input checked="" type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	Split the group in 2-3 smaller groups and present them with the following scenario:

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	<p>You have been newly hired as a supervisor of the administrative dept. You supervise six people directly. Three have worked for the organisation less than five years; the other three have more than ten years. Overall, you have been impressed with the staff's dedication to serving the administrative needs and responding to requests from customers and suppliers. However, you have observed that one of the old staff members takes a long time with her duties and is avoided by most of the customers and suppliers requesting services. She also is a little rude on the phone sometimes. What will you do? Fire her?</p> <p>Each group, working in separate rooms, follows the rational decision making methodology and a representative of each group presents the solution in class. Discussion follows</p>
Exercise is accompanied by	-
Exercise solution	-
Other comments to the trainer	-