IMS



OPTIMIZE YOUR DECISION MAKING BY ANTICIPATING THE UNEXPECTED
with Dr. Kathy Pearson
$395 (US) per person

VIRTUAL SESSION (3-HOUR)

OPTIMIZE YOUR DECISION MAKING BY ANTICIPATING THE UNEXPECTED

Discover how to increase the quality of your decisions, and those of your team, even in situations with ambiguous information, loosely structured problems, deep uncertainty, and complex trade-offs. Learn how to improve the agility of your team and implement proven techniques for minimizing costly mistakes. Work through engaging case studies, and current corporate examples, to understand how to apply this content in the 'real world'. This fast-paced class is perfect for both leaders and senior functional experts.

DR. KATHY PEARSON

Kathy Pearson, Ph.D. is President of Enterprise Learning Solutions, a firm focused on executive development and learning across industries. An award-winning educator, Kathy is heavily involved in Executive Education at The Wharton School and Duke CE. In addition to her executive development work, Kathy consults to senior leadership teams in the areas of strategic formulation, complex decision making under uncertainty, and strategic execution. She is the co-author of *The Perceptive Leader: A Handbook for Leading in an Environment of Uncertainty*.

Kathy received her B.S. degree in theoretical mathematics from Auburn University, her M.S. degree in Decision Sciences from Georgia State University, and her Ph.D. in industrial engineering from Northwestern University.

TOPICS COVERED

GENERAL FRAMEWORK FOR MEETING ORGANIZATIONAL OBJECTIVES

- RESULTS - TANGIBLE OUTCOMES THAT ARE "VALUE-FOCUSED"
- DEFINING CUSTOMERS AND CUSTOMER VALUE
- PROCESS - HOW TO ACHIEVE RESULTS
- ENTERPRISE MINDSET
- DEFINING THE ENTERPRISE
- CULTURAL ENABLERS
- DEFINING THE OVERARCHING CULTURE

INTRODUCTION TO THE DECISION MAKING FOUNDATION

- DATA ANALYTICS
- JUDGMENT
- CRITICAL THINKING
- INDIVIDUAL DECISION STYLE

ACHIEVING SHORT-TERM ORGANIZATIONAL OBJECTIVES

- IMPORTANT ELEMENTS OF EXECUTION
- CLARITY OF FRAMES
- SHORT-TERM AGILITY
- UNITY
- ROLE OF DATA ANALYTICS
- CONTINUOUS IMPROVEMENT
- EMPOWERMENT
- ALIGNMENT OF INCENTIVES
- ACCOUNTABILITY
- PRIORITIZATION OF OBJECTIVES

ACHIEVING LONG-TERM ORGANIZATIONAL OBJECTIVES

- MOVE FROM PREDICTION TO MANAGING VARIABILITY AND AMBIGUITY
- JUDGMENT AND CRITICAL THINKING
- DIVERSITY OF THOUGHT
- BROADER FRAMES
- THE LEARNING CULTURE
- INQUISITIVENESS
- ADAPTABILITY
- CONTINUOUS SCANNING
- KNOWLEDGE MANAGEMENT
- SHARING ACROSS THE ENTERPRISE

CONCLUSION

- CASE STUDY
- THE SHORT-TERM / LONG-TERM BALANCE

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