

CFABAG121

Contribute to decision-making in a business environment



Overview

This standard is about contributing information and ideas to influence the decision-making process. It includes researching information, pro-actively engaging with colleagues involved in the decision-making process and making constructive contributions. It is for administrators who contribute to decision-making as part of their role.

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Performance criteria

- You must be able to:*
- P1 research information to add value to the decision-making process
 - P2 use accurate and current information to develop ideas to present to others
 - P3 make constructive, relevant and timely contributions to meetings or other discussions to aid decision-making
 - P4 respond positively when asked to supply information to help with decision-making
 - P5 contribute to identifying decision-making criteria
 - P6 structure ideas, information and recommendations in a way that helps other people understand
 - P7 proactively engage with colleagues involved in the decision-making process and respect their contributions
 - P8 influence decision-making by using evidence, argument, questioning and assertiveness
 - P9 show support for the decision even when not in agreement

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Knowledge and understanding

You need to know and understand:

- K1 key stages in the decision-making process
- K2 the context in which the decision is being made
- K3 own role in assisting decision-making, its scope and limitations
- K4 sources of information useful for influencing decision-making
- K5 how to research information
- K6 how to contribute to meetings and other discussions where decisions are being made
- K7 the purpose and benefits of respecting other people's contributions to the decision-making
- K8 how to engage proactively with colleagues during decision-making
- K9 how to use evidence, argument, questioning and assertiveness to influence outcomes
- K10 the concept of collective responsibility and why it is important

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Additional Information

Skills

1. analysing
2. communicating
3. decision making
4. organising
5. planning
6. presenting information
7. researching
8. problem solving

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