

## CFABAG122

### Make decisions in a business environment



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#### Overview

This standard is about making decisions in a business environment. It includes identifying and agreeing criteria for decision-making, researching and reviewing information needed to make decisions and evaluating the decision-making process. It is for administration who make decisions 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
  - P4 respond as required when asked to supply information to help with decision-making
  - P5 structure ideas, information and recommendations in a meaningful way
  - P6 respect other people's contributions to the decision-making process
  - P7 proactively engage with colleagues involved in the decision-making process
  - P8 assess contributions made to the decision making process
  - P9 identify and agree criteria for making a decision
  - P10 review information provided in order to make a decision
  - P11 justify the decision made by using evidence, argument, questioning and assertiveness
  - P12 evaluate ways to monitor the impact of decisions and identify learning points to improve future decision-making

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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 useful sources of information in preparing to make the decision
- K5 how to evaluate research information
- K6 how to contribute to meetings and other discussions where decisions are being made
- K7 how to structure ideas, information and recommendations to maximise their impact
- K8 the purpose and value of respecting other people's contributions to the decision-making process
- K9 how to be proactive and engage with colleagues during decision-making
- K10 how to assess contributions made to the decision-making process and value input
- K11 how to review the decision-making process
- K12 how to use evidence, argument, questioning and assertiveness to justify decisions
- K13 the concept of collective responsibility and why it is important
- K14 how to evaluate ways to monitor the impact of decisions and identify learning points

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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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