

# Better Decision Making

Improving Managerial Decisions by Recognizing Biases and Differences in Diversity

## Course Overview

### How You Will Benefit

With increasing globalization across all industries comes a shift towards diversity in the workplace. As organizations turn to hire employees from many parts of the world, the need for cultural understanding is at its greatest. Culture shapes the values, habits and thinking patterns which impact work life from communication to time management. A survey by Korn Ferry International found that more than 2 million people leave their jobs each year because of unfairness in the workplace, costing employers an estimated \$64 billion a year in hiring costs.

Each one of us has a perception of reality about how the world works—a mental model that provides understanding, guides thinking, and directs decision making. Built from everyday experiences, outside influences, and rewards, mental models can be both beneficial and detrimental to success. Creating a balanced model free from bias and rooted in equality is a key factor in successful leadership and decision making.

### Course Objectives

Successful completion of this course will increase your ability to:

- Identify the elements of cultural competence in the workplace
- Develop the skills needed to practice respectful and caring behavior toward culturally diverse individuals and groups
- Understand how values differ among cultures
- Understand the subtle ways that bias occurs
- Establish framework to increase inclusion at the organizational level

- Discover how emotional intelligence can help you develop more positive relationships at work and a more optimistic outlook
- Define mental models and identify your own mental models
- Reveal hidden assumptions

### Key Topics Covered

This course explores the following subjects in depth:

- Developing personal culture awareness
- Behaviors that support and undermine cultural competency
- Behaviors necessary for successful and respectful conflict resolution before, during, and after the resolution process
- Understanding ways to surpass barriers and seek personal growth
- Identifying organizational, societal, and self-imposed challenges
- Keeping your composure and staying focused in stressful or high-pressure situations
- Using your emotions as a tool to improve the process of conflict resolution
- Compare mental models among various industries
- How to reveal hidden assumptions and rethink misconceptions
- Creating new mental models and share them

### What the Course Offers

- Interactive learning setting
- Thorough set of materials: Instructor Guide, Participant Guide, Slideshow Presentation, and Learning Summary
- Opportunity to apply the concepts in a risk-free environment