



# BUILDING BETTER CHOICES

Effective Solutions Between Diverse Groups Program

SEOUL. HONG KONG. SINGAPORE. TOKYO. SHANGHAI. BEIJING. KUALA LUMPUR. BANGKOK. SYDNEY.

## Program OVERVIEW

*It is not the strongest of the species, nor the most intelligent that survives, but rather the one that is most adaptable to change.*

— Charles Darwin

Decision making, especially between diverse groups and cultures, is an essential and very important skill in the business tool kit of professionals in the 21st century. This cutting edge seminar focuses on the thinking and behavioral skills that are required to conduct an accurate decision making process in the business world.

It is important to understand that decision making has two distinctive parts; one is an all encompassing, methodical and analytical process, which requires specific steps and models to minimize the margin of error in a pressured and demanding environment. The training in this part focuses on being able to be at the point, responsive rather than reactive, making decisions in a rational, responsible manner, without bias or pre-conceived ideas that cloud judgment. The other part includes the emotional intelligence element in decision making that takes into account the human aspect, long-term consideration and the understanding of emotions as a powerful tool in decision making.

The seminar will show how to avoid classic mistakes and keep away from superficial, quick-fix solutions that only have immediate short-term impact, by learning to engage the two natural response mechanisms, which focus on short and long term consequence analysis.

Especially in a fast business environment, you need to make sure your actions and decisions are founded on reality. Similarly, when you accept or challenge other people's conclusions, you need be confident that their reasoning, and yours, is firmly based on the true facts. The "Ladder of Inference" and other tools covered in our workshop help you understand the thinking steps that can lead you to jump to wrong conclusions, and so helps you get back to hard reality and facts.

*Starting with the facts involved with the situation at hand, we'll see how we::*

- Experience these selectively based on our beliefs and prior experience.
- Interpret what they mean.
- Apply our existing assumptions, sometimes without considering them.
- Draw conclusions based on the interpreted facts and our assumptions.
- Develop beliefs based on these conclusions.
- Take actions that seem "right" because they are based on what we believe.

The program will also focus on decision making in the context of change and and communication across cultures. We utilize many hands-on experiential exercises intended to make the learning practical and simple for the participants to be able to apply on the job.

# Program OVERVIEW

*Good decisions come from experience. Experience comes from making bad decisions.*

— Mark Twain

## OBJECTIVES:

*Participants will be able to...*

- **Focus** on the "true" problem
- **Establish** accurate goals for problem solving
- **Prioritize** problems and decide which problems should get attention
- **Generate** ideas quickly
- **Break through** barriers and mental blocks  
Find viable solutions
- **Sort** through lots of ideas
- **Evaluate** alternative courses of action
- **Take** responsibility in decision making- long term view
- **Make** good decisions so all team members are satisfied
- **Use** emotional intelligence in decision making
- **Consider** both risk and benefits in a choice
- **Analyze** what needs to be accomplished
- **Ensure** acceptance of the solutions
- **Locate** themselves in the bigger picture in their decision making process with greater versatility and mind flexibility.
- **Develop** and use action plans in a group or individually.

## GENERAL PROGRAM FLOW:

**What's the Problem Here?: Best versus Fastest: how can we assess the quality of our solutions?**

To begin, participants will explore just what problem solving and

decision making mean. We will also look at different types of decisions, the difference between facts and information, and common decision-making traps.

## What's Your Style?: Problem-Solving Approaches

This segment will explore the four types of problem solvers. Then, participants will work in small groups to identify their strengths and weaknesses and use that knowledge to become better problem solvers. We'll also look at how well we are working together- overcoming the five dysfunctions of teams in order to increase efficiency and idea generation

## What's the Path?: Using OODA Loops for better cross-cultural decision making

Called the OODA Loop, the model outlines a four-point decision loop that supports quick, effective and proactive decision-making. The four stages are:

Observe – collect current information from as many sources as practically possible.

Orient – analyze this information, and use it to update your current reality.

# Program OVERVIEW

*Nothing is more difficult, and therefore more precious, than to be able to decide.*

— Napoleon Bonaparte

Decide – determine a course of action.

Act – follow through on your decision.

## How Many Roads Are There? Different Approach a Decision

- Force Field Analysis
- Paired Comparison Analysis
- Analyzing the pressures for and against change
- Grid Analysis
- Making a Decision By Weighing Up Different Factors
- The Ladder of Inference-Avoiding "jumping to conclusions"

## How to Choose Actions

- How to choose between a set of options where each has its own advantages and disadvantages?
- How to systematically compare related options?
- How to systematically compare unrelated options?

## How to Analyze the Impact of Your Actions

- How to compare the benefits versus the costs of taking different options?
- How to systematically analyze a cascade of decisions where one leads to another?

## Becoming a Clear Communicator:

- Aiming for clarity, avoiding ambiguity and being concise.
- Developing an open and honest style.
- Respecting the needs of others.
- Saying No with confidence.
- Influence and persuasion.
- Active listening and questioning techniques

## How to Decide in Groups

- What are the implications of deciding in groups?
- Why thinking in groups can sometimes be so frustrating?
- How to prevent dominant people from take over the meeting or the decision making process?
- Managing interpersonal/intercultural conflict: are we really communicating?
- What tools can you use to streamline the process of group decision making?

## What are the Principles of Decision Making?

Do you always have to make sure you get a better bargain than others?

What can you learn from game theory when making decisions?

# About LAM Institute

## LAM PROFILE

**LAM (LEADERSHIP AND ADVANCED MANAGEMENT) INSTITUTE LTD.**, is a leading advocate of corporate coaching in Asia. We have become the preferred source for corporations in their quest for developing their leaders. In accomplishing this we form a 'partnership' with your corporation, supporting you in the critical task of nurturing the strategically viable high performing leaders essential to your company's future:

- We provide goal-specific and action oriented corporate coaching to key executives, senior leaders, sales directors and high-potential candidates for companies across Asia.
- The members of the Leadership and Advanced Management Institute and its alliance partners have extensive experience in corporate management, training and consulting in major commercial centers of Asia, USA and Europe. With a multi-cultural background, we bring a seasoned perspective and an in-depth understanding of the vital business issues being faced by business leaders in Asia.

## THE WAY WE WORK

### Results

Our focus is on sustainable results and the pathway there. We are not in it for the quick fix. We intend to instill a lasting impact on the people we coach and the business they conduct. Your success and your bottom line is what drive us. We want to share in your success.

### Partnership

We are methodological in getting to know your organization and your people at the on set -- we need to fully understand your vision, your strategic direction, the present situation, the people who are charged with the mission, and the challenges you

confront in order to be effective. We will be passionate about your business and act as your partner in mastering the challenges.

### Customization

Every organization faces a situation unique to itself with its very specific set of needs. Our recommendations and means of resolution will be designed to address those specific needs. We will be drawing upon our field experience as well as tapping into your hands-on knowledge. We intend to apply state of the art tools, technology, systems and processes; and integrate them into your system.

### Respect

We respect your rights and needs as the decision maker. Our role is to guide, inspire and challenge ... the final decision always rest with you.

## CLIENTS

LAM Institute is proud to work with leading medical, tech, and chemical manufacturers as well as the largest insurance and banking firms globally. Around the world and across industries we support your aim of powerful communication.

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