

Decision Making in Depth

Courses and Coaching

Making a good decision involves our ability to encounter contradictions and opposites—and to go beyond them. Essential to any task, whether managing time, projects, people or meetings, successful decisions rely on making choices that come from a depth of understanding, experience and perspective, and lead on to something fresh and new.

A good decision feels good

A successful decision comes from a position of strength. It is not one made with stress, pain or discomfort. With a good decision, both the situation AND the decision-maker forward together.

Decision-making does not only involve a calculated, head-based, conceptual approach. It requires the whole of us to be involved.

Thinking / Perception / Observation: Our ability to make clean observations, without interpretation or diagnosis. This enables us to be clear about the relevant external factors informing our decisions.

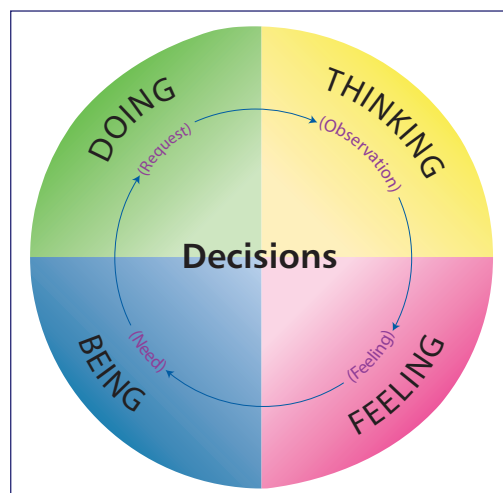
Feeling: Knowing the impact of events upon those involved. This is crucial to understanding the effect of what we decide and getting maximum buy-in from others.

Needs / Values: Understanding the bottom-line means knowing what needs will be met by a particular course of action. This opens our horizons as we also see what needs will not be met, and how to adjust our decision accordingly.

Action: Once the underlying needs have been identified, we can find a strategy that will meet all needs, and take account of unmet needs. This ensures our actions meet expectations, and helps build relationships that people can trust.

Creativity-in-action

Decision-making involves tapping into our deeper knowing, as we find our felt-sense of the whole situation. This is how great artists and composers work, as they sense into themselves to find a new form which responds to the conditions around them. Discovering our felt wisdom of a situation liberates us from stressful, and sometimes gruelling and impossible attempts to reconcile opposites.

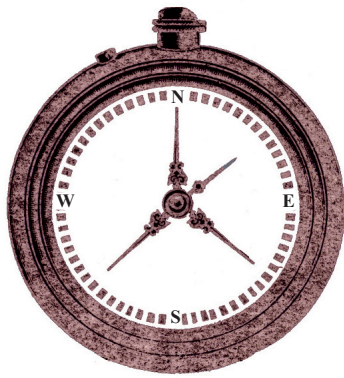


Course Aims

- To make good decisions with ease and confidence.
- To understand the basis of successful decision-making.
- To make choices that take all needs into account.

The course will increase your ability to:

- Tap into new perspectives.
- Increase trust and confidence in one's deeper knowing.
- Use intuition to enhance decision-making.
- Make decisions elegantly, without stress or bother.
- Gain quicker overviews of a situation.
- Remain objective in difficult or sensitive areas.
- Hold differences and understand opposites.
- Find win-win outcomes.
- Untangle tangles, and find creative solutions.



Choices

Decision-making is about finding our inner compass, and knowing how to follow it. This means we have a greater sense of the choices before us, and a truer understanding of their possible effects upon us and those around us. As situations arise, we make choices (often instinctive and instantaneous) about how we interact and engage with our tasks. Increased awareness of these choices leads to better decision-making, more productive time-management, and enhanced ability to meet our outcomes.

I am now able to run more productive and positive meetings [and] my communication with my boss is much improved

Executive Leader

Central Model

Our approach combines the insights of *Nonviolent Communication*™ (NVC), *Focusing* and *Thinking at the Edge* (TAE). These processes are rooted in the humanistic psychology of Carl Rogers (1902–1987). NVC has developed world-wide since the 1970s through the work of Marshall B. Rosenberg, Ph.D (www.cnvc.org). Our needs-based model is an adaptation of his work. It is used in internationally in high-conflict situations for mediation and negotiation; yet its approach is perfectly-suited to resolving inner conflicts and negotiation 'with oneself'. It establishes a clear, blame-free environment, in which difficulties can be broached and resolved in an atmosphere of openness and trust. Focusing was developed in the 1960s and 70s by Eugene T. Gendlin Ph.D, still a leading figure in philosophy, psychology and psychotherapy. Focusing and the related approach, *Thinking at the Edge*, give us access to our more instinctive and creative impulses. This allows us to tap into wider perspectives, gut-responses, intuitions and informed hunches—innate wisdom which we naturally hold about the situations we are in, and which is the basis for superb performance. Both approaches can have a dramatic and immediate effect, and radically increase the quality of working lives.

It has enabled me to take a much more grounded and therefore rounded approach to making decisions, less with a specific end goal in sight and more with a view to ensure maximum buy in from all individuals involved in the decision making process.

**Head of Customer Support Operations.
International company**

Approach and Methods

The atmosphere of the course is relaxed and enjoyable, and the learning both stimulating and thought-provoking. Activities include interactive exercises, discussions, personal reflection and small-group role plays. As well as working from a specially tailored course handbook, participants will use examples from their own experience as a means to gain first-hand and embedded understanding of the processes of communication. This means that participants explore issues that are current for them in a supportive environment – a process that can be both challenging and illuminating.

**Life
AT WORK**

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