

**SKILLSFUTURE SINGAPORE  
CRITICAL CORE SKILLS (CCS) REFERENCE DOCUMENT**

<b>CCS Category</b>	Thinking Critically		
<b>CCS</b>	Decision Making		
<b>CCS Description</b>	Choose a course of action from several alternatives developed through a structured process in order to achieve intended goals		
<b>CCS Proficiency Description</b>	<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
	<b>GSC-DCM-B002-1</b>	<b>GSC-DCM-I002-1</b>	<b>GSC-DCM-A002-1</b>
	Follow processes to make decisions which achieve intended goals using given information and guidelines	Implement structured decision making processes and analyse multiple sources of information to propose solutions	Define decision making criteria, processes and strategies and evaluate their effectiveness
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Decision making processes</li> <li>Decision making tools and techniques</li> <li>Decision making styles</li> <li>Decision making pitfalls and errors</li> <li>Impact measurement techniques</li> <li>Ethical guidelines, standards and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Decision evaluation and prioritisation frameworks</li> <li>Stakeholder analysis techniques</li> <li>Group decision making methods</li> <li>Risk analysis techniques</li> </ul>	<ul style="list-style-type: none"> <li>Decision making criteria and strategies</li> <li>Decision automation tools</li> <li>Organisation's vision, objectives, and operating climate</li> <li>Organisation communication techniques</li> <li>Risk mitigation strategies</li> <li>Regulatory frameworks and policies</li> </ul>
<b>Abilities</b>	<ul style="list-style-type: none"> <li>Follow decision making processes which align with organisational guidelines, standards and procedures</li> <li>Gather relevant information to support ideation and decision making processes</li> <li>Participate in brainstorming activities to develop solutions during decision making processes</li> <li>Collate information on impact of decisions made and suggest improvements</li> </ul>	<ul style="list-style-type: none"> <li>Implement structured decision making processes which align with timelines and refer to multiple sources of available information</li> <li>Analyse required information for decision making and direct the collection of relevant information</li> <li>Facilitate decision making processes within teams to design innovative solutions</li> <li>Assess impact and feasibility of solutions to provide recommendations</li> <li>Analyse risk factors for proposed solutions or outcomes of decision making processes and devise mitigation strategies</li> <li>Develop implementation plans for solutions or outcomes of decision making processes in adherence to organisational guidelines, standards and procedures</li> <li>Review outcomes of the decisions made to determine whether goals have been met</li> <li>Calibrate the results and consequences of the decisions made to propose improvements to decision making processes</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate contexts to determine critical decision making points and requirements</li> <li>Define criteria to be analysed through decision making processes</li> <li>Formulate decision making strategies and processes based on sources of information</li> <li>Communicate the importance of robust, evidence-based decision making processes</li> <li>Synthesise sources of information to prioritise solutions in alignment with organisational priorities, operational and strategic considerations</li> <li>Articulate decisions amongst internal and external platforms to guide key stakeholders and obtain buy-ins</li> <li>Leverage existing and emerging tools to automate decision making processes</li> <li>Evaluate potential causes of barriers to making effective decisions</li> <li>Endorse improvements to decision making strategies and processes</li> </ul>