## CCS Category
Thinking Critically

## CCS
Decision Making

## CCS Description
Choose a course of action from several alternatives developed through a structured process in order to achieve intended goals

<table>
<thead>
<tr>
<th>CCS Proficiency Description</th>
<th>Basic</th>
<th>Intermediate</th>
<th>Advanced</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCS-DCM-B002-1</td>
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<td>CCS-DCM-I002-1</td>
<td>CCS-DCM-A002-1</td>
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<tr>
<td>Follow processes to make decisions which achieve intended goals using given information and guidelines</td>
<td>Implement structured decision making processes and analyse multiple sources of information to propose solutions</td>
<td>Define decision making criteria, processes and strategies and evaluate their effectiveness</td>
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### Knowledge
- Decision making processes
- Decision making tools and techniques
- Decision making styles
- Decision making pitfalls and errors
- Impact measurement techniques
- Ethical guidelines, standards and procedures
- Decision evaluation and prioritisation frameworks
- Stakeholder analysis techniques
- Group decision making methods
- Risk analysis techniques
- Decision making criteria and strategies
- Decision automation tools
- Organisation’s vision, objectives, and operating climate
- Organisation communication techniques
- Risk mitigation strategies
- Regulatory frameworks and policies

### Abilities
- Follow decision making processes which align with organisational guidelines, standards and procedures
- Gather relevant information to support ideation and decision making processes
- Participate in brainstorming activities to develop solutions during decision making processes
- Collate information on impact of decisions made and suggest improvements
- Implement structured decision making processes which align with timelines and refer to multiple sources of available information
- Analyse required information for decision making and direct the collection of relevant information
- Facilitate decision making processes within teams to design innovative solutions
- Assess impact and feasibility of solutions to provide recommendations
- Analyse risk factors for proposed solutions or outcomes of decision making processes and devise mitigation strategies
- Develop implementation plans for solutions or outcomes of decision making processes in adherence to organisational guidelines, standards and procedures
- Review outcomes of the decisions made to determine whether goals have been met
- Calibrate the results and consequences of the decisions made to propose improvements to decision making processes
- Evaluate contexts to determine critical decision making points and requirements
- Define criteria to be analysed through decision making processes
- Formulate decision making strategies and processes based on sources of information
- Communicate the importance of robust, evidence-based decision making processes
- Synthesise sources of information to prioritise solutions in alignment with organisational priorities, operational and strategic considerations
- Articulate decisions amongst internal and external platforms to guide key stakeholders and obtain buy-ins
- Leverage existing and emerging tools to automate decision making processes
- Evaluate potential causes of barriers to making effective decisions
- Endorse improvements to decision making strategies and processes