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ZERO DELTA UNIVERSITY

Decision Design & Conflict Management
Course Syllabus

Course BA1-02

Abstract

This Zero Delta University course is targeted for people who are good decision makers, people who know the importance of avoiding risks, getting the best information and targeting opportunities. The good decision makers know how complex decisions require innovative insights and they know the value of approaches and procedures that help them analyze the situation and reach the best solution as quickly as possible.

Good decisions often result in enterprise value creation. The challenge for many business managers and executives is to ensure everyone consistently applies the critical principles that create the highest possible quality of decision. Specifically:

1. Obtain the best information input. Install procedures that ensure the best expertise and knowledge is employed in the decision.
2. Tackle the tough issues. This means explicitly handling risks, possible biases, the chance of surprise and disagreements
3. Lucid presentation of the reasoning behind the decision. Gain support of others and convince the most senior individuals.

The goal is to leverage the innate capabilities of the good decision makers with the best tools and procedures. It is similar to giving the excellent physicians the best CT scanning devices and other equipment. Zero Delta University is proud to be able to present the most advanced concepts in this realm and here is a depiction of some of the issues that will be covered in this course.

Good decisions require good data that are relevant to the decision making process. The decision maker must understand the entire decision landscape – the factors to include, how to delineate facts from opinion, where there is a propensity for bias in the decision making process, how individual and personal inputs may affect the decision outcome, and what is the probability that all of these elements are properly structured and analyzed.

The decision making process itself can greatly impact the probability of producing good decisions. Are the right people involved in the process; have all of the facts been established and agreed upon; does a hypothesis exist and if so what is the rationale to its existence? Further to these points, where multiple decision makers are involved in the process how do we ensure that they are all properly engaged with decision input and that they buy into the decision outcome?

Course Details

Zero Delta University's Enterprise Decision Design and Conflict Management course is designed to help the business analyst and the business decision maker to produce greater decisions that increase the probability of producing decisions that result in enterprise value creation. The course explores the

decision making process and dives into a rigorous method that is designed to create qualitative decision landscapes that leverage the analytics necessary to produce a desired outcome.

Students will:

- Understand the theory behind good decision making;
- Understand what decisions require qualitative vs. quantitative analysis;
- How to formalize the decision making process so that decisions can be arrived at in a timely manner, with the right information, and engaging the right resources;
- Understand how statistical methods like Bayesian can be applied to qualitative decisions;
- Understand how bias, whether directly or indirectly motivated, may influence the decision landscape;
- Learn how to identify bias in the decision making process and how to reduce it.
- Learn how to handle dissension and arguments.
- Learn to think like the other parties involved, be they competitors or customers.
- Learn to avoid missing important opportunities.
- Learn to avoid being surprised or missing important information.
- Learn how to think about risk within the context of a qualitative decision landscape;
- Learn how to leverage the front-end decision making process to drive greater downstream accuracy through greater clarity of focus on which decisions to pursue further and which to discard earlier;

Students will have a unique opportunity to learn the most advanced results in the theory behind good decision making and will also be exposed to a variety of business decisions that address a variety of strategic, investment, operational, risk, and technology oriented decisions.

Students will have the opportunity to think through various decisions that may exist inside of their enterprise and will be challenged through a workshop method to identify possible factors that are relevant to these decisions and how to construct a solid decision landscape. Students will also perform various analytics and will have to determine how varying degrees of bias influence their decisions

Course Completion

Students will earn a certification of completion when the course is finished. Students will be eligible to sit for a follow-on exam, which when passed successfully, will enable the student to pursue formal certification in their desired area of study within the Zero Delta University formal certification program.

Course Specifics

Instructor-led Instruction: 16 hours

Independent Study: 10 hours

Course Exam: 2 hours

Course Venue

At the present time this course is strictly executed using an in-person classroom model. Courses are taught in various cities around the world. Please refer the Zero Delta University web site for specific venue and course scheduling information.

Certification Details

This course is required for certification as a Business Architect and Enterprise Architect.

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