

HCTC
Federal • State • Private Industry

Health Coverage
Tax Credit

Decision Making and Problem Solving in a Partnered Environment



1. Name the decision.
2. What problem/challenge does it solve?
 - Simplify this to the most basic level
3. What process(es)/activity does it affect?
4. Whom does it affect? External, Internal, Level?
5. Who needs to be involved in the decision?
 - Identify who is accountable for the process, and therefore the decision (you know it, the buck stops here)
 - Identify who is responsible for delivering sub-goals to the accountable person?
 - Involve them in the decision making
 - Identify who needs to be consulted on the decision
 - Get input from this person on the decision
 - Identify who needs to be informed
 - Overtly make them aware of the decision and its impact
 - Use multiple forms of communication (written and verbal, individual and group)
6. Engage in active follow-up to understand results of decision, and make changes as appropriate

KEY TO EFFECTIVE DECISION MAKING IN CROSS-FUNCTIONAL TEAMS:

- Keep the decision making process simple
- A complicated process is likely compensating for lack of trust.
- Invest in trust practices to keep it simple

