

## Decision-Making for Senior Managers (DSM)

**COURSE NUMBER**     **FAA01200028**

For information about this course, contact:  
 FAA Program Manager  
 (386) 446-7251

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### DESCRIPTION AND LEARNING STRATEGY

This course is designed to improve the ability of senior FAA managers to make and execute strategic decisions. It was designed using current research on decision processes and in collaboration with executive business school faculty from Cornell University, Drexel University, and Jacksonville University. Learning activities will include lecture-discussion, case studies, and application exercises. It specifically addresses the leadership challenges facing senior managers in promoting a culture of data-driven decision-making and execution.

NOTE: Completion of this course meets mandatory training requirements for newly appointed Senior Managers.

### OBJECTIVES

- Identify root causes and take into account a variety of complex factors.
- Analyze the potential effects of different options and determine appropriate courses of action.
- Identify and resolve barriers that impede success.
- Apply the steps of a decision-making process.
- Build and sustain commitment to decisions.
- Evaluate and apply lessons learned.

### KEY COMPETENCIES

- Business Acumen
- Interpersonal Relations and Influence
- Problem Solving
- Strategy Formulation

This course may be customized for your organization in a **fee-for-service delivery**. Call **(386) 446-7154** to discuss options.

### CLASS SIZE

18 participants

**LENGTH**    4½ days  
 (Monday, 8:00 a.m. –  
 Friday, 12:00 p.m.)  
 36 hours

### LOCATION

FAA Center for  
 Management and  
 Executive Leadership  
 Palm Coast, Florida

### UPCOMING DELIVERIES

(see [FY13 Schedule](#))

### WHO SHOULD ATTEND

The course is geared to Senior Managers (K/L/M-band or MSS-4 level managers who report directly to an executive, or in a large organization, an executive's deputy).

**Frontline and Middle Managers are not eligible to attend.**

### ENROLLMENT

To enroll, contact your line organization's training coordinator.

### PREREQUISITE

None

### PRECOURSE

Assignments will be sent to enrolled participants 3 weeks in advance of the class start date. These assignments must be completed prior to your arrival at CMEL.