

Critical Decision-Making in Complex Systems (CDM)

COURSE NUMBER **FAA01200035**

For information about this course, contact:
FAA Program Manager
(386) 446-7154

DESCRIPTION AND LEARNING STRATEGY

Critical Decision-Making in Complex Systems focuses on the highly collaborative and complex decision-making environment faced by the FAA. The primary areas of focus in the course include: structure, roles and responsibilities and decision-making practices, collaborative decision-making in complex environments and open systems, and self monitoring of team dynamics and processes

Methodologies include plenary discussion, simulations, case studies, experiential activities, and small group activities.

OBJECTIVES

- Apply decision-making tools.
- Identify the importance of roles and responsibilities on a team.
- Identify effective and ineffective group dynamics.
- Understand how to prevent decision-making errors.
- Identify personal characteristics that affect decision-making.
- Work collaboratively as a team when making decisions.
- Identify strategies to implement.

KEY COMPETENCIES

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

CLASS SIZE

18 participants

LENGTH

2 days

16 hours

LOCATION

Customer Site or
FAA Center for
Management and
Executive Leadership
Palm Coast, Florida

UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

WHO SHOULD ATTEND

The course was designed for teams required to collaborate when making complex decisions.

ENROLLMENT

To arrange a **fee-for-service delivery**, call (386) 446-7154.

PREREQUISITE

None

PRECOURSE

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