

Course Code : MPU 3223/03
Course Title : Decision Making Skills
Advisory Prerequisite(s) : Nil
Level : Low
Credit hours : 3
Duration of course : 1 semester

Course Coordinator

Ms. Ch'ng Ping Ping

MA (Linguistics and English Language Studies), BA Translation and Interpreting (Hons) (USM)

The aim of this course is to understand the definition of decision and why making decisions is important; develop a sound foundation knowledge of the critical and creative thinking skills; examine and analyse information before making a decision; develop strategic problem-solving strategies to support decisions made; understand group dynamics to brainstorm possible options and solutions in the group decision making process; examine biases to overcome errors in decision making and to understand the practicality of rationality in decision making.

Learning Outcomes

After completing this course, students should be able to:

- Identify routine decisions and deal with them quickly and appropriately.
- Discuss a range of approaches to structured decision making and when it is appropriate to use them.
- Identify complex and strategic problems and understand how to apply a range of problem-solving tools to tackle more difficult and ambiguous problems in the workplace.
- Appraise the process of identifying and managing risk.
- Recognise the knowledge about self and the world through an on-going process of decision and goals.

Topics

- Introduction to decision making skills
- Types of thinking: critical and creative
- Deciding and solving the problem
- Group decision making
- Biases and practical advice

Main references supporting the course:

Adair, J. 2013. *Decision Making and Problem Solving*. New Delhi: Kogan Page.

Hastie, R. and Dawes, R.M. 2010. *Rational choice in an uncertain world: the psychology of judgment and decision making*. California: SAGE Publication, Inc

Additional references supporting the course:

Benjamin, R. N., A. L. David and R.S. David. 2015. *Straight choices: The psychology of decision making*. 2nd ed. New York: Psychology Press.

Butterfield, J. 2013. *Problem solving and decision making*. 2nd ed. Boston: Cengage Learning

Ferrell, O.C., J. Fraedrick and L. Ferrell. 2014. *Business ethics: Ethical decision making and cases*. 10th ed. Boston: Cengage Learning.

Kramer, R.M., A.E. Tenbrunsel and M.H. Bazerman. 2013. *Social decision making: social dilemmas, social values and ethical judgment*. New York: Routledge.

Robbins, S.P and T.A. Judge. 2013. *Organizational Behaviour*. 15th ed. Boston: Pearson.