

Introduction

1) A competitor moves in across the street from ACC and the effects are felt almost immediately.
2) A new employee is not working up to standard and coworkers are demanding that something be done.
3) An appliance retailer's customer service reports a 35% increase in delivery complaints in the last 6 months. These three problems need good leadership to make effective decisions.

Objective

Faced with an important issue requiring a good decision, a leader may be overwhelmed. What caused the problem? What are the possible solutions? How can one know which solution is the best? A number of tools and techniques are available to assist the leader in making the best balanced choice.

Summary

Since many factors influence the decision, including causes of the problem, personal values, corporate goals, and available resources, a leader must be ready to pose difficult questions and use proven tools to compare various alternative solutions. A successful outcome depends on the proper use of this information.