**Introduction**

Finally, a decision has been made and implemented. You now have a series of questions to answer to determine the value of the outcome. Was the solution successful? How successful was it? How do we know? What do we do if it is not successful? Discovering the extent to which a decision accomplished the set objective is one factor in ensuring that the decision is perceived as successful.

When ACC makes a decision to expand its service area (Round Rock), change its location, or use a different vendor, the evaluation of this decision involves multiple tools and can extend over a long period of time. A one-time assessment will not give ACC the information needed to evaluate the ongoing value of the decision.

**Objective**

During this workshop we will focus on how and when to evaluate the outcome of a decision to determine success or failure.

**Summary**

Critical thinking plays an important role in decision making, from the assessment of the problem to the final evaluation of the decision outcome. Understanding that the aforementioned is never final, but rather an ongoing process, and is a key to excellent leadership.