

# STRATEGIC DECISION MAKING

## 5 Steps with *Bernard Hill*

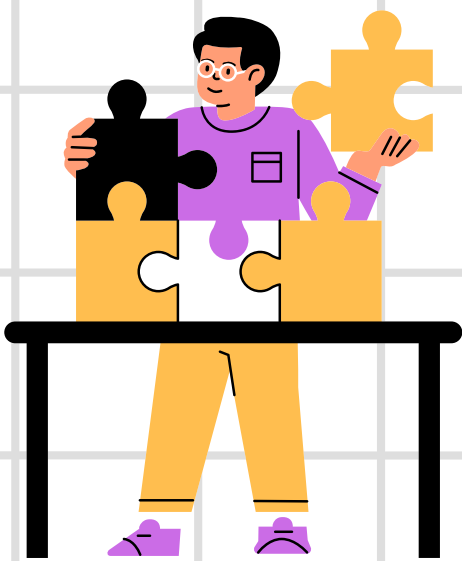
### Take a Step Back

In high-stress situations, taking a moment to surrender to emotions can lead to better outcomes. Stepping back provides space between the stimulus and response, allowing you to be human.



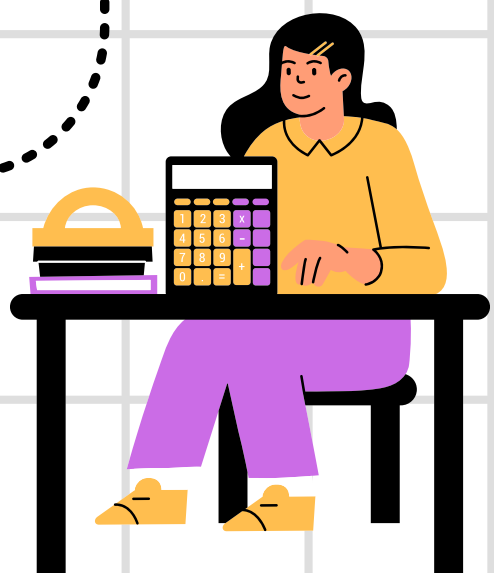
### Define the Issue

Look beyond the presenting symptoms and identify the root cause. Asking the client about their desired outcome can help clarify the issue.



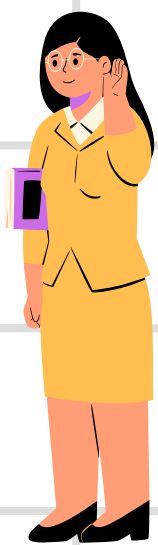
### Assess the Information

It is important to not assume that you or the client understands the issue completely. Articulating the issue can lead to a better understanding and resolution.



### Allow a Hearing

Allow all parties affected by the decision to speak and be heard. This is important, much like procedural fairness in administrative law.



### Check Bias

Examine your own biases before making a decision to account for any blindspots you may have. This can be difficult but it is good to turn your mind to it. Are you looking at this from an objective viewpoint?

