



Knowledge-Based Decision Making and Mega Issue Discussions

CSNA Leadership Training
June 2, 2007



Your Time

- Volunteer
- Leadership role
- Well worth the investment

Knowledge-based Decision Making

- Say what?
- Association management concepts:
 - Strategic planning
 - Knowledge-based decision making
 - Mega issue discussions



Decisions

- It's impossible to make good decisions without information.
- Successful 21st Century leaders ask people their opinion before they decide – not after.

Strategic Planning

- Blueprint
- Time frame
- Destination
- How to get there
- How to know when you've arrived
- Setting priorities and goals

Knowledge-based Decision Making

- Asking the right questions
- Informed and educated questions before making a policy decision

What do we know about...

- ❖ Member needs?
- ❖ Capacity of organization?
- ❖ Ethical implications?

Mega Issue Discussions

- Dialogue before deliberation
- Before a critical decision



Mega Issues

- Big
- Difficult to grasp
- Complex
- Not easily resolved
- Out of the box thinking
- Feedback and opinions

Where do you start?

- Pick a topic to discuss
- Identify the group to discuss
- Prepare background information
 - History of the situation/topic
- Set up questions to consider
- Select a facilitator

Mega Issue Discussions

- Ask these questions:
 - Pros?
 - Cons?
 - All possible options?
 - Consensus?

Mega Issue Discussions

- Single group
- Smaller groups
 - Report back
- Record points on paper
- Facilitator
 - Neutral
 - Keep discussion moving



Promote Trust

- Keep participants informed about results and action taken from discussion
- Use results for future strategic planning



Thanks for Volunteering!

