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!