

UVIC COMPETENCY RESOURCE GUIDE

MAKE INFORMED DECISIONS

I think critically and creatively about issues and opportunities, and present options both verbally and in writing to support strategic risk taking and innovation. I use inquiry and analysis to make and support accountable and transparent decisions.

WHY IS THIS IMPORTANT?

We ask our students to apply critical inquiry, analyze data and present ideas verbally and in writing. These skills are also important for employees. Making informed decisions helps us to allocate resources, set priorities and make choices in a way that is accountable and transparent. Decisions that are based on a variety of information sources, sound reasoning and an analysis of options are easier to understand, implement and communicate.

HOW COULD THIS BE DEMONSTRATED?

- Gathering information from others before making decisions (e.g. surveys, focus groups)
- Accessing, analyzing and integrating data from a variety of sources
- Validating information sources
- Assessing and validating the problem or issue before developing solutions
- Presenting clear priorities, options and recommendations that align decisions with goals and objectives
- Conducting a cost/benefit analysis on a process
- Researching and applying best practices related to your role

SAMPLE COACHING, REFLECTION OR INTERVIEW QUESTIONS

- What data sources could you access? Consider a wide range of sources.
- What quantitative and/or qualitative information could you use to make this decision?
- What metrics or reports have been used in the past? Are they still valid?
- What options exist? What are the pros and cons of each?
- What criteria should you use to make this decision? Where did those criteria come from?
- How does this decision support our goals and objectives?
- Who could you ask for feedback and support in your decision-making process?
- What approach would you take to assess, analyze and develop recommendations to improve a program, process or system?

UVIC COMPETENCY RESOURCE GUIDE

MAKE INFORMED DECISIONS (*Continued*)

SUGGESTED SKILLS TO DEVELOP

- Critical thinking
- Initiative
- Information gathering
- Writing
- Presenting
- Group facilitation

LEARNING OPPORTUNITIES

- Attend a course or workshop open to employees (e.g. those listed on HR's learning and development web page), access an online learning library or engage in self-directed learning
- Work with a peer, supervisor or team to develop a briefing note or business case for a new process or initiative
- Read/review successful applications for funding, requests for resources or business case documents
- Engage in a cost and quality comparison for a new product or resource at work or home to practice collecting and analyzing information
- Consult with peers in other departments or organizations to gather information about their practices

Refer to the [Competency Resource Guide Index](#) for links to these and other UVic documents, activities, and opportunities