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Case Study 5

I believe when making a decision making lies at the heart of our personal and professional lives. As we go on with our every day we make decisions. Some are small, domestic and innocuous. Others are more important; decisions that affect peoples’ lives, livelihoods and wellbeing. Inevitably, keeping in mind that we make mistakes along the way. We are only human even when we are at work. As what happened with Christie who was faced with the opportunity on how to an employee who was having difficult time learning her job title. (Aguirre, Kickman, Sharp, 2011) The daunting reality is that enormously important decisions made by intelligent, responsible people with the best information and intentions sometimes go wrong.

Having to determine if the employee is capable to learn in a matter of time and support, is a job that Christie must determine. If the employee stays with the company the mistakes can cost the company much more money for the only reason that the employee can make a mistake that can cause the company a lot of money in the long run. It’s hard to let go an employee but in the long term hiring another person with better knowledge to the work duties will turn out in a better organization with less mistakes and no worries if something was done increate. ([Lisa Guerin](http://www.nolo.com/law-authors/lisa-guerin.html), J.D.2012) By training new employees absorb the values, norms, and standards of an organization because the employee sees them in everyday action and application in the work environment.

The reality is that leaders can make good decisions. But, to do so, we need to broaden our understanding of what happens when we are confronted with the usual mix of unstructured and incomplete data, different perspectives, time pressures and other sources of uncertainty. We all share some common attributes because of how our brains have evolved, and these attributes have much to do with how we think and act. If leaders are aware of what might go wrong, we will be in a much better position to make the right decisions, at the right time.

Aguirre, G. Kickham, K, Sharp, B, (2011) Managing in the Public Sector: A Casebook in Ethics and Leadership. New York, NY: Pearson Education Inc.