

Name:	
Email:	
Phone:	

Chapter 7 The Manager as a Decision Maker

1. What is **Programmed Decision Making** ?
2. What is **Non Programmed Decision Making**?
3. What is **group think**?
4. List and define 4 types of **cognitive biases**
5. List and explain the 6 steps in the decision making process
6. Define Devil's Advocacy
7. What is a learning organization?
8. List and briefly explain Senge's 5 principals in creating a learning organization
9. Explain the technique of brainstorming
10. Explain the nominal group technique
11. Explain the Delphi technique