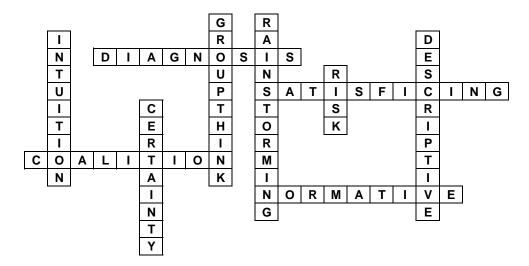
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Chapter 9

- 1. The step in the decisionmaking process in which managers analyze underlying causal factors associated with the decision situation. (9)
- 2. The situation in which all the information the decisionmaker needs is fully available. (9)
- 3. A situation in which a decision has clear-cut goals and good information is available, but the future outcomes associated with each alternative are subject to chance. (4)
- 4. A technique that uses a face-to-face group to spontaneously suggest a broad range of alternatives for decision-making.(13)
- 5. The tendency of people in groups to suppress contrary opinions. (10)
- 6. An approach that defines how a decision-maker should make decisions and provides guidelines for reaching an ideal outcome for the organization. (9)
- 7. An approach that describes how managers actually make decisions rather than how they should make decisions according to a theoretical ideal. (11)
- 8. To choose the first solution alternative that satisfies minimal decision criteria, regardless of whether better solutions are presumed to exist. (11)
- 9. The immediate comprehension of a decision situation based on past experience but without conscious thought. (9)
- 10. An informal alliance among managers who support a specific goal. (9)