



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)