THE RATIONAL PROBLEM – SOLVING PROCESS

by:
Desiree C. Cawigan
Lamao Elementary School

Intuitive and rational decision making are the two ways that an individual can approach problem solving. Some people are very aware of feelings or instincts and use them as guides to decision making. These types of feelings are instinctive and rely on intuition and not facts. In fact, intuition is the ability to have a grasp on a situation or information without the need for reasoning. (Jennifer Lombardo)

If a manager is faced with an unusually difficult problem or issue, if it is an important problem that will not resolved itself, and if the manager is the person who must decide what to do about it, then he or she is in a problem – solving situation. Many managers rely on tradition and make the same decisions that were made when similar problems or opportunities arose in the past. They may also appeal to authority and make decision based on suggestions from expert or a higher level manager. Finally, they may use what philosophers call a patriot reasoning: They assume that most superficially logical or obvious solution to a problem is the correct one.

Not approach to decision making can guarantee that a manager will always make the right decision. However, managers who use a rational, intelligent, and systematic approach are more likely than other managers to come out with high – quality solution to the problem they face.

The basic process of rational decision making is similar to the process of formal strategic planning. It involves diagnosing, defining, and determining the sources of the
problem, developing and evaluating alternative solutions to the problem, selecting the most satisfactory alternatives, and converting this alternative into action.

References:
