Discussion

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Discussion

Decision-making is a skill which is considered to be effective in communication and management. There are some techniques including nominal group technique, Delphi technique, and cost-benefit analysis technique that can be used to improve decision making of individuals

# Nominal Group Technique

Nominal Group Technique is structured for face-to-face interactions within groups and this contributes to participation of all members, encouraging them to participate (McMillan, King, & Tully, 2016). This technique promotes quick agreement of problems and possible solutions. The positive aspect of NGT is that it encourages participation by every individual which enhances the ability of decision making within groups (Mukherjee et al., 2018). However, there are chances of conflicts among group members because all ideas cannot be considered equally at once. There are chances of biases towards one specific team member and it lacks flexibility of dealing with multiple problems at a time.

**Delphi Technique**

Delphi technique is the technique in decision making which is based on the structural interactions of experts on a particular subject (Crawford & Wright, 2016). This technique involves two-three rounds of questions and answers to compile one result or decision, while these decisions are made by experts and anonymous resources to have one collective decision. The pros of this method, there are lesser chances of biases in decision making, responses are included in a balanced way and controlled feedback decreases the chances of conflicts (Afshari, 2019). While the cons of this technique, lacking in a set of methodological processes, reliability issues and this limits the participants from expressing their views.

**Cost-Benefit Analysis Technique**

Cost-benefit analysis is a technique for improving decision making which helps to analyze an individual’s gains and losses, while these may be in terms of money or social sources including relationships. CBT helps to make rational decisions based on knowledge appealing to be in an emotional state and this allows one to set a goal (Pearce, 2016). However, this does not ensure quality decision making, because these may turn into losses due to a lack of accurate data and there are more chances of errors in the decision-making process.

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