

## INTRODUCTION

This self-paced workbook is designed to expose you to some of the most commonly used tools and techniques for decision making and problem solving. You will gain a basic understanding of when and how these performance measurement and planning tools can be applied. They are often used in a team environment, as they will be at AMSC.

Following the description of each of the tools, you should think about how you would use them or have used them on a problem or situation in your organization. When you study decision making in the resident portion of AMSC, faculty will ask you to provide an example of how you would use them in your work environment. Furthermore, many sessions in the program will require you to make use of various tools in practical exercises. You will receive more reference material that you can use to get into more detail on these processes. You will not need to know how to illustrate the tools using computer graphics software, although many software programs are available to do this.

You must have a basic understanding of descriptive statistics, such as mean, median, mode, and standard deviation prior to your attendance at the AMSC. These are necessary in order for you to use several of the performance measurement tools. You may want to refresh your memory on these concepts if you do not work with them on a regular basis.

If you have any questions on this workbook, please forward them to

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### **Interpreting and Presenting Information**

Professional communication involves interpreting and presenting information of all types to various audiences. The presentation of this information is done orally and visually. The information ranges from qualitative descriptions of concepts to quantitative measurement data. This workbook includes tools that aid in the analysis of information, as well as the effective presentation of the information. Learning to use these tools is an important step in effectively using information you have gathered and in effectively communicating with your audience.