



# Chris Lucerne

Coach to Inspirational Leaders

## INSPIRATIONAL LEADERSHIP SERIES

### Decision Making: Five Levels

In the five basic levels of decision making, two factors influence which level to choose, 1) the style of the leader, and 2) the type of decision being made. When the level is selected, the team must be informed of which level is being chosen so that they are not be taken by surprise, which could easily result in disappointment.

When the final decision has been made, no matter what level is chosen for making that decision, you must communicate the ultimate decision in a way that leaves the team feeling empowered. When a team puts forth thought and effort toward making recommendations, that effort and recommendation must be recognized and honored, even if it is not used in the final decision. This risk of not honoring input is the dis-empowerment of the team, which could result in future unwillingness to put forth a great effort.

Level 1

**AUTHORITY RULES:** *Top down approach, leader makes autonomous decisions.*

Level 2

**AUTHORITY RULES WITH DISCUSSION:** *Leader elicits feedback from the team, which will be considered and may or may not be used.*

Level 3

**AUTHORITY RULES WITH RECOMMENDATIONS:** *Subcommittee is formed to do research and make recommendations, which will be considered and may or may not be used.*

Level 4

**MAJORITY RULES:** *As in democracy, a vote is taken.*

Level 5

**CONSENSUS RULES:** *All members of the team agree. Discussion continues until this occurs.*



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*Your number one job as a leader is to foster good feelings in the people you lead. Do you lead with resonance? Or, do you lead with dissonance? Both directly impact how your team feels. And how your team feels directly impacts how they perform.*  
~Chris Lucerne

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