Soft skills

Deciding Fast Under Pressure

A half day to make a call within minutes when the situation demands it: a line stopped, a truck blocked at the dock, a customer threatening to leave, an incident on site. Participants learn to sort out urgency, apply decision rules prepared in cold blood, decide with the information available and run a short debrief to decide better next time.

Duration : 0.5 day

Objectives

1. Recognise situations that demand an immediate decision and those that can wait
2. Apply a short decision routine: situation, options, choice, announcement
3. Prepare decision rules and delegations in advance for recurring situations
4. Run a brief debrief after a decision made under pressure

Programme

Half day

• What pressure does to judgement: tunnel vision, haste, paralysis

• Sorting: people's safety first, then product compliance, the customer, deadlines

• A four-step routine to decide within minutes and announce the decision clearly

• Rules prepared in advance: who decides what, alert criteria, default options

• Timed simulation on incidents from your business, then debrief

Teaching methods

• Timed simulations in which information arrives as the exercise goes on

• Typical industry and logistics incidents: breakdown, material shortage, a carrier running late, an urgent complaint, a near miss

• Structured debrief after each simulation

• Decision rules sheet prepared by the team for its own scope

Assessment and documents

Knowledge test and observation of a timed simulation, with a follow-up evaluation at D+1. Numbered training certificate, verifiable online, for each participant; training report handed to the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

For important decisions that leave time to analyse, see "Making Good Decisions: Method and Cognitive Biases". To keep your composure in those moments, "Staying Calm Under Pressure: Emotions and Stress" complements this half day.

Practical information

Duration	0.5 day
Audience	Team leaders, production and logistics supervisors, shift managers, on-call managers
Prerequisites	No prerequisites
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Isn't deciding fast the same as deciding badly?
Not if you have prepared in advance what can be prepared: who decides what, which default options, which criteria trigger the alert. The half day teaches you to separate what must be settled immediately from what can wait for analysis.

Does this training replace emergency procedures?
No. The site's safety instructions and emergency plans remain the reference and take precedence over any decision. The training covers the management decisions made within that framework: stop, restart, warn, reassign.

Who should take it?
People who decide alone at their post: team leaders and shift supervisors, warehouse managers, on-call managers, transport coordinators.