

## 6.9: Chapter Review Questions

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1. What are some of the factors that enabled to Jen Rubio and Stephanie Korey to make good decisions when they established their luggage company, Away?
  2. What are the two systems that the brain uses in decision-making? How are they related to programmed and nonprogrammed decisions?
  3. What is a heuristic, and when would it be appropriate to use a heuristic for decision-making?
  4. What is confirmation bias? Explain how it can be a barrier to effective decision-making.
  5. What is a logical fallacy?
  6. What are the two types of conflict? Which one is constructive, and which is destructive?
  7. What are the steps in the decision-making process? Which ones do people tend to skip or spend insufficient time on?
  8. What can individuals do to improve the quality of their decision-making?
  9. What can groups or group leaders do to improve the quality of group decision-making?
  10. What are the benefits of decision-making in a group, instead of individually?
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