

# Group Decision Making

November 11, 2004

# The Good

- Diversity of
  - Opinions
  - Expertise
  - Perspectives
- Can foster creativity
- Can help build teams
  - Everyone feels involved, empowered

# The Bad

- “Group Think”
  - False confidence
  - Data censoring
- Abilene Paradox
  - False Consensus
  - People don’t speak up
- Majority/Dominant Group Bulldozes
  - Data Censoring
  - Some may defer to “higher ups”

# The Ugly

- Mob Mentality
  - Extreme case of Group Think
  - Extreme case of False Confidence
- Perceptions of:
  - Infallibility
  - Invincibility
  - Anonymity
- Boston Massacre
- Fenway/Kenmore Square this October