

## Workshop 6

### Global Digital Perspective

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During the corporate interaction, the Senior Customer Solutions Manager at AWS shared their expertise in project management, cloud migration, and digital strategy. They discussed various important topics, including the Y2K problem and its potential computer errors. The agenda covered key decision-making concepts such as one-way and two-way door decisions, confirmation bias, sunk cost fallacy, status quo bias, framing bias, and the importance of having a backbone, disagreeing, and commitment.

The speaker emphasised the significance of understanding reversible and irreversible decisions and provided examples like customer privacy violations and experiments. They highlighted confirmation bias and the tendency to seek information that aligns with preexisting beliefs while disregarding contradicting information. The sunk cost fallacy was discussed, emphasising the need to avoid justifying past flawed decisions. The status quo bias was mentioned, encouraging individuals to consciously or unconsciously prefer maintaining the current state. The speaker also emphasised how framing the problem can influence decision-making. Lastly, they emphasised the importance of having the courage to disagree and commit to decisions. These insights shed light on biases and critical thinking in decision-making.

