Decision-Making Lab

60 MIN / 1 SHEET

OpenStax Ch. 2 • No AI • Individual → Group → Whole Class

Southwest Airlines, March 12, 2025 — Decision scenario. The company has announced checked-bag fees for most new bookings beginning May 28. AP reported earlier company estimates of about **$1.5B** in annual fee revenue and a possible **$1.8B** in lost business. Both are **estimates, not actual outcomes**. Qualified travelers retain certain benefits. The three options below are **classroom-created alternatives, not verified historical board proposals**.
Source: AP, March 11, 2025 • apnews.com/article/463d2b0e1176fed222a11cf244648f1a

01 My role and first decision • 我的初步選擇

Circle your role (or tick one):

☐ Finance ☐ Brand & marketing ☐ Operations ☐ Customer representative

Select one action. No option is automatically correct.

A — Proceed as announced / **B** — Proceed with explicit monitoring and revision triggers / **C** — Recommend postponing to test and reassess

My first choice: ☐ A ☐ B ☐ C

02 Think independently, then challenge one another • 個人→小組

One verified fact supporting my choice

What is established by the case? Refer to the source, not your guess.

One major uncertainty or missing fact

What must management still check?

The strongest objection I heard

Record a peer's reasoning fairly, even if you disagree.

Our group's recommendation & review trigger

Which option and what specific future evidence could change it?

03 After whole-class discussion • 全班討論後

My final choice: ☐ A ☐ B ☐ C

What changed—or why did you keep your original view?

Decision quality checklist

☐ I separated facts from assumptions.
☐ I compared at least two alternatives.
☐ I responded to a peer's objection.
☐ I named an observable review trigger.

Timing: 00–10 individual reading & selection • 10–30 group decision • 30–50 whole-class discussion • 50–60 reflection. No AI, search engines or phones; use the supplied case, the textbook and peer discussion only. Assessment focuses on reasoning, not choosing A, B or C.