

# SOLVING PROBLEMS & MAKING DECISIONS

Institute of Leadership & Management



This short course will help you to deal with complex matters and make sound decisions. Whatever your job or role, all of us have to make decisions and solve problems on an almost daily, if not hourly basis. Whether you need to choose those issues that require your attention, set goals, find or design suitable courses of action, evaluate or choose amongst alternative actions, this course is for you.

The course is delivered by Broadlands in partnership with Qatar University (Continuing Education Office) to the Institute of Leadership and Management (ILM) accredited standards. The ILM is one of the world's leading Institutes for professional manager development.

## Length and Scheduling

This course will be run in Doha from 07.00 to 15.00 on:

- 23 & 24 March 2011 at the Diplomatic Club

## Course Structure

The programme includes tuition and full course materials. The workshops will be highly participative with a focus on exercises that have real meaning to your work. There will be group work facilitated by a qualified and experienced tutor.

## Accredited Qualification

On successful completion of a written assignment after the event you will be awarded an ILM Certificate for this subject.

## Membership of ILM

You will receive six months' membership of the ILM as part of the course. Membership gives access to a wide range of specialist support, development materials and services. Log onto [www.i-l-m.com](http://www.i-l-m.com) for more details.

If you wish, you can combine a number of our short courses over a period of months, or even years, to obtain a full ILM programme qualification.

The ILM has international recognition and its qualifications can often be used as credit towards formal study in other countries.

## ILM Learning outcomes

During the event, we will focus on:

1. Knowing how to describe a problem, its nature, scope and impact
2. Knowing how to gather and interpret information to solve a problem
3. Knowing how to solve a problem
4. Knowing how to plan the implementation and communication of decisions

## What we will cover

We will cover a range of subjects, and give ample opportunities for practice during the workshops. The course is designed to support you in developing your ability to analyse and solve problems and make sound decisions.

The subjects we cover include:

- Seven step approach:
  - Identifying problems
  - investigating
  - generating and exploring options
  - developing the most appropriate options
  - deciding on an option
  - implementing the solution/decision
  - reviewing the outcome/results
- Decision making grids and approaches
- Emotional and analytical approaches to decision making.

**Course cost: QAR 5,600** This includes:

- Tuition by a qualified and experienced tutor
- All course materials
- Refreshments at the event
- Follow up assignment
- Six months' ILM membership

## To reserve your place:

Call us on: +974 4403 4029

Email us at: [admin@broadlands.me](mailto:admin@broadlands.me)

Online at: [www.qu.edu.qa/offices/ceo](http://www.qu.edu.qa/offices/ceo)