

PROBLEM SOLVING & DECISION MAKING

REGISTRATION FORM

Name:
 Organization: Department:
 Position: Email:
 Field of Experience: Years of Experience:
 Address:
 Telephone: Mobile: Fax:

Course Title	Duration	Date & Venue	Timing	Course Fees
Problem Solving and Decision Making	4 days	19-22 March 2012 BSE Headquarter, Manama, Kingdom of Bahrain	8:00 a.m to 4:00 p.m	BD 400 or US\$ 1,080

Promo & Discounts for early bird registration until 22nd February 2012:

- Individual registration (**Non-Sponsored**) - 10% Discount
- Group registration composed of five (5) delegates - 15% Discount
- BSE Members (*as individual / non-sponsored*) - 20% Discount
- Free seat for BSE active member

Note:

- For Individual/ overseas, payment shall be received upon submission of the completed registration form.
- In order to confirm the registration, Companies must arrange the following:
 - a.) 25 % Advance payment 2 weeks prior to the course (**Non-refundable**)
 - b.) 75% as full payment (1) week prior to the course
- No Show of participant/s during the course will be charged in full amount accordingly.
- Cancellation of participant/s shall be submitted in writing to BSE ten days (10 days) before the course.

Method of payment:

- Invoice the Organization (Please attach the authorization)
- I enclose a Banker's Draft payable to Bahrain Society of Engineers-Training Centre
- Bank BIC: NBOBBHBM / IBAN: BH18 NBOB 0000 0099 0989 11 - National Bank of Bahrain - Manama Main Branch
- Please Debit to Amex: _____ Diner's Club: _____ Visa: _____ Master Card: _____
(Additional 3% will be charged)

Card Number:..... Expiry Date:.....

Card Holder's name and address (if different from above)

Signature..... Date:.....

Please send this completed form to:
 Training Officer, Bahrain Society of Engineers
 P. O. Box 835, Manama, Bahrain, Tel: +973 17-810725 or 17-727100, Fax: +973 17-827475
 Email: ruth@mohandis.org

PROBLEM SOLVING & DECISION MAKING



Four (4) Days Training Workshop
 19-22 March 2012

BSE Headquarter,
 Kingdom of Bahrain



Participants on this course will gain insight into the five key skills required by all employees who have to solve problems and make decisions in the course of their work.

Organized by:

Training Centre, Bahrain Society of Engineers

Tel: +973 17-810725 or 17-727100 • Fax: +973 17-827475 • Email: ruth@mohandis.org • Website: www.mohandis.org

Problem Solving & Decision Making

Introduction:

Employees are regularly required to attend to issues that require skilful problem-resolution and remedial action.

Typical situations requiring these skills include:

- Identifying client needs
- Quickly “debugging” problematic situations
- Choosing effectively between options
- Selecting staff successfully
- Implementing new projects and systems
- Assessing potential problems that new systems may bring
- Selecting suppliers more carefully
- “Selling” solutions to others

Clearly, there is an advantage to the organisation that has developed its employees to effectively resolve these situations. It is no co-incidence that nearly all job-grading systems worldwide use problem-solving ability and responsibility as the primary criterion for evaluating the size, worth and pay of a job!

Objectives & Benefits:

Participants on this course will gain insight into the five key skills required by all employees who have to solve problems and make decisions in the course of their work. These skills are:-

- Appraising a situation to separate and identify the main issues requiring attention.
- Identifying the root cause of a problem-situation.
- Selecting the best option from a range of alternatives.
- Analysing and addressing the risks involved in a plan identifying ways to capitalise on opportunities.

Methodology:

This seminar is interactive, allowing for active participation and sharing of experience during sessions. There will be several short lectures and video presentations, followed by case studies and group discussions. A feature of this course will be a special effort to make the training experience practical, and to promote maximum transfer of learning from the classroom to the workplace.

Who Should Attend?

Anyone who is keen to further their personal growth and careers will benefit from this informative and practical course.

- Department Managers
- Supervisors
- Project Team Leaders
- Engineers and Technicians
- Buyers
- Accountants
- Planners
- IT personnel
- Consultants

COURSE LECTURER:

Mr. John Blacklaws



Mr. John Blacklaws is an accredited international business consultant. Mr. John gained his experience in senior Human Resources and Operations Management roles in large national / multinational corporations such as Liberty Life, British Petroleum, Anglo American Corporation and BHP Billiton.

Mr. John consults widely on business optimization and talent management matters. His clients are based in the Middle East, the United Kingdom, Korea, the West Indies and Southern Africa. He lectures on MBA and other Business School programmes and regularly speaks at international conferences. In addition to managing his own business consultancy, Mr. John is an Associate of several foremost international business consultancies. Mr. John has 15,000 hours of project management experience is a certified PMP® Project Management Professional, accredited by the international Project Management Institute®.

Mr. John holds several qualifications from various Graduate Schools of Business. He holds a Masters in Project Management from the George Washington University. He is also accredited as a Chartered HR Practitioner.

COURSE OUTLINE:

- The modern context of problem-solving and decision-making
- Identifying personal training needs
- Creativity and lateral thinking
- Appraising situations
- Problem-solving
- Making decisions
- Ensuring success
- Practical Application
- Capitalising on opportunities
- Practical Application

COURSE FEE:

BD 400 or US\$ 1,080

(Inclusive of snacks, buffet lunch, certificate of attendance & course handout)

Attendance Policy: Only Participants with at least 80% attendance report shall be entitled to Certificate of Attendance.