



Problem Solving and Decision Making for Microfinance

Course Hours: 12

Course Code:35001

Target Audience:

Bankers working in microfinance units who are assigned, or will be assigned the functions and responsibilities related to financing micro enterprises.

Course Description:

This course is designed to increase the scientific and practical skills of microfinance staff in relation to problem-solving and decision making. This course contributes to furnishing participants with the characteristics of phenomena and identifies the causes of problems and the alternative solutions, which should be ranked based on priorities, in order to select the best and most appropriate solutions according to the nature of the problem and the time element. This helps in supporting and stimulating microfinance facilitation, since it is the central pivot in the system of sustainable development.

Course Objectives:

- Identify the main concepts to differentiate between phenomena and the causes of problems and list the alternatives to choose the best in the system of microfinance
- Define the system of decision making and how to identify the common mistakes in its development
- Apply scientific methods in problem solving, considering the characteristics of leadership types in the system of problem solving and decision making

Course Outline:

Module 1: Introduction to Modern Analysis of Major Problems Facing Microfinance

- Identifying a problem, define its dimensions and its root causes
- Methods of problem solving and the alternative solutions
- Choice of the best alternative to solve problems according to valid criteria in the comparison process
- Following up solutions and decision making
- The foundations of decisions' assessment

Module 2: Decision Making System to Facilitate Microfinance

- The concept and nature of financing and non-financing decisions
- Types of decisions
- Phases, steps and elements of making decisions
- Achieving an effective decision
- Most common mistakes in decision making

Module 3: Patterns of Leadership

- Concept and Patterns of leadership for microfinance units
- The management leader and the authority he uses
- Role of leadership in achieving management objectives
- Patterns of leadership

Assessment Strategy:

Participants will be informally assessed on their interaction during sessions and their participation in exercises.

Upon Successful Completion of this Course, participants will obtain:

1 CEU

Course Language:

Arabic

Prerequisites:

Three years of experience in banking in addition to a minimum of one year in Micro Projects Management.

This program entitles you to attend:

Not Applicable