



KD TRAINING SOLUTIONS

The Chartered Management Institute **Diploma in Management and Leadership (Level 5)**

Work Brief for: Information Based Decision Making **(Unit 5002)**

Introduction

The purpose of this work brief is to give you the opportunity to demonstrate your knowledge, skills and abilities in the topic of information based decision making. The work you are required to do is in 4 parts:

- Part A – Gathering, selecting, and storing information
- Part B – Using information to make decisions
- Part C – Effective communication
- Part D – Chairing meetings

You are required to produce a formal management report of around 3,000 words.

Part A – Gathering, Selecting and Storing Information

This Part has 3 elements:

Element 1 – Explain what type of information you deal with on a regular basis and where it comes from:

To answer this element, you should consider:

- Why do you need to gather, select and store information?
- What is information?
- Why is information important to you in your job role?
- What types of information do you use (giving examples)
- What current techniques do you use to analyse your information (giving examples)
- Is your information primary or secondary? (giving examples)

Element 2 – Analyse how well the information you work with is stored and protected:

To answer this element, you should consider:

- How and why is your information stored?
- What storage systems do you use and how effective are they?
- How does the DPA (1998) apply to your information?
- How easy is your information to access?
- How well is your information protected?

Element 3 – Analyse the quality of a specific piece of information you are familiar with that would benefit from improvement:

- What is the information used for?
- How is the information accessed and by who?
- When you access it, to what degree is it accurate, timely, reliable, relevant, current and adequate?
- What improvements might be made to improve its quality?

Part B – Using Information to Make Informed Decisions

This Part has 1 element:

Element 1 – Review 2 decisions you have made recently (one good and one bad) and comment on what you did well and what could be improved:

To answer this element, you should consider:

- What is decision making?
- What are the different styles of decision-making and which ones do you normally use?
- How did the process you used to make your decisions, match up to best practice? (you can use the model from your self study guide or one from other research)
- What “group decision making” issues arose, if any?
- How well did you manage the risks involved?
- What decision making tools did you or could you have used?

Part C – Effective Communication

This Part has 1 element:

Element 1 – Review the communication methods you currently use and make suggestions for improvement

To answer this element, you should consider:

- What is effective communication?
- What barriers to effective communication exist in your organisation?

- What types of communication method do you use and what are the advantages and disadvantages of each one?
- How effective is your communication?
- What can you do to make your communications more effective?

Part D – Chairing Meetings

This Part has 1 element:

Element 1 – Reflect on a meeting that you or someone you know well has chaired and comment on how effective it was compared to best practice models.

To answer this element, you should consider:

- What is a meeting and what was your meeting supposed to achieve?
- What are the advantages and disadvantages of holding meetings?
- Overall, how effective was your meeting?
- How well did you prepare and chair your meeting?
- Did you have and how well did you deal with any difficult people?
- What after-meeting activities did you monitor or not?
- How good were your negotiation skills?

Assessment Criteria

When your tutor assesses your work he/she will apply the following criteria which will show that you have:

- Explained what type of information you dealt with on a regular basis and where it came from
- Analysed how well the information you worked with is stored and protected
- Analysed the quality of a specific piece of information you were familiar with that benefitted from improvement
- Reviewed 2 decisions you made recently (one good and one bad) and commented on what you did well and what could be improved
- Reviewed the communication methods you currently used and made suggestions for improvement
- Reflected on a meeting that you or someone you know well chaired and commented on how effective it was compared to best practice models
- Demonstrated knowledge of the Unit and the relevant depth and breadth
- Understood the topic by applying it to your own job role
- Produced a piece of work that is communicated in a professional manner