

Problem Solving, Decision Making & Action Planning

Problems are a part of life—Learn to love them!

Conquering problems consistently is a sign that you're a leader.

Life and work are guaranteed to contain more problems than moments of clear sailing. Your problems, decisions and actions are the measures of your success. A consistent, structured process can vastly improve your odds.

One practical definition of the 21st century leader is a self-managed communicator who helps individuals and teams analyze goals and make decisions – who teaches others to be leaders and builds an organization that can sustain its success even when you're not around.

Who Should Attend

Anyone who aspires to greater success and leadership skills.

What You Will Learn

The focus of this module will be to provide leaders with tools to use or lead a structured, consistent problem solving/decision making/action taking process. How to lead the process, achieve actionable solutions and ensure buy-in.

Seminar Content

Day 1:

- Problem Solving – Type 1A (single Cause Problem)
- Problem Solving Type 1B (Multi-cause Problems)
- Creative Problem Solving – Type II

Day 2: will concentrate on real-world application of the above principles and concepts.

Prerequisite

None

Your Facilitator

Mark Norman – Heart of the Matter Consulting—has been working with organizations focused on improving performance, empowerment and creativity since 1992. His work has led him to contribute to organizational change, leadership development, supervisory development and team-building in the food and beverage, pulp and paper, automotive, educational and public sectors. His clients particularly underline his excellent design skills, his expertise at dealing with team and organizational dynamics, his ease at working with front line supervisors and his ability to facilitate open and constructive sessions that focus on concrete results.

Duration

2 days



Skills that WORK.

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