

# LEADERSHIP & MANAGEMENT

**QNET presents:**

## **Problem Solving and Decision Making**

**Wednesday, October 19, 2016 – 8:15 a.m. to 4:15 p.m.**

**Location: QNET – Suite 660, 175 Hargrave Street, Winnipeg**

Confronted with issues such as global competition, the speed of change and the demand for continuous performance improvement, managers and leaders need practical skills and proven methods for resolving problems and making sound decisions.

At this workshop, learn to understand the structure of problem solving and decision making by using a three part model. Examples, case studies, and real work situations will be used to demonstrate the model and strengthen understanding.

### **Participants will gain practical techniques for:**

- Determining what problems to focus on and deciding who should be involved in solving the problem.
- Clarifying what the problem is and gathering information about the problem.
- Determining and analyzing the causes. Finding the root cause.
- Getting buy-in and support along the way.
- Clarifying what the solution must do, then generating and weighting alternative solutions.
- Selecting appropriate courses of action and creating an action plan.
- Anticipating implementation problems.
- Determining performance measures and verifying solutions.
- Keeping a team focused on the problem-solving process.

**Facilitator: Lesley Lindberg** is the principal in Lindberg Consulting, a firm that offers services in strategic planning, project planning, team building, change management and program evaluation. Lesley has a long history of working in organizational development and a reputation for providing challenging programs that deliver results. With 25 years of training and consulting experience, she is well practiced in developing and delivering training material and bringing it alive in challenging, practical and relevant ways. She has led organizational change projects, developed and delivered train the trainer programs and provided coaching and mentoring services. Lesley has a background in Educational Psychology, is a Past President of the Project Management Institute and a past board member of the Manitoba Society for Training and Development.

### **Fee: (includes a light lunch)**

- \$299.00 + GST for Members of QNET or APICS
- \$359.00 + GST for Non-Members

### **This workshop is:**

- An optional course in the 70 credit hour QNET Certificate in Management Development (CMD).
- Eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education.
- Presented by QNET in partnership with APICS Winnipeg Chapter and Industry Services, Jobs and the Economy, Province of Manitoba.

**REGISTER ONLINE at [www.qnet.ca](http://www.qnet.ca)**



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