

LEADERSHIP & MANAGEMENT

QNET presents:

Problem Solving and Decision Making

Two day workshop - Tuesdays, December 3 and 10, 2013 – 8:15 a.m. to 4:15 p.m. both days

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 two day 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, team building, quality and change management, organizational audits and reviews, project planning and best practice research. 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 in organizational development, she is well practiced in developing and delivering training material and bringing it alive in challenging, practical and relevant ways. She has 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.

This workshop is:

- An optional course valued as 14 hours in the 70 credit hour Certificate in Management Development (CMD)
- Eligible for credit in CAM:OE (Certificate in Applied Management: Organizational Effectiveness) with the University of Manitoba, Continuing Education

This session is presented by QNET in partnership with APICS Winnipeg Chapter and Industry Workforce Development, Manitoba Entrepreneurship, Training and Trade

REGISTER NOW - Fax this form to 204.949.4990 or register online at www.qnet.ca

Fee: (includes a light lunch both days) \$429.00 + GST for Members of: QNET APICS \$529.00 + GST for Non-Members

Name _____ Title _____

Organization _____ City _____

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Cancellations (by the attendee) must be received in writing no later than 6 business days prior to the session. After that time, the full registration fee will apply. Substitutions are accepted at any time. Invoices will be sent for non-attendance. All funds are charged in Canadian dollars. If the session is cancelled / postponed by QNET and you have already paid for the session, you will receive a credit by email – you can apply this to your credit card or request a refund cheque. QNET is a Scent-Free Zone: Due to the chemical sensitivity of some of our clients, we ask that you refrain from wearing perfume, sprays or cologne at the QNET Office.