



Schulich
School of Business
Executive Education Centre

Register for
an Upcoming
Session:

November 18 - 19, 2019
April 6 - 7, 2020

Critical Thinking & Strategic Problem Solving Skills for Leaders

Tackle everyday business challenges, critically analyze problems and generate breakthrough solutions to the toughest organizational issues.

Our Participants Say it Best:

"This is an excellent program with real-world application that I can use in my team tomorrow. I highly recommend it."

R. Young, Operations Manager
Canada Post Corporation

"The course provided opportunity to discover new tools and understand complexities surrounding decisions, problems and dilemmas. I am looking forward to using what I've learned in my business and everyday life."

K. Ruck, Associate Director Operations,
Transport Canada

"Great opportunity to come together with other professionals and share relatively similar decisions, problems or dilemmas. Also, the powerful part was innovative solutions or settlements."

D. T. Reid, Director, Security
Ontario Power Generation

SEEC Moments of Insight include:

Great decision-making requires clarity in generating options and criteria under challenging conditions.

Effective rational and creative problem solving begins with careful definition of the problem.

Use the Dialectical Solutions Method (DSM) for highly complex problems and difficult dilemmas.



14 PDU*



14 CPD

Register Today / Complete Details

<http://seec.online/12390>



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Critical Thinking & Strategic Problem Solving Skills for Leaders

Learn to think critically and make key strategic business decisions.

Quickly develop your critical thinking and problem solving skills.

Organizational success rests in the hands of **executives who possess superior problem solving skills**. Successful business leaders are trained to examine problems and opportunities critically, and implement solutions to respond to competition and improve performance in their organization.

This course provides **intuitive tools that enable executives to rapidly cut to the heart of strategic and organizational challenges, focusing on areas that have the greatest impact on performance**. Participants will learn a step-by-step process for diagnosing business issues, generating options and implementing innovative solutions.

Top Take-Aways

1. Learn a **professional problem solving methodology** which allows you to creatively manage strategic dilemmas and solve business problems
2. **Prioritize problems** and establish practical and achievable action plans
3. Apply new critical thinking approaches and **overcome the three barriers** to strategic problem solving
4. Train others – **effectively direct project team members** to think critically and deploy strategic solutions
5. Learn to **clearly define and frame organizational problems** requiring solutions
6. **Engage key stakeholders** and team members
7. Understand how to **analyze issues** and identify the best possible solution

Who Should Attend

Any senior manager, VP or director can immediately apply the strategic planning techniques. Program is highly relevant for:

- Corporate-level managers and VPs from all departments
- Operations and administrative officers
- Project managers who lead complex projects
- Sales and marketing team members who must respond to new competitive threats

Special Bonus Materials

Receive take-home copies of instructor Alex Lowy's book *No Problem*, along with his best-selling strategy book *The Power of the 2x2 Matrix* (co-authored with Phil Hood).

Overview of Learning

Understanding the Problem Solving Hierarchy

- A senior executive's blueprint
- Examining the universe of business problems
- The three basic levels of business challenge: making decisions, solving problems and managing dilemmas
- The 'decisions to dilemmas model' as a form of problem solving triage

Making Effective Strategic Business Decisions

- The three main barriers to strategic problem solving: Faulty definition, Wrong level of complexity, Negative bias
- Identifying available options
- Establishing useful time frames
- Formulating and evaluating decision criteria
- Following a structured decision process

Structured Problem Solving

- Techniques for leaders
- Solving problems that can be solved
- Defining your problem to ensure resolution
- Identifying barriers that prevent successful outcome
- How serious is the problem – what level of repair is needed?
- Using rational analysis tools to problem solve
- The art of creative envisioning to address underlying issues

Managing Dilemmas: When Problems Can't Be Solved

- How do you address important, highly complex challenges?

Continues online

Get the whole picture.

Preview complete course content and instructor bio online.

Complete Details / Register Today

<http://seec.online/12390>

Tel.: 416.736.5079 | 1.800.667.9380
or email exceedinfo@schulich.yorku.ca

* PMI Talent Triangle PDU breakdown • Leadership: 14

Dates & Locations:

November 18 - 19, 2019
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Registration Fee:

\$2,850 + applicable taxes

Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- A corporate rate is available at partner hotels
- Programs run from 9:00 a.m. to 4:30 p.m.
- Modules, speakers, topics, dates, fees, and locations are subject to change
- Complete registration details at seec.online/FAQ