

| **Leadership** jumpstart.
| **Level up** for the future.

Solving Complex Problems

Critically analyze problems and generate breakthrough solutions to the toughest organizational issues



Schulich
School of Business
Executive Education Centre

| **YORK U**



Solving Complex Problems

Organizational success rests in the hands of leaders who possess superior problem-solving skills. 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.

- 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.



Two full-day, live virtual sessions led by an instructor



Maximum 30 participants



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Program Highlights



14 hours
Thursday & Friday



6 modules
Over two days



Online
Entirely virtual and live
and network with peers



Certification
Add verifiable skills
to your resume

Course & Faculty

- **Making strategic decisions**

The key to great decision-making is clarity in generating options and criteria under challenging conditions. You will learn how to master this process.

- **Solving problems that can be solved**

Effective problem solving begins with careful definition of the problem. Leaders will learn a set of proven approaches for rational and creative problem solving.

- **Managing difficult dilemmas**

When a problem is highly complex, and resistant to multiple attempts at solution, it is a dilemma. Participants will use the 5-step Dialectical Solutions Method (DSM) to tackle their toughest strategic dilemmas.

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Stephen Friedman

Stephen has been on the Faculty at the Schulich School of Business at York University since 2000, where he teaches Organizational Behaviour, Human Resource Management and Strategic Leadership at both the BBA and MBA levels



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Participant Profile

Any manager, leader or director can immediately apply the strategic planning techniques. This program is highly relevant for:

- Corporate-level managers 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

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