

The two biggest problem-solving mistakes are: first, addressing problems without understanding the real root cause and second, not recognizing the real problem exists at all!

Problem-Solving and Decision Making

A skill development program focused on improving your abilities at **problem-solving and decision making**.

Program Overview

This workshop covers the essential components for all staff, supervisors, team leaders and managers to be able to recognize, understand and solve problems that exist within their workplace. It includes:

- Strategies for identifying problems and their source(s),
- Understanding the root causes of the problem,
- Identifying innovative ideas to resolve the problem,
- Evaluating the merits of each idea,
- Creating a workable plan to address the problem.

The dynamic format combines extensive participant interaction, group work and in-depth lectures. This helps to transfer the knowledge and skills necessary to effectively apply root cause analysis techniques in real-world problem situations.

For more information visit:

www.gaski.com/perform

or call: (905) 752-0366

Seating is limited - register early.

This workshop qualifies for

**continuing education credits/hours or
professional development units/hours.**

For more details visit www.gaski.com

Main Topics

- Observing a situation and understanding the impact,
- Describing the problem and the impact,
- Applying a root causes(s) analysis,
- Using critical thinking to identify the best options,
- Using critical thinking strategies to make decisions,
- Creating a plan to resolve the problem,
- Implementing the plan.

Learning Outcomes

- Demonstrate an ability to recognize and deal with potential problems in advance,
- Identify the problem impact on staff and on the organization,
- Use a root cause analysis strategy to identify the real cause(s) of the problem,
- Apply critical thinking to make effective decisions,
- Decide on the action plan to resolve the described problem.

Gaski Training and Development Centre

7181 Woodbine Avenue, Suite 103 • Markham, Ontario • L3R-1A3
www.gaski.com

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