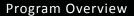
The two biggest problem-solving mistakes are: first, addressing problems without understanding the real root cause and second, not recognizing the real problem exists at all!

## Problem-Solving and Decision Making

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



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.





ONE WAY