



## SYSTEMS LEADERSHIP: systems building

# PROBLEM SOLVING AND DECISION MAKING

Leadership often requires thinking through complex problems and providing decisive answers. Problem Solving and Decision Making instructs leaders in employing a three step process to solve problems: understanding the issue, finding solutions, and planning next actions. This class includes activities to promote creative problem solving and techniques to identify the starting issue, desired outcomes, and root causes of problems. In addition, it provides an opportunity to develop a personalized action plan for solving problems and making decisions in the future.

### Objectives:

By the end of this workshop, participants will be able to:

- **Identify components for building consensus**
- **Apply a three-step problem solving process to workplace situations**

