

LEADING FOR PERFORMANCE

Today's employees don't respond to a manager who gives direction, but rather commit to a leader who asks for their help in setting direction. And today's business doesn't wait for decisions to go up and then back down the chain of command. It needs empowered leaders at all levels. Strong leaders understand that the performance, morale, and retention of their people is directly tied to the quality of their working relationships with them. They appreciate that getting involved in their people's professional development and involving their people in decision making leads to real-world results. When leaders perform, people perform. And when people perform, businesses succeed. *Leading for Performance* enables organisations to ensure their leaders can drive business performance through effective communication, employee selection, team building, coaching, conflict resolution, and more.

IGNITE TALENT

PROBLEM SOLVING

Problem Solving offers invaluable insights into more effective ways to solve problems in the workplace. Participants learn to reach better solutions more quickly, whether working by themselves or with a team; to experience less stress and frustration during the problem-solving process; and to build on what they already do when solving problems.

OFFERING OVERVIEW

With the rise of global business, increased adoption of virtual collaboration, and ongoing introduction of new generations into the workforce, today's workplace is more culturally, behaviourally, educationally, and philosophically diverse than ever before. To ensure that their work units remain productive and contribute to the execution of an organisation's business strategy, leaders need to appreciate that solving problems is a normal part of getting things done. Problems occur, and decisions must be made.

The program examines various concepts associated with effective problem solving:

- Distinguishing between two points of view about problem solving
- Recognising barriers to effective problem solving
- Learning the steps in an effective problem-solving process
- Learning and practicing techniques and tools for accomplishing each step
- Applying the problem-solving process to a case study

OFFERING DETAILS

Problem Solving is a practical, one-day, facilitator-led leadership effectiveness program. By participating in a variety of activities, learners discover how to apply a six-step process for solving problems in the workplace, as well as a process for defining a problem accurately.

Participants learn to:

- Reach better solutions more quickly, whether working by oneself or with a team
- Experience less stress and frustration
- Build on what they already do when solving problems

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