

Register for this one-day works hop today!

# Problem Solving and Decision Making

Thursday, May 6, 2010 - TIMMINS  
8:30 AM to 4:00 PM

Problem solving and decision making are core elements of all human activity that shape our lives and our organizations.

Every business accomplishment or failure, every opportunity seized or missed, originates from a decision someone made or failed to make.

This workshop explores principles, tools, best practices and case studies that will assist participants in advancing their problem solving and decision making skills and competencies.

It is geared toward all leaders employed in private or public organizations.



**Presenter:**  
Pat Bolger,  
MSc, BSc, CEA  
35 years  
leadership and  
management  
experience in industry,  
government and  
consulting.

## TOPICS TO BE COVERED

- The Art & Science of Problem Solving & Decision Making
  - Perception, Beliefs, Mental Models and Paradigms
  - The "Big Picture" (Vision, Mission, Purpose and Values)
  - Decision Making Approaches
  - Applying Multiple Intelligences at Work
  - Choice Theory and the Importance of Meeting Needs
  - Decision Obstacles, Biases and Victim Pathology
  - Responsibility / Accountability / Coaching / Mentoring
  - Why Decisions Fail - Why We Make Predictable Mistakes
  - Getting to the Root Cause of Problems
  - Constructive Dissent / Wisdom of Crowds / "Group Think"
  - Innovation & Creative Thought
  - Teams / Collaboration / Strategy / Negotiation
  - Decision Making in Times of Conflict and Times of Crisis
  - Systems Thinking / Evidence-based Approach
  - Consensus Decision Making
- EXERCISES / CASE STUDIES

Registration: \$250 + GST

Cost includes lunch and valuable binder containing workshop visuals and references.

Information / Registration:

Call Pat Bolger at (705) 471-8484 or email at [pbolger@bolgerandassociates.com](mailto:pbolger@bolgerandassociates.com)