



Critical Thinking & Strategic Problem Solving Skills for Leaders

Tackle everyday business challenges, critically analyze problems and generate breakthrough solutions to the toughest organizational issues.

by **Alex Lowy**
Adjunct Professor,
Schulich Business School



SPECIAL BONUS MATERIAL



Receive take home copy of Alex Lowy's new 2007 book **"No Problem"**

SEMINAR DATE:

August 13 - 14, 2008

VENUE: Hotel Equatorial, KL

Develop Your Critical Thinking & Problem Solving Skills in Our Fast-Paced Workshop:

- Learn a professional problem solving methodology which allows you to creatively manage strategic dilemmas and solve business problems
- Prioritize problems and establish practical and achievable action plans
- Apply new critical thinking approaches & overcome the 3 barriers to strategic problem solving
- **TRAIN OTHERS:** Effectively direct project team members to think critically and deploy strategic solutions

"An exciting new approach to problem solving that transcends our old ways of thinking that actually changes us into creative, responsible in which solutions abound" - STEPHEN R. COVEY, author, The 7 Habits of Highly Effective People and The 8th Habit: From Effectiveness to Greatness

Critical Thinking & Strategic Problem Solving Skills for Leaders



Develop Your
PROBLEM SOLVING
SKILL-SET!

PUBLIC SEMINAR | BUSINESS OPERATIONS



Organizational success rests in the hands of executives who possess superior problem solving skills. Successful business leaders are trained to examine problems and opportunities critically, and implement solutions to respond to competition and improve performance in their organization.

This new workshop gives you a step-by-step process for evaluating business options, and generating highly creative solutions in any area of your business.

Based on the new best-selling management books, *No Problem* by Alex Lowy and *The Power of The 2x2 Matrix* by Alex Lowy and Phil Hood, the course provides rapid, intuitive tools that enable executives to quickly cut to the heart of strategic and organisational decisions, focusing on areas that have the greatest impact on performance. The new skills gained at this workshop can be applied throughout your career.

Who Should Attend

Any senior manager, VP or director can immediately apply the strategic planning techniques, including:

- **Corporate-level managers and VPs** from all departments
- **Operations and Administrative Officers**
- **Project Managers** who must solve complex projects
- **Sales and Marketing team** members who must respond to new competitive threats

A 3 Module Course Design For Experienced Executives

The course addresses the three basic levels of business challenge:

1. Making Strategic Decisions:

The key to great decision-making is clarity in generating options and criteria under challenging conditions. You will learn how to master this process.

2. Solving Problems That Can Be Solved:

Effective problem solving begins with careful definition of the problem. Executives will learn a set of proven approaches for rational and creative problem solving.

3. Managing Difficult Dilemmas:

When a problem is highly complex, and resistant to multiple attempts at solution, it is a dilemma. Participants will use the 5-step Dialectical Solutions Method™ (DSM) to tackle their toughest strategic dilemmas.

Learn to Think Critically and Make Key Strategic Business Decisions

- 1 Study today's best practices in critical thinking and decision-making
- 2 Quickly identify the 3 basic problem levels
- 3 Learn to clearly define and frame organizational problems requiring solutions
- 4 Use the Dialectical Solutions Method™ (DSM) to manage highly complex strategic challenges in your organisation
- 5 Engage key stakeholders and team members
- 6 Understand how to analyze issues and identify the best possible solution
- 7 Apply new problem solving skills to your own strategic issues
- 8 Train others in effective problem solving and decision making

Program Content

Understanding The Problem Solving Hierarchy

- A senior executive's blueprint
- Examining the universe of business problems
- The 3 basis levels of business challenge: Making Decisions, Solving Problems, and Managing Dilemmas
- The 'Decisions to Dilemmas Model' as a form of problem solving triage

Making Effective Strategic Business Decisions

- The three main barriers to strategic problem solving: Faulty definition; Wrong level of complexity; Negative bias
- Identifying available options
- Establishing useful timeframes
- Gathering and evaluating decision criteria
- Following a structured decision process

Structured Problem Solving Techniques For Leaders

- Solving problems that can be solved

- Defining your problem to ensure resolution
- Identifying barriers that prevent successful outcome
- How serious is the problem – what level of repair is needed
- Using Rational analysis tools to problem solve
- The art of Creative Envisioning to address underlying issues

Managing Dilemmas: When Problems Can't Be Solved

- How do you solve important, highly complex challenges?
- Understanding the context surrounding a strategic dilemma
- Solving personal dilemmas vs. organizational dilemmas
- Using the 5 Step Dialectical Solutions Method (DSM) to solve dilemmas
 - [Step 1: Issues & Challenges](#)
 - [Step 2: Core Dilemma Definition](#)
 - [Step 3: Strategic Modeling & Analysis](#)
 - [Step 4: Gap Analysis](#)
 - [Step 5: Resolution Planning](#)
- Practicing the DSM model on a current issue

Critical Thinking Skills

- How to effectively frame, explore and reframe strategic issues
- Responding effectively to competitive change
- Evaluating solutions
- Identifying market opportunities
- Implementing, monitoring and adjusting your solutions

Overcoming Organizational Barriers to Success

- Eight archetypal dilemmas facing leaders
- The Core Dilemma
- Applying the DSM model to your business
- Navigating internal roadblocks that derail great solutions
- Project management techniques to keep initiatives on track

Overcome Three Barriers to Strategic Problem Solving During the Workshop:

- 1 **Faulty Definition:** We jump into solving problems without first qualifying and validating our challenge.
- 2 **Wrong Level of Complexity:** We apply a common approach to problems based on our past experiences.
- 3 **Negative Bias:** We have a natural tendency to assume problems are bad and should be avoided. Learn to turn issues into opportunities.

Instructor Profile

Alex Lowy

- Alex is an internationally renowned management instructor specializing in the creation of innovative work processes and information systems
- As co-founder of Digital 4Sight, a global technology-solutions consulting firm with headquarters in Toronto and San Jose, Alex specializes in strategic problem solving and critical thinking skills, and is also the author of three best-selling publications in the field.
- Alex consults widely as a strategic advisor and educator, helping organisations address major dilemmas in a systematic and effective manner. His clients included HP, IBM, Shell, CIBC, BMO and government bodies.

3 WAYS TO REGISTER:



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By Alex Lowy

Date: August 13 -14, 2008

Venue: Hotel Equatorial, Kuala Lumpur

Fees: RM3500 per participant

Group of 3 and above: RM3300 per participant



FAX your
registration to
03 - 7712 3366



MAIL to

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Level 8, No. 1, Uptown 1,
1 Jalan SS 21/58, Damansara Uptown
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Payment Policy

Upon signing this form, you are deemed to have read and understood the Registration Guidelines, Procedures and Policies and have accepted the terms contained therein. Registration Form together with the payment MUST reach us at least 5 working days before the commencement of the event.

Substitution of Delegate(s):

This is allowed, provided KMDC is notified in writing of the name(s) and designation of the new delegate(s) at any time prior to commencement of the event. Transfer of registration to the other KMDC courses is not allowed.

Cancellation

All cancellations of registration must be made to the office in writing. If cancellations are received: (a) more than 14 days before the event a full refund of the fees less 10% administrative charges will be given. (b) 7-14 days before the event a 50% refund will be given. (c) less than 7 days before the event no refund will be given but (i) substitute delegate is welcome to take your place or (ii) a set of course materials will be given.