Wisconsin Certified Public Manager Program

Problem Analysis and Problem Solving

Core Competencies Addressed in this Class:

Managing Work
Employ effective and creative problem-solving approaches and productivity tools.

Leading People
Apply a decision making model in order to make well-informed decisions in a timely and responsive manner.

Class Duration: One Day

Objective:
The successful public manager knows that effective problem solving and decision making (PSDM) is based on a systematic process for recognizing the problem or the decision that needs to be made, analyzing the situation, and then discovering effective solutions. This seminar presents models for managing this process and introduces an array of tools that managers can use to improve the PSDM process. Participants will learn about the different approaches to PSDM and how these approaches can and must be combined to enable the most effective solutions. The seminar also offers a variety of tools, methods, and approaches for enhancing communication, creativity, and team involvement in developing solutions to challenging problems and decisions.

Desired Learning Outcomes:
By the end of this class the participant will be able to:
1. Describe several alternative approaches for understanding and solving problems and the situations which best lend themselves to each approach.
2. Demonstrate the essential steps for effective problem solving.
3. Describe the essential steps for effective decision making.
4. Identify and practice specific tools and strategies for effective PSDM analysis and solving.
5. Apply PSDM tools and approaches to a variety of common problems in the public sector.

Instructor: Jeff Russell is co-director of Russell Consulting, Inc., where he specializes in helping organizations successfully respond to the challenges of continuous change with a focus on leadership, strategic thinking, leading change, and performance coaching.