Critical Thinking and Problem Solving for Public Service Leaders

Find Solutions to Problems and Implement Them through Effective Leadership Influence

Successful public service leaders excel in thinking through the complex issues that governments grapple with. But effective leaders do not work in isolation. They know that many solutions reside in the collective wisdom gained by working with others. Furthermore, implementing these solutions involves effectively influencing decision makers—senior management, Councils or Boards.

This highly interactive workshop explores concepts and skills for critical thinking, solution-oriented problem solving and effective presentations in a public sector setting. Sharpen your ability to unpack problems and opportunities, and make well-informed decisions. Coach your staff to bring you ideas rather than problems. Increase your chances of success when offering recommendations to top decision makers.

The program focuses on real-world issues facing participants. You will be guided through a process carefully linked to applicability in your government or non-profit sector agency.

Takeaways

- Leverage behavioural styles to develop critical thinking - in yourself and others
- Enhance your facilitation techniques to gain ideas from others, and to focus their efforts
- Fine-tune team decision making to multiply your options while avoiding “groupthink”
- Use proven frameworks to customize your situational problem-solving process
- Analyze and enhance your organization’s decision-making process
- Manage a structured solution-seeking process to foster public service innovation
- Adapt your presentations to public sector stakeholders and decision maker needs
- Apply effective presentation and influence skills for public service leadership success

Audience

This program is for senior managers and elected or appointed officials in federal, provincial, local, regional and First Nation government agencies. It is also for those in non-government organizations who are interested in enhancing their personal and organizational excellence.
Course Content

The Role of Leadership Styles in Problem Solving
- Personality style impact of public service actors
- Behaviours that promote and inhibit group contributions
- Transactional and transformational approaches to public service challenges

Diversifying your Facilitation Methods
- Facilitation basics for designing and leading processes
- Methods for encouraging open dialogue among public sector actors and interests
- Focusing discussions to arrive at recommendations or decisions

Analyzing Group Dynamics
- Four effectiveness ‘P’s’ for process preparation and assessment
- Symptoms and success criteria for the 4 stages of group development
- Preventive and remedial strategies for group dynamic challenges

Seeking Practical Solutions
- Customizing your approach to address ‘real time’ public service topics
- Remedies for common problem-solving process challenges
- Four-step solution-seeking structure to guide problem-solving processes

Preparing Effective Recommendations
- A reality check for public sector agencies to make practical decisions
- Assembling information required of public service decision makers
- Analyzing public service agency decision-making processes

Making Powerful Presentations
- Assessing elected and appointed public service executive needs
- Preparing and using various techniques for effective presentations
- Improving your presentation skills and approach: practice and feedback

Decision-Making Follow-Up
- Learning from your problem-solving and decision-making experiences
- Ensuring successful implementation of decisions
- Enhancing your personal leadership development
Special Features

Prior to the program, you will identify issues you are currently facing. You will then lead an in-class “issue statement to decision” process for dealing with it. You will receive personalized feedback on your facilitation and presentation efforts, to enhance your chances of future success. You will leave the program with new ideas for tackling your real-world issues, as well as templates and checklists for effective leadership action.

Session Leader

**Dr. Gordon McIntosh** CLGM has 35+ years of management and consultancy experience with government agencies. As Senior Advisor at CivicExcellence and Gordon A. McIntosh Inc., he provides governance development, strategic facilitation and leadership training services. His current interests focus on alignment strategies for effective political/administrative relations. He has also conducted over 1,300 training sessions throughout Canada and internationally, involving more than 140,000 local government elected officials and staff. His students affirm that his dynamic sessions enable them to make an immediate leadership difference back at work.

To Register

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