

Problem Analysis and Problem Solving for Public Managers

Build your problem-solving and decision-making toolkit

When: July 22, 2021

Where: Online

Successful managers know that problem-solving is based on a systematic process of recognition and analysis. Learn the limitations of your present problem-solving style and how to overcome them. Examine communication processes to improve creativity, identify roles for groups and teams in problem-solving, and discover how to define problems in new ways.

By the end of this class, you should be able to:

1. Describe several alternative approaches for understanding and solving problems and the situations which best lend themselves to each approach.
2. Discuss the core principles for effective problem solving and decision making and how to best integrate these principles into your daily practice.
3. Demonstrate the essential steps for effective problem solving.
4. Describe the essential steps for effective decision making.
5. Identify and practice specific tools and strategies for effective PSDM analysis and solving.
6. Apply PSDM tools and approaches to a variety of common problems in the public sector.
7. Discuss the benefits of stakeholder involvement in the PSDM process.
8. Develop a personal plan for applying the PSDM principles and tools to your situation.

Instructor: Jeff Russell (MS, UW-Madison) is codirector of Russell Consulting, where he helps organizations successfully respond to the challenges of continuous change. He focuses on leadership development, strategic thinking, leading change, understanding and dealing with behavioral styles, and performance management.

Testimonials:

"The instructor was excellent. I appreciate the format- the surveys and breakout session were helpful."

"That PSDM is going to be a paradigm shift for me...from 'think, think, react' to 'use a process, slow down'. Thank you Jeff!"

"Concepts presented are extremely practical and readily applicable to my daily life."

Register at: <https://localgovernment.extension.wisc.edu/cpm-public-courses>



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