

PROBLEM SOLVING

In-Council Training

LGMA's extensive experience working directly with councils across Queensland uniquely equips LGMA to develop and tailor specialist workshops and training programmes, specific to the needs of individuals and teams within council.



Overview

This workshop offers a series of processes and mechanisms to assist participants to consider problems in different ways. Selecting the right tool for the right problem can open teams to consideration of different solutions and thinking.

This is not about linear problem analysis and suits teams and individuals who are dealing with 'wicked' problems or matters that have been long-term issues for council. It teaches participants to consider whether the 'problem' is actually a problem and to look at alternative thinking in relation to the issues.

This is a hands'-on, activity-based session where participants have the opportunity to apply different problems techniques.

Discover how to

- ✓ Consider several avenues for assessing problems
- ✓ Determine the right tool to create different thinking based on the matter at hand
- ✓ Tailor discussions to elicit new and innovative thinking
- ✓ Determine which problems need solving and which can be dissolved through different thinking
- ✓ Mechanisms to challenge habitual thinking

Content

- 1 When is a problem a problem?
- 2 When is new thinking required?
- 3 5+ tools for problem solving
- 4 Which problem solving technique for which problem?
- 5 Creating an environment to support innovative problem solving

"We cannot solve our problems with the same thinking we used when we created them."

- Albert Einstein

Key Details

Course duration: Half-day - Full-day workshop
Delivery mode: Face to Face, training in your council
No. Participants: Up to 24 participants
Enquiries: support@lgmaql.org.au