



Building Leadership Skills: Problem-Solving and Decision-Making

Workshop Agenda

Winter 2006-2007

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Instructor

An Infopeople Workshop

1. Introductions and Logistics

2. Defining the Problem

- ◆ *Exercise #1: Case Study 1 – Systems*
- ◆ *Exercise #2: Case Study 2 – Reference*
- ◆ Decision Politics

3. Working towards a Decision

- ◆ Gathering Additional Data
- ◆ *Exercise #3: “Decision Quality” Information*
- ◆ *Exercise #4: Additional Data*
- ◆ Laying It All Out
- ◆ *Exercise #5: Mind Mapping*
- ◆ Identifying Options
- ◆ *Exercise #6: Brainstorming Some Options*
- ◆ Evaluating Options
- ◆ *Exercise #7: Six Thinking Hats*

4. Making the Decision and Moving Forward

- ◆ *Exercise #8: Communicating Your Decision*
- ◆ Strategic Thinking
- ◆ When Things Go Wrong

Summary and Evaluation

There will be two 15-minute breaks and an hour for lunch.