

# Workshop Outline



*"Your Project Management Knowledge Connection"*

## OVERVIEW

Two of the greatest challenges facing organizations today is the development of effective problem-solving skills in their people and creating effective teams. Globalization has created demand for significant business change such as continuous process improvement, downsizing and new product launch. The success of these radical changes and initiatives depends on the ability of people at all levels to think critically and solve problems creatively, in a collaborative team approach.

## AUDIENCE

The workshop is intended for managers and staff who are involved in, or planning to be involved in projects or teams of any size and type, or for people wanting to enhance their ability to effectively build and work in team environments.

## BENEFITS

- Build more effective and productive teams
- Learn to create team synergy
- Promote collaborative group decision-making behaviours
- Employ good communication to reduce potential conflicts
- Learn lateral thinking strategies and techniques
- Improve creative problem-solving skills

## FORMAT

This hands-on workshop employs action-learning team simulated exercises of "real world" business and project environments that will provide you with practical experience. Participants as part of a team, are presented with different problems and challenged to find creative and workable solutions, while building team effectiveness. Come learn how to switch from traditional vertical thinking to lateral thinking techniques, and improve your creative problem-solving skills. This will allow you to see problems in a new way, enabling you to come up with innovative alternatives.

In addition, using a collaborative group decision-making approach, you will assess your individual versus team effectiveness. Teams that utilize resources effectively can produce results beyond the mere sum of the individual inputs – thereby creating team “SYNERGY”.

In addition, hand-outs are provided for reference, dialogue sessions and reviews are conducted for experience and idea sharing, and guided feedback from the Workshop Leader to reinforce learning.

This format of learn-by-doing will enable you to immediately apply the skills back at work.

## TAKE-AWAYS

- Reference Manual
- Hand-Outs and Templates
- Certificate of Completion
- 7 PMI® Professional Development Units (PDUs)
- Website & Book References

## COURSE CONTENT

### Introduction

- Workshop Guidelines
- Introductions
- Workshop Objectives, Format & Agenda

### Collaborative Group Decision Making

- Problem Solving Skills – Basic & Synergistic
- Constructive Conflict Resolution
- Managing Issues and Concerns
- Fit in the Project Life Cycle
- Challenges
- Key Lessons Learned

### Creative & Critical Thinking Techniques

- Vertical and Lateral Thinking
- Creative and Critical Thinking Techniques
- Key Considerations
- Challenges
- Key Lessons Learned

### Workshop Conclusion

- Avoiding the Mistakes of the Past - Tips to Remember
- Individual Opportunities for Improvement



Inquire About Our  
Customized Workshop  
Solutions





### **Inquire About Our Customized Workshop Solutions**

If your business requires confidentiality or a tailored approach to your business, a customized approach is available. Call us at 604-461-0104, or email [learning@ciki.ca](mailto:learning@ciki.ca).

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