Strategic Approaches to Solving Complex Problems

ACQUIRING THE KEY TO UNLOCKING FUZZY PROBLEMS

COURSE OVERVIEW

Today’s business problems are increasingly impossible to define, let alone solve. Why? Because they’re not just complex — they’re complex. If the problem is complex, then ambiguity rules and traditional problem-solving approaches not only don’t work, but they usually make the situation worse.

What areas are prone to complexity? Change, culture, innovation, large-scale IT projects, brands, communications and even strategy. If you have multiple stakeholders; if you are experiencing confusion, discord or lack of progress; if the issue is defined more by what you don’t know than what you do; and if it morphs with every attempt to address it — then the problem is likely to be complex.

Complex problems have the highest levels of uncertainty and ambiguity, but they also yield the most value. Upshot? Complex problems are the problems most worth solving. So it’s unfortunate so few are trained to do so.

This course will focus on developing the competencies you need to tackle your complexest problems by enabling the required creative mindset, decision-making abilities and critical thinking techniques you need to stand out in your field.

COURSE INFORMATION

MODE
Virtual Learning

DURATION
14 hours over 5 days (includes Live Workshops and Online Learning)

TIME
Days 1 & 5: 9.30-11am AEST
Days 2-4: 9.30am-12.30pm AEST

WHO SHOULD ATTEND?
• Mid–senior level managers in all industry sectors
• High-potential managers or those wishing to extend their career by learning these valuable skills
• Business managers responsible for innovation, change or IT projects

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COURSE OBJECTIVES
This course is designed to provide the practical frameworks, tools and techniques needed to navigate in environments defined by ambiguity, where clear problem definitions and solutions do not exist.
It will challenge current business assumptions and demonstrate the creative problem-solving approaches that are the key to unlocking the value in such ‘fuzzy’ and frustrating spaces, facilitating a mindset shift to a more flexible mode of operating.

COURSE OUTCOMES
- Identify and understand the dynamics of different classes of problem
- Anticipate the barriers to solving complex problems
- Develop the mindset and abilities needed to operate effectively in this space
- Practice pragmatic tools and techniques to navigate the ambiguity of complex problems
- Become more comfortable with uncertainty and ambiguity
- Become more flexible and resourceful in how you think, respond and lead

WHAT YOU WILL LEARN

MODULE 1
UNDERSTANDING HOW WE’LL COLLABORATE TO SOLVE A COMPLEX PROBLEM
- Introduction to course flow and each other
- Problems review
- Tech check

MODULE 2
UNDERSTANDING THE PROBLEM SPACE
- Different types of problems
- Underlying assumptions that determine outcomes
- Creative approach to tackling complex problems

MODULE 3
OPENING UP THE PROBLEM SPACE: GETTING UNSTUCK
- Navigating ambiguity
- Managing your own state and determining your sphere of influence
- Changing perceptions to open up problem space

MODULE 4
OPENING UP THE PROBLEM SPACE: MOTIVATIONS AND MOMENTUM
- Empathy and stakeholder management
- Determining motivations and objectives
- Creating momentum through experimentation

MODULE 5
CHALLENGES IN APPLICATION
- Group Coaching Session
- Challenges of putting the process into practise
- Practical tips and tricks

“True genius resides in the capacity for evaluation of uncertain, hazardous and conflicting information.”
Winston Churchill

COURSE FACILITATOR
KAREN PLATT
Karen’s passion lies in developing purpose led strategies for organisations and community.
A senior leader across multiple disciplines including Customer Experience, Innovation, Marketing, Product Management, New Product Development, Sales and Operations in the Corporate market. Karen’s track record in leading various functions has given her a deep understanding of business and of building high performing teams.
Karen has led change in complex environments to build organisational wide commitment to customer centricity and innovation delivering significant improvements for customers and the business. Karen’s strength lies in her ability to translate complex information into a narrative to inspire action within the organisation and implement improvements with measurable results.
Karen offers her insight and practical experience in customer experience, innovation, change management and leadership to the corporate and not for profit sectors in way of thought leadership, content creation, training and coaching.
Karen currently leads a start-up fashion business focused on creating a clothing range for women in business. She also consults on strategy, customer experience and change management to the corporate and not for profit sectors. In addition, Karen is the Expert in Residence Macquarie University Incubator, supporting starts ups, researchers and students in ensuring they build products and solutions centred on the customer need.
Karen’s passion lies in developing purpose led strategies for organisations and community. Karen previously led the Optus Business Corporate Social Responsibility program, is a founding member of the Gidget Foundation, a founding Director of the Cowboys Community Foundation and currently Chair of the Generous & the Grateful.

HOW YOU WILL LEARN
VIRTUAL LEARNING
Over the duration of your course, you will participate in online learning and live workshops utilising a custom built platform for your learning. You will also take part in e-learning independently and with your peers to embed learning.
Virtual workshop sessions bring a real-time, social learning environment, where you can share and learn from your peers and your expert facilitator with a limit of 20 participants per course.