



Problem Solving Leadership

The [ASQ Charlotte Section](#) Annual Conference 2013, *Quality Conference of the Carolinas* will focus on Leadership Development with three different tracks. After enjoying a brief introduction by our anchor sponsor, Snyder's-Lance, attendees will have the opportunity to choose from Problem Solving Leadership, Strength-Based Organizational Change and The Cultural Shift in Healthcare.

The conference is held at [UNC Charlotte Center City](#), 320 East 9th Street, Charlotte, NC 28202. It is a one-day event on April 16th with registration beginning at 7:30 AM and the conference from 8:30 AM to 5:00 PM. Additional information and registration can be obtained at <http://www.asqcharlotte.org/ASQ/>. You are welcomed to register at the door, but each tract is limited to 40 participants. Please check availability.

Problem Solving Leadership track will be presented by Dr. Jeffrey G. Soper. If you are a HR, IT, Quality, Accounting executive waiting for a seat at the leadership table, this track is directed at you. Through a combination of facilitated discussions and activities, participants will gain a high level insight into a few of the key concepts, models, business value propositions, and associated tools upon which Problem Solving Leadership™ is based.

Outline of Problem Solving Leadership: A Workshop for Quality Professionals

Through a combination of facilitated discussions and activities, participants will gain high level insight into a few of the key concepts, models, business value propositions, and associated tools upon which Problem Solving Leadership™ is based. This 1-day workshop - offered exclusively to the Charlotte Section of ASQ – provides a preview of a more expansive blended learning Problem Solving Leadership™ program to be introduced in June, 2013.

Workshop Topics

- The Business Value Chain
- Linking Leadership, Quality and Performance
- Creative and Critical Thinking
- The Lean Movement
- Is There an 8th Muda? ... a 9th Muda?
- Exploring the Creativity Process
- Understanding Problem Solving Leadership
- Understanding Organizational Equilibrium
- The Evidence
- Summary, Conclusions and Questions

Since the early sixties, literally thousands of books and articles have been written about leadership – what it is, what it can do, and how to develop it. Global spending on leadership training and development has ballooned from approximately \$10B in the mid-eighties to a staggering estimated \$60B in 2013. The promise of leadership is compelling however this promise is yet to be realized.

In his upcoming book Problem Solving Leadership™, Dr. Jeffrey G. Soper challenges the conventional wisdom of current leadership development thought and practice stating that “The problem with leadership can be found in the definition of the leadership problem.” His challenge is not that the focusing upon leadership skills and follower receptivity is wrong, but rather that it is incomplete. Problem Solving Leadership™ contends that a, or perhaps the, key element of the leadership problem is missing – the nature of the work to be accomplished.

About the presenter:

Jeffrey G. Soper, Ph.D., Executive Director of the International Strategic Business Partner Institute, and the creator of Problem Solving Leadership™, the C.L.I.C.K™ Process, and the Organizational Equilibrium Model™. Dr. Soper is a seasoned executive, consultant, author, and coach who is a recognized expert in the fields of leadership development, performance improvement, and creativity and innovation.

About ASQ Charlotte Section: The American Society for Quality (ASQ) Charlotte Section’s mission is to create experiential quality development and learning opportunities that add value to our Members, the Business Community, and the Greater Charlotte Community.

About ASQ: The American Society for Quality (ASQ) is the world’s leading authority on quality. With more than 85,000 individuals and organizational members, this professional association advances learning, quality improvement, and knowledge exchange to improve business results, and to create better workplaces and communities worldwide.

Charlotte ASQ: Quality Conference of the Carolinas

Tuesday, April 16, 2013 | 8:30 am – 5:00 pm
Registration/Networking 7:30 am – 8:30 am
UNC Charlotte – Center City
320 E. 9th Street, Charlotte, NC 28202

Three Tracks:

1. Problem Solving Leadership: A Workshop for Quality Professionals
2. Strength-Based Organizational Change: A Positive Framework for Sustainability
3. Quality Improvement Challenges in an Era of Healthcare Reform

Credit: 6.42 ACHE Qualified Education Contact Hours / 6.42 Contact Hours / 0.642 CEUs / 6.42 RUs

Contact Info: Regarding ACHE credit and/or CEUs: Alison Rogers, 704.512.6811

Any Other Conference Info: John W. Wyllie, wylliejohn@yahoo.com



For more information or to register, please go to www.charlotteahec.org > Continuing Education > Leadership Development or www.asqcharlotte.org

