

WORKSHOPS 2010

SUCCEED IN TODAY'S LEAN TEAM ENVIRONMENT

Find the root cause of problems

Make sound decisions that are supported and implemented

Anticipate and prepare for future risks

Consistently apply your efforts to the issues that matter most

Ask incisive questions

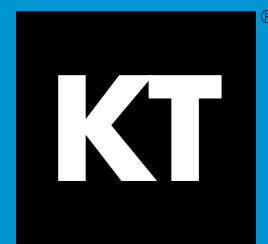
Lead and work more effectively in teams



Kepner-Tregoe PROBLEM SOLVING & DECISION MAKING



RAPID RESULTS

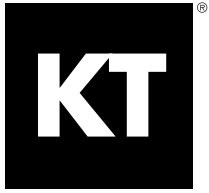


LASTING VALUE

WWW.KEPNER-TREGOE.COM



Problem Solving & Decision Making



The Gold Standard in Critical Thinking Skills

Groups resolve issues better by using a systematic process that is grounded in reason, evidence and creativity.

The KT Problem Solving & Decision Making methods are systematic techniques that guide critical thinking to maximise expertise and use data effectively.

Implementing the KT approach uncaps critical thinking and diverse expertise and directs it at your most pressing issues.

The KT methods have been used globally to save billions of dollars and improve quality, productivity, profitability, market share, customer satisfaction and other key measures.

Begin Using a Step-by-Step Process that Applies the **Best Thinking** to Your Problems, Decisions and Plans

PROBLEM ANALYSIS

Find the root cause of any problem and correct it

What it is

Problem Analysis is a process for gathering and analysing just the information needed to find and correct the true cause of a problem.

Any performance that is poorer than expected, including tough people problems, can be addressed by Problem Analysis.

What participants learn

- Respond quickly, but avoid panic and wasteful action when faced with a problem
- Gather information critical to solving the problem while avoiding irrelevant data
- Evaluate possible causes systematically to determine the most likely cause
- Prove conclusively that the true cause has been found
- Apply the same corrective action to areas that may experience the same problem

DECISION ANALYSIS

Make the best balanced choice that is fully supported and implemented

What it is

Decision Analysis marries logic, expertise, creativity and factual information to guide individuals and groups to sound choices.

Choosing any course of action large or small, whether it is a purchasing, personnel, operations, project, product or customer decision, will benefit from the application of Decision Analysis.

What participants learn

- Clarify the purpose of a decision before jumping to a choice that may not make sense
- Quantify the relative importance of the factors influencing a decision
- Use creativity constructively to find the very best range of options
- Evaluate alternatives objectively and fairly
- Reveal and assess the acceptable risk of a choice
- Present and assess recommendations and build commitment to a choice
- Make better choices under time pressure

POTENTIAL PROBLEM/ OPPORTUNITY ANALYSIS

Prepare and respond to future threats and opportunities

What it is

Potential Problem/Opportunity Analysis combines past experience and creative insights about the future to logically analyse and prepare for the risks and rewards that could occur.

Any action or project, whether it is preparing for a presentation or managing a plant shut-down, will benefit from Potential Problem and Potential Opportunity Analysis.

What participants learn

- Identify critical areas of any plan
- Assess the relative importance of threats and opportunities
- Use creativity constructively to plan how to avoid future problems and benefit from future opportunities
- Involve others to translate planning into action
- Respond quickly while avoiding costly mistakes

SITUATION APPRAISAL

Break complex situations into actionable, prioritised components that put the right people working on the right things in the right way

What it is

Situation Appraisal reveals all the aspects of a situation and their relative priority. It then determines what different courses of action are needed and who needs to be involved for effective resolution.

Whether it is responding to a crisis, managing day-to-day operations, or improving hand-offs between shifts, almost any situation requiring effective action will benefit from the application of Situation Appraisal.

What participants learn

- Ask the right questions to gather, clarify and confirm project information
- Use techniques that ensure that project information is heard
- Set expectations and coach others to achieve top performance
- Align and support high performing project teams
- Make the best use of meetings

Maximise Results



RAPID RESULTS:

Our processes are designed to yield immediate, measurable results. We identify concrete issues and specific improvements you can expect and then measure and appropriately monetise the rapid gains we have made.

LASTING VALUE:

Our dedication to creating value helps to ensure that the rapid results we achieve are sustainable long-term. By embedding our processes into the way work is done, you can achieve this same success long after we are gone.

THE KT WAY:

We pioneered rational thinking processes. We apply them to drive both strategic and operational outcomes. We collaborate with your team. We transfer capability to your organisation. We drive rapid results and create lasting value.

Inside our Problem Solving & Decision Making Workshop

WHO SHOULD ATTEND?

The workshop is recommended for managers at all levels, from supervisors, project and middle managers to top executives. Employees, staff and team members that participate in problem solving and decision making or implementation are encouraged to attend. The workshop will provide nearly anyone with concise and comprehensive concepts that can be applied immediately.

FEATURES OF THIS THREE-DAY WORKSHOP

Pre-Workshop Preparation

Prior to the workshop participants receive prework that helps them identify meaningful application topics to focus on during the workshop.

During the Workshop

Individual attention from the instructor ensures mastery of all key problem solving and decision making skills. Time is set aside for individual questions and concerns.

Post-Workshop

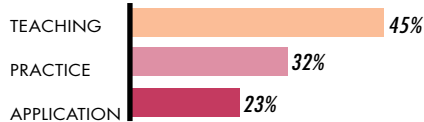
Keppner-Tregoe professionals are available to ensure application of skills following this workshop. Participants are invited to call our head office on 1 800 634 453 with their specific questions or concerns.

Workshop Materials

All participants receive the Notes and Reference manual and *The New Rational Manager*. These sourcebooks allow you to concentrate on the workshop and avoid unnecessary note taking.



Hours	DAY ONE	DAY TWO	DAY THREE
0.5	Opening Briefing	Review Day 1	Review Day 2
1.0	Questioning Discovery	Questioning Skills Teach	PPA/POA Basics Teach
1.5	Process Overview	Distinctions & Changes Practice (Specification)	PPA or POA Practice
2.0	SA Teach	Distinctions & Changes Teach	PPA or POA Application (Single Action)
2.5	PA Introduction	Distinctions & Changes Practice (Evaluate & Confirm)	PPA Techniques Teach
3.0	PA Discovery	DA Clarify Purpose Teach	PPA or POA Application
3.5	PA Demo	DA Practice (Objectives)	Listening Teach
4.0	PA State & Specify Teach	DA Evaluate & Choose Teach	Questioning & Listening Exercise
4.5	PA Basics Practice (Specification)	DA Practice (Alternatives & Risks)	SA Review & Teach
5.0	PA Evaluate & Confirm Teach	DA Application (Choose in Group)	SA Exercise
5.5	PA Basics Practice (Finish Spec & Test)	Final Planning	SA Application
6.0	PA Application (Spec & Test)	Summary & Evaluation	
6.5	Review & Opportunity		
7.0			
7.5			
8.0			



USING KT PROCESSES

Outer space. Rapid use of KT Problem Analysis aboard Apollo XIII helped NASA engineers take contingent actions that brought the flight crew safely home—saving lives and supporting a team that was separated by a quarter of a million miles.

Selection process. After a large, global company required use of KT Decision Analysis for developing job descriptions and hiring, the number of contested hiring decisions dropped to a fraction of prior levels.

1,200 years. Combining training and coaching in KT troubleshooting techniques with process redesign, software tool development and Six Sigma discipline, Sun Microsystems' support organisation reduced total customer wait time by the equivalent of 1,200 years per year.

Who has had success The KT Way?

ANZ Banking Corporation
AMCOR
AMP
BHP Billiton
Bluescope Steel
Boral
Cadbury Schweppes
Cement Australia
CISCO Systems
Crown Casino
CSR
EDS
General Motors Corporation
IBM

Kimberly Clark Corporation
Mayne Pharma
Onesteel
Orica Australia Pty Ltd
Queensland Rail
Rio Tinto Group
Robert Bosch
Simplot
Tarong Energy
Telstra
Toyota Motor Corporation
Visy
Westpac
Worksafe Victoria

Kepner-Tregoe Problem Solving & Decision Making

2010 Booking Form

TO BOOK ON-LINE Go to www.kepner-tregoe.com, click on the 'workshops/events' menu and select 'schedule'

TO BOOK BY FAX Complete the booking form and fax to: 02 9955 1625

TO BOOK BY MAIL Complete the booking form and mail to: Kepner-Tregoe Australasia Pty Ltd. PO Box 1333, North Sydney, NSW 2059

2010 Dates & Locations

- 10-12 Feb...Melbourne
- 17-19 Feb..... Sydney
- 10-12 MarBrisbane
- 17-19 Mar ..Melbourne
- 17-19 Mar Perth
- 22-24 Mar Auckland
- 24-26 Mar Sydney
- 5-7 MayMelbourne
- 10-12 May Adelaide
- 12-14 May Sydney
- 9-11 JunMelbourne
- 21-23 Jun... Wellington
- 30 June-2 Jul... Sydney
- 7-9 JulMelbourne
- 14-16 JulBrisbane
- 9-11 Aug Perth
- 18-20 Aug..Melbourne
- 18-20 Aug..... Sydney
- 13-15 Sep Adelaide
- 22-24 Sep Sydney
- 6-8 Oct.....Brisbane
- 6-8 Oct.....Melbourne
- 18-20 Oct..... Auckland
- 27-29 Oct..... Sydney
- 10-12 Nov..Melbourne
- 1-3 Dec Sydney

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Fax (61 2) 9955 1625



Please book in:

NAME: _____
JOB TITLE: _____
COMPANY: _____
ADDRESS: _____
CITY: _____ STATE: _____ POST CODE: _____
PHONE: _____ FAX: _____
EMAIL: _____
ACCESS / DIETARY REQUIREMENTS: _____

eThink® Desktop *(the electronic support tool for PSDM)*

- In addition to attending the Problem Solving and Decision Making workshop I would like to purchase Kepner-Tregoe's eThink® Software
*Pricing Australia - A\$770.00 per license (incl. 10% GST) to be collected at the workshop.
NZ - NZ\$945.00 per license (incl. 12.5% GST) to be collected at the workshop.*

Payment:

PAYMENT/CHEQUE ENCLOSED
 CREDIT CARD
 MASTERCARD VISA AMEX DINERS (AUSTRALIA ONLY)
CARD NO.: _____
CARD HOLDERS NAME: _____ EXPIRY DATE: _____

I'd like to receive information on these topics:

- The advantages of bringing our workshops on-site to your organisation.
- A free, on-demand webcast about Problem Solving & Decision Making.
- A case study demonstrating the application of Problem Solving & Decision Making to achieve dramatic business results.
- Software support - eThink is the first software to enhance the Problem Solving & Decision Making process.
- Optional competency assessment towards a Statement of Attainment in Certificate IV Business BSB40207 (Additional fees apply)

Fee

For workshops in Australia the fee is AUST\$1,925 per person (includes GST).

For workshops in New Zealand the fee is NZ\$2,160 per person (includes GST).

Registration and payment are required to confirm your place. Payment terms are 14 days prior to workshop commencement.

Cheques, EFT and credit card payments are accepted. Please note that credit card payments will have a 3.3% fee applied.

Enquiries

Please contact the Public Sessions Coordinator on 02 9955 5944 or 1800 634 453.

Confirmation and Pework

Nomination will be confirmed on payment of workshop fee. Assuming payment has been made, the participant will receive prework two to three weeks prior to the workshop.

Cancellations and Transfers

Please note that cancellations or transfers will only be accepted in writing up to 14 days prior to workshop commencement. After that time, no refunds can be given. A replacement delegate may be sent.

- I am not interested in receiving any further information from Kepner-Tregoe.