



PROBLEM SOLVING & DECISION MAKING

The gold standard in critical thinking skills

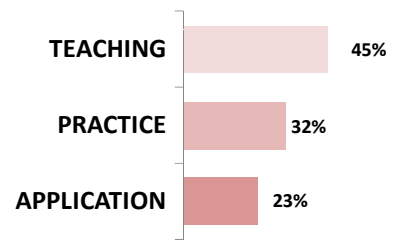
BENEFITS

Enhance your critical thinking skills with processes that dramatically improve the way you organize and analyze information.

- Ask incisive questions
- Make sound decisions
- Solve critical problems
- Manage complex issues
- Work more effectively in teams to improve productivity, reduce cost and grow the business

WHO SHOULD ATTEND

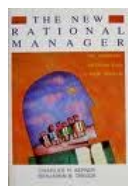
Managers and executives at all levels who must solve problems, make decisions and implement plans will benefit from this workshop – now and for years to come. Employees and support staff who participate in problem solving and decision making within their work units are also encouraged to attend.



WORKSHOP DESCRIPTION

Our classic workshop is the gold standard in critical thinking skills training. This workshop helps you learn and apply KT questioning techniques that improve the ability to cut through complex situations, use data effectively, weigh options logically and act decisively. You will learn to maximize your critical thinking skills, systematically organize and prioritize information, set objectives, evaluate alternatives and analyze impact.

Implementing the KT approach uncaps critical thinking and expertise and directs it to your most pressing issues. KT methods have been used globally to save billions of dollars and improve productivity, quality, profitability, market share, customer satisfaction and other key measures.



Time (hours)	Day 1	Day 2	Day 3
0.0 - 0.5	Opening Briefing	Review Day 1	Review Day 2
0.5 - 1.0	Questioning Discovery	Questioning and Listening Skills	PPA/POA Basics Teach
1.0 - 1.5	Process Overview	Distinctions and Changes Case Practice	PPA/POA Application
1.5 - 2.0	SA Teach	Distinctions and Changes Teach	B R E A K
2.0 - 2.5	B R E A K	B R E A K	B R E A K
2.5 - 3.0	PA Introduction	Distinctions and Changes Case Practice: Evaluate	PPA/POA Techniques Teach
3.0 - 3.5	PA Discovery	DA Basics Teach: Clarify Purpose	PPA/POA Application
3.5 - 4.0	PA Demonstration	LUNCH	LUNCH
4.0 - 4.5	LUNCH	LUNCH	LUNCH
4.5 - 5.0	PA Basics Teach: Describe Problem	DA Practice: Clarify Purpose	Q and L Skills Case Practice
5.0 - 5.5	PA Case Practice: Describe Problem	DA Basics Teach: Evaluate Alternatives	SA Review
5.5 - 6.0	PA Basics Teach: Evaluate and Confirm	DA Practice: Evaluate, Assess, Decide	SA Exercise
6.0 - 6.5	B R E A K	B R E A K	B R E A K
6.5 - 7.0	PA Case Practice: Evaluate and Confirm	Decision Analysis Application	SA Application
7.0 - 7.5	PA Application	Review and Opportunity	Final Planning
7.5 - 8.0	Review and Opportunity	Review and Opportunity	Summary and Evaluation
8.0 - 8.5			

Begin using a Step-by-Step Process that applies the Best Thinking to your Problems, Decisions and Plans

WHAT YOU WILL LEARN

KT PSDM methodology has four distinct processes, each designed to address a specific type of issue or concern



2010 Schedule

Jan. 25 - Jan. 27, 2010	Malaysia
Feb. 3 - Feb. 5, 2010	Singapore
Mar. 10 - Mar. 12, 2010	Thailand
Apr. 19 - Apr. 21, 2010	Malaysia
May. 12 - May. 14, 2010	Singapore

Jun. 2 - Jun. 4, 2010	Thailand
Jun. 30 - Jul. 2, 2010 (Eng)	Thailand
Jul. 12 - Jul. 14, 2010	Malaysia
Aug. 18 - Aug. 20, 2010	Singapore
Sep. 8 - Sep. 10, 2010	Thailand

Oct. 4 - Oct. 6, 2010	Malaysia
Nov. 10 - Nov. 12, 2010	Singapore
Dec. 1 - Dec. 3, 2010	Thailand

Workshop Hours are 9:00 am to 5:30 pm
Dress is business casual



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