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
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 harnesses 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.

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.

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 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 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 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 shutdown, 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 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

IN-COMPANY WORKSHOPS AVAILABLE.
PLEASE CONTACT US TOLL FREE ON 1800 634 453
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**
  Kepner-Tregoe professionals are available to ensure application of skills following this workshop. Participants are invited to call our head office on 1800 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.

**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
- Essential Energy
- General Motors Corporation
- Griffins Foods
- IBM
- Kimberly Clark Corporation
- Mayne Pharma
- Onesteel
- Orica Australia Pty Ltd
- Queensland Rail
- Rio Tinto Group
- Robert Bosch
- Simplot
- Telstra
- Toyota Motor Corporation
- Visy
- Westpac
- Worksafe Victoria

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<td>PPA/PDA Basics Teach</td>
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<td>Distinctions &amp; Changes Practice (Evaluation &amp; Confirm)</td>
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Teaching 45%
Practice 32%
Application 23%
2012 Dates & Locations
- 08-10 Feb............Sydney
- 08-10 Feb.............Melbourne
- 15-17 Feb............Brisbane
- 19-21 Mar..............Perth
- 21-23 Mar.............Sydney
- 28-30 Mar..........Melbourne
- 02-04 May.........Auckland
- 09-11 May..........Sydney
- 16-18 May.........Melbourne
- 28-30 May.........Adelaide
- 13-15 Jun........Wellington
- 20-22 Jun..........Sydney
- 27-29 Jun.........Melbourne
- 11-13 Jul.........Brisbane
- 01-03 Aug.........Sydney
- 06-08 Aug.........Perth
- 08-10 Aug.........Melbourne
- 29-31 Aug.........Brisbane
- 12-14 Sept........Sydney
- 17-19 Sept........Adelaide
- 26-28 Sept.........Melbourne
- 24-26 Oct..........Sydney
- 12-14 Nov..........Auckland
- 21-23 Nov........Melbourne
- 05-07 Dec........Sydney

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$880.00 per license (includes 10% GST) to be collected at the workshop.
  NZ - NZ$1150.00 per license (includes 15% 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 AUS$2,079 per person (includes 10% GST).
For workshops in New Zealand the fee is NZS$2,438 per person (includes 15% 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 Prework
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.