

ADVANCED PROBLEM SOLVING

COURSE DATE

25 - 27 July 2012

COURSE DURATION

3 days – 08:30 to 16:30 daily

COURSE FEES

R10 570 (excl. VAT) per delegate

5% discount

for enrolment 2 weeks
prior to course date

WHAT'S INCLUDED

Provision of the course by AstroTech includes:

- Dynamic & knowledgeable facilitators
- A quality folder, notepad & pen
- Training file & CD
- High quality training venue
- Parking
- A course attendance certificate
- Lunch and refreshments

REGISTRATION DEADLINE

Your completed enrolment form must be received prior to the start of the scheduled course.

TEL 011 582 3222 / 0861 ASTROTECH
FAX 011 582 3201 / 0861 ASTROFAX
E-MAIL TRAINING@ASTROTECHTRAINING.CO.ZA
PRIVATE BAG X80500 HOUGHTON 2041

0861 ASTROTECH
WWW.ASTROTECH.CO.ZA



COURSE OVERVIEW

"If something can go wrong, it will" - Murphy's Law

As a business professional, finding workable solutions to increasingly complex and multi-dimensional problems is part of today's reality in our often stressful and time-challenged environment. There are so many factors that need to be taken into account, risks and benefits that need to be weighed up, and the final solution still needs to be sold to a diverse group of stakeholders. These key skills can, however, be honed to a fine art to enable busy professionals to resolve any crisis that comes their way, using practical techniques based on sound theory and research. To assist you with this, AstroTech is presenting "Advanced Problem Solving" which focuses on the following key topics:

PROBLEM SOLVING

- Problem identification & prioritisation
- Problem ownership
- The 6-step problem solving model
- Problem definition & analysis
- Pinpoint root causes using facts, instead of guesswork or opinion
- Setting goals & identifying constraints
- Generating alternative solutions
- Gathering, recording, structuring, and analysing data
- Critical success factors - Identifying the things that really matter for success
- Impact analysis - Identifying all the consequences of a decision
- Evaluation techniques
- Planning and implementation
- Monitoring and assessment

PROBLEM SOLVING TECHNIQUES

- Mind mapping
- Brainstorming
- Displayed thinking
- Brain writing
- Kepner-Tregoe Forced Ranking
- Root cause analysis techniques
- Ishikawa's Fishbone Concept
- Force field analysis
- Lateral thinking techniques
- SWOT analyses

PROBLEM SOLVING & PEOPLE

- Identifying and consulting stakeholders
- Leading problem solving teams
- Building consensus
- Behaviours that enhance or block team problem solving abilities
- Team and task maturity and decision making
- Team problem solving: Ensuring participation, agreement and final ownership
- Making rational business decisions, uninfluenced by office politics or personal bias
- How to sell your solution to stakeholders

CREATIVITY & PROBLEM SOLVING

- The role of creative thinking in problem solving
- Blocks to creativity and how to overcome them
- Keys to enhance individual creativity
- Fostering a more dynamic and creative workplace
- Promoting creativity in meetings
- Idea generating - Generating creative & useful ideas, approaches and solutions ...AND MUCH MORE!



COURSE INFORMATION

★ WHO SHOULD ATTEND

- Managers, Supervisors and Team leaders
- Business Professionals who can improve their problem solving techniques
- New Managers within an organisation
- Anyone involved in the management of a project which is set to have a high impact on their organisation
- Anyone who wants to enhance their problem solving skills

★ OUTCOMES

After attending this course attendees should be able to:

- Improve your effectiveness by solving problems more easily
- Feel confident that your problem solving techniques are sound
- Learn how to be creative in your problem solving
- Learn how to facilitate effective team problem solving
- Reduce crisis management situations

★ TAKE HOME TOOLS

- A detailed manual, workbook and CD
- A quality folder, notepad & pen
- One month of free telephonic and e-mail support included

★ SETA ACCREDITATION

AstroTech Training is accredited as a Training Provider with the Services SETA (No. 3852)

Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

★ THE VENUE

The course will be held at the AstroTech Conference Centre, in Parktown, which boasts the unusual combination of an upmarket business venue, security and convenience, in a setting which captures the historic grace and style of Johannesburg's golden era.



Centrally situated, you can step off the Gautrain at the Rosebank station, or exit the M1 at the Joe Slovo/Houghton Drive offramp, and we are just around the corner.

For a list of accommodation options nearby, visit www.astrotechconf.co.za/accommodation

★ LEVEL 1 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 135% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

★ TERMS & CONDITIONS

- If the course is not held for any reason, AstroTech's liability is limited to the refund of the full course fee.
- Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the first day, and receive a full refund of the course fee.
- Payment is due before the start of the course, unless other terms form part of our Supplier/Client agreement.
- Failure to pay on time does **not** constitute cancellation of the booking, and the Terms and Conditions applicable to Cancellations and Postponements as set out below will apply.
- To avoid possible additional costs, **WRITTEN NOTICE** of any changes to your booking must be received at training@astrotechtraining.co.za within the following timeframes:

➤ CANCELLATIONS:

CANCEL WITHOUT COSTS:	If you advise us BY EMAIL at least SEVEN calendar days before the course
PAY 50% OF THE COURSE FEE:	If you advise us BY EMAIL less than SEVEN calendar days, but more than 24 hours before the course
PAY 100% OF THE COURSE FEE:	If you advise us BY EMAIL less than 24 hours before the start of the scheduled course, OR if the delegate is ABSENT without notification

➤ POSTPONEMENTS:

WITHOUT COSTS:	If you advise us BY EMAIL more than THREE working days before the course
WITH ADDITIONAL FEE (R1,430 PER DELEGATE):	If you advise us BY EMAIL THREE or less working days before the course starts, or if the delegate is ABSENT without notification, but still wants the option of postponement

- The invoice for the training remains due and payable as at the scheduled start date of the original course booked, and payment terms are not extended for postponements or exchanges to future courses.
- Postponements must be utilised within a maximum of **SIX** months from the scheduled date of the original course booked, or the course fee will be forfeited.
- Once you have postponed, the **CANCELLATION** terms above **no longer apply** to the future course, and you cannot subsequently cancel the booking without being liable for the full course fee.
- Special promotions applicable to the original course dates will **not** carry over to the postponed dates where the new dates fall outside of the promotion period.
- **PRESENTERS**
Should it be necessary, AstroTech reserves the right to substitute the presenter.
- **COMMUNICATION**
When a person registers on AstroTech's website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise by AstroTech and/or its business partners.
- **DISCLAIMER**
AstroTech will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.

COURSE NAME: **Advanced Problem Solving**
COURSE DATE: **25 - 27 July 2012**

COURSE CODE: **APS 20120725**
DURATION: **3 DAYS**

COURSE FEE: **R10 570.00 excl. VAT (per delegate)**
Qualify for a 5% discount, if we receive your form before: 11 July 2012
DISCOUNTED FEE: **R10 041.50 excl. VAT (per delegate)**

TOTAL NUMBER OF DELEGATES TO BE ENROLLED:

> **DELEGATE DETAILS** [Substitutions may be made at any time prior to the start of the training course]

1 First Name and Surname

Position _____ Special Diet: K H V O

E-mail _____

Cell No. Office Tel No.

2 First Name and Surname

Position _____ Special Diet: K H V O

E-mail _____

Cell No. Office Tel No.

TO REGISTER ADDITIONAL DELEGATES, PLEASE COMPLETE THE INFORMATION ON THE NEXT PAGE.

DIETARY REQUIREMENTS [Insert total no. of DELEGATES requiring special meals PER CATEGORY- meal fees below are **additional** to course fee]

KOSHER: R450 (excl. VAT) per day HALAAL: R305 (excl. VAT) per day VEGETARIAN: Always available at no cost

OTHER: (e.g. allergies, etc) Please specify: _____

Special Needs (e.g. wheelchair, visual disability, etc) _____

> **COMPANY / ORGANISATION DETAILS** (Please supply company details as required for a SARS compliant Tax Invoice)

Company Name _____

Department/Division _____

Postal Address _____ Postal Code

Company VAT Registration No.

Main Company Switchboard No. Fax No.

> **PAYMENT** (Payment is required prior to the start of the training course. **NB:** Use your invoice number as reference on your deposit/EFT)

Purchase Order No. (to be incl. on Invoice if applicable) _____

Do you require separate invoices for each delegate? YES NO

Payment Contact Person _____

Office Telephone No.

E-mail _____

> **AUTHORISATION**

Name _____

Position _____

Office Telephone No. Cell No.

E-mail _____

Authorising Signature:

Date / /

Your booking is confirmed as soon as we receive your completed enrolment form, which you can e-mail to training@astrotechtraining.co.za or fax to **011 582 3201**. If you need any assistance whatsoever, please call us on **011 582 3222**.

Submission of this enrolment form constitutes acceptance of our Terms and Conditions, and also serves as confirmation of your authority to make the booking and ensure payment on behalf of your Organisation.

ENROLMENT FORM (CONT.)

COURSE NAME: **Advanced Problem Solving**

COURSE CODE: **APS 20120725**

> DELEGATE DETAILS

3 First Name and Surname

Position

_____ Special Diet: K H V O

E-mail

Cell No.

Office Tel No.

4 First Name and Surname

Position

_____ Special Diet: K H V O

E-mail

Cell No.

Office Tel No.

5 First Name and Surname

Position

_____ Special Diet: K H V O

E-mail

Cell No.

Office Tel No.

6 First Name and Surname

Position

_____ Special Diet: K H V O

E-mail

Cell No.

Office Tel No.

7 First Name and Surname

Position

_____ Special Diet: K H V O

E-mail

Cell No.

Office Tel No.

8 First Name and Surname

Position

_____ Special Diet: K H V O

E-mail

Cell No.

Office Tel No.

9 First Name and Surname

Position

_____ Special Diet: K H V O

E-mail

Cell No.

Office Tel No.

10 First Name and Surname

Position

_____ Special Diet: K H V O

E-mail

Cell No.

Office Tel No.

11 First Name and Surname

Position

_____ Special Diet: K H V O

E-mail

Cell No.

Office Tel No.