



Management
Methods, Inc.

presents:

Systematic Problem Solving:

Learn powerful techniques
to solve your tough
business problems

We Guarantee Satisfaction

You'll learn to:

- ✓ Identify true causes of problems quickly
- ✓ Be focused and act calmly in crises
- ✓ Make difficult decisions confidently
- ✓ Use focused questions to get the right information from others
- ✓ Anticipate and avoid potential problems
- ✓ Work more effectively in teams
- ✓ Make more persuasive presentations to management and customers
- ✓ Handle people problems objectively

Upcoming Workshop:

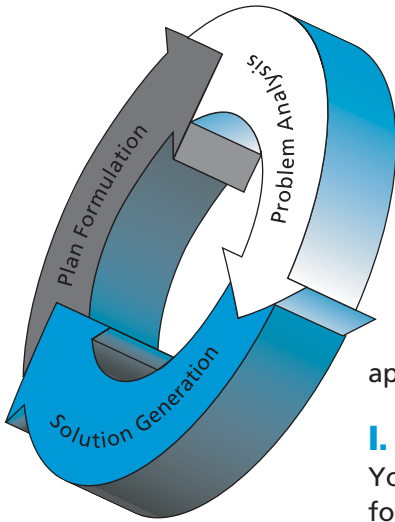
June 22 & 23
BOSTON, MA
Westin Hotel

To REGISTER:

Call: 781.899.7474
Fax: 781.899.0034
email: workshop@mmiproblemsolver.com

Systematic Problem Solving

A proven, hands-on workshop that teaches over 15 practical tools for solving tough business problems



Systematic Problem Solving helps you to:

- ✓ Break complex problems into more manageable parts
- ✓ Identify the root causes of business and personal problems
- ✓ Select the best alternative when making a difficult decision
- ✓ Implement creative solutions while anticipating future problems
- ✓ Use the “right” tools when leading team meetings.

Systematic Problem Solving (SPS) is a highly interactive two-day workshop that will help you solve complex problems, make more objective decisions and plan while under pressure.

Using a proven, step-by-step approach, you’ll work individually and in teams to address a wide range of “real-time” problems and decisions. This means that you’ll return to work with practical problem solving and decision making skills that can be applied immediately to your work and job.

This unique workshop uses a **three phase** approach to problem solving:

I. Problem Analysis

You will learn to apply a practical method for determining the true cause(s) of a problem both independently and with a team. You will be able to:

- Divide complex problems into more manageable segments
- Lead group problem solving meetings
- Keep focused on the relevant facts

II. Solution Generation

You will learn to use a proven system for selecting the best solution(s) or the best alternative(s) when making a decision. You will be able to:

- Generate and rank decision criteria
- Conduct comprehensive risk analysis for each alternative
- Select the best choice among many alternatives
- Lead well-focused decision making meetings
- Make confident recommendations to management and customers

III. Plan Formulation

You will learn techniques for implementing solutions, making improvements, monitoring progress, and avoiding future problems. You will be able to:

- Make the best balanced choice among options
- Think proactively to anticipate possible future problems



“Your workshop gave our team the tools to analyze and solve our distribution process problems. I highly recommend this program to any team facing difficult challenges.”

Steve Cahow
Vice-President,
The Boston Globe

We’ll Bring this Seminar and Others to Your Company— At a Considerable Savings

We can present this entire workshop at your location and certify your own in-house trainers. Call our In-House Training Coordinator for more information.

workshop **results**

Systematic Problem Solving (SPS) delivers results to you, your team and your organization in the following ways...

Helps you and your team improve its performance

Recurring problems and poor decisions cost money. **SPS** helps you attack the *root causes* of the problem more accurately and make better decisions. It will help you to stay calm and focused during crises.

Establishes a common language and approach for your team

SPS enables people from different levels and diverse organizations to effectively work together by sharing a common method for solving problems.

Increases your team's meeting effectiveness

SPS provides you with the necessary tools and confidence to run *focused* meetings that take advantage of the team's knowledge and experience.

Enables you to make more persuasive presentations to management and customers

SPS provides practical guidelines and techniques for presenting information, proposals, and recommendations in a *logical* and *systematic* manner.

workshop **features**

We don't lecture — over 70% of time is "hands-on" participation

You will be actively involved in solving problems from the very start. You will be able to practice the skills being taught so you can use them once you return to work.

We focus on real business issues

Pre-session workshop materials will help shape the workshop content with your actual job issues. You will learn practical skills that can be used during a crisis, in a team environment, or with a customer.

We work in teams

You'll have the opportunity to actually lead problem solving and decision making teams and learn techniques for bringing a group to consensus.

We limit workshop enrollment

Learning is enhanced when workshop staff and participants have a chance to interact. This will ensure you a quality, hands-on learning experience.

"I now know how to face a crisis more logically and calmly. This session continues to help me in my work."

Carl Iavonni
Team Leader/Chemist
The Gillette Company

"A no nonsense, hard hitting program. I sent my staff and it made a real difference "

David Murphy
Vice President of
Human Resources
John Hancock

workshop **registration**

By Phone: 781.899.7474

By Fax: 781.899.0034

By E-mail: workshop@mmipproblemsolver.com

Workshop Fees: \$595. per person

Send your team and get a discount:

- 2 people \$545. each
- 3 people \$495. each
- 4 people (or more) \$445. each

Invoicing: payment in full due prior to workshop date

Cancellations: Up to 10 working days prior to session without penalty.

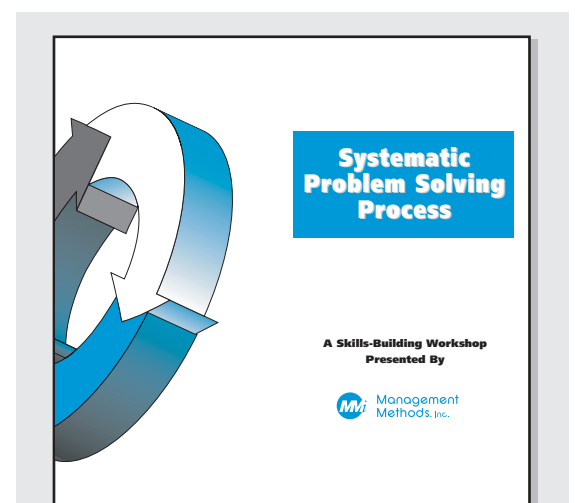
Schedule: Day #1-8:30 am – 4:30pm

Day #2-8:30 am – 3:30pm

Your Satisfaction Guaranteed

If, within five days of the program's completion, you are not satisfied, tell us your reason and your fee will be returned

workshop **materials**



SYSTEMATIC PROBLEM SOLVING WORKBOOK

This comprehensive workbook is included in your registration fee. It's both a workshop guide and a step-by-step reference manual that can be used back on your job.

Since 1978, Management Methods, Inc. has helped hundreds of teams and individuals solve problems. We invite you to attend the *Systematic Problem Solving Workshop*.



FREE When You Register:

The Problem Solvers' Pocket Tool Kit

This brief, powerful guide describes the most critical problem solving techniques for improving individual and team effectiveness. Receive this handy guide for free when you register.

 **781.899.7474**

 workshop@mmproblemsolver.com

Here are some organizations that have relied on Management Methods, Inc. expertise:

- Agfa Corporation
- Bath Iron Works
- Beth Israel Deaconis Hospital
- Blue Cross Blue Shield of MA.
- Boston Financial Group
- Boston Financial Data Services
- Colgate-Palmolive
- CSC Consulting Corporation
- Compaq Computer Corp.
- Fidelity Investments
- FleetBoston Financial
- The Gillette Company
- GE Capital
- The Globe Newspapers
- GTECH Corporation
- Goldman Sachs & Company
- Honeywell Corporation
- John Hancock Financial
- JP Morgan Chase
- Liberty Mutual Group
- Mellon Financial Corporation
- Pitney Bowes
- State Street Corporation
- Towers Perrin Consulting
- U.S. Marine Corps.
- Watson Wyatt Worldwide
- Wm. M. Mercer Consulting

The three critical skills you need to succeed:

1. Analyzing complex problems
2. Making objective decisions
3. Formulating concrete implementation plans



Systematic Problem Solving Skills Workshop
conducted in Boston, MA on June 22 & 23

The Laurel Building
4 Laurel Road
Weston, MA 02493

BULK RATE
U.S. POSTAGE
PAID
BOSTON, MA
PERMIT NO. 53825

Attention Mailroom Personnel:
If undeliverable as addressed, please reroute to his/her replacement or your training director.

We'll help you improve your problem solving effectiveness

Don't just survive . . . **SUCCEED**