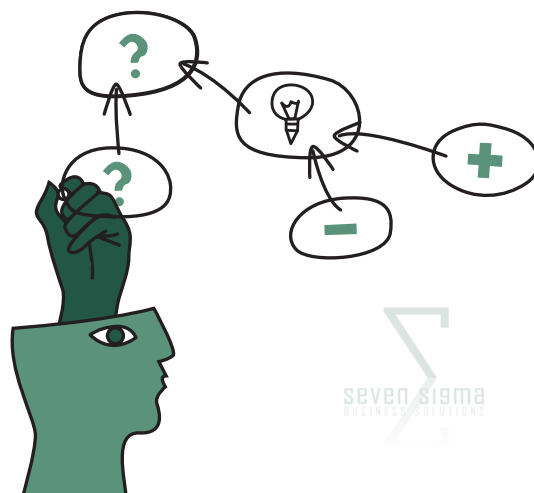


LEARN TO DEAL WITH COMPLEX PROBLEMS IN 2 DAYS!



MAKE A DIFFERENCE – ATTEND OUR ISSUE MAPPING MASTER CLASS

WHAT IS ISSUE MAPPING?

- » A novel, powerful and inclusive method to elicit requirements, capture knowledge and develop shared understanding in complex projects or broader strategic planning. Pioneered by CogNexus Institute in California, and used by NASA, the World Bank and United Nations, this instructor-led, face-to-face course is only available through Seven Sigma.
- » A sensemaking framework used to support group discussions to assist all involved to come to a shared understanding.
- » A technique of visually mapping participants' points of view, problems voiced, the rationale and reasons leading up to decisions. Issue maps are created as part of the meeting process and form a central point of reference. These maps are rich and detailed, yet can be easily read and understood by everyone, even by those not part of the discussion group.
- » An effective method of reducing the frustration and repetition of meetings, leveraging 'crowd wisdom' by tapping into the knowledge of all participants.



WHY ISSUE MAPPING?

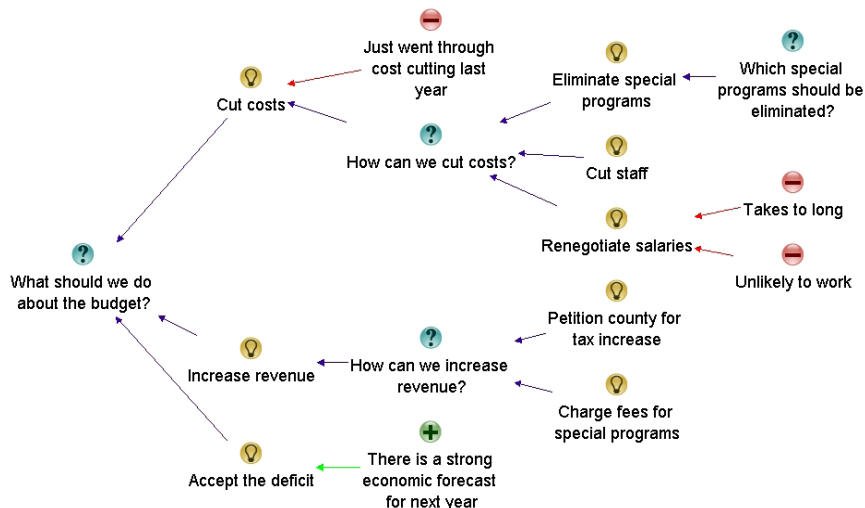
- » Promotes greater shared understanding of the problem
- » Maps decision and detailed rationale behind decisionmaking; maps the thinking process of the group
- » Represents and clarifies diverse points of view, conflicting interpretations and goals, inconsistent information and other forms of complexity
- » Provides an opportunity for all to be heard, contributions acknowledged. Decreases interruptions, repetition and dominance of a few
- » Helps participants come up with ideas and avoids jumping to simplistic answers or superficial conclusions
- » Concentrates on pros and cons to an idea, encourages and explores all views
- » Supporting information (such as documents and images) can easily be attached to map to back up group reasoning
- » Keeps participants on topic – they can see the progress of the discussion visually, the bigger picture can be absorbed better and they can appreciate the validity and value of a larger perspective

"I can highly recommend this business tool for all project managers and business resources.

It was a brilliant two days and I learnt new techniques which have already started to pay dividends in my professional role. This course was brilliant. The technique itself is a valuable tool for any business with multiple applications."

Leisha Velterop

Figure 1.
Issue mapping the budget decision making process



ABOUT THE ISSUE MAPPING MASTER CLASS

Audience

For both IT and non-IT audience; those involved in highly complex projects including leaders, consultants, facilitators, strategic planners, organisational development professionals, business analysts, change agents, managers and engineers.

Requirements

This class will be hands on – please bring your own laptop with Compendium software installed.

Duration: 2 days, with homework after the first day

Instructor

Paul Culmsee
SEVEN SIGMA



Paul is one of only three CogNexus Certified Dialogue Mapper in the world. Outside of CogNexus, Seven Sigma is the only company in the world authorized to teach Issue Mapping.

Aims and Outcomes

- » Recognise early the symptoms of wicked problems and forces behind group divergence
- » Recognise the importance of capturing the rationale behind decisions, as well as the decisions themselves
- » Start capturing the rationale leading up to the decisions by using IBIS and Compendium software
- » Gain a deeper understanding of:
 - The fundamentals of IBIS and Compendium
 - The structural patterns that give clarity and power to issue maps
 - How decision rationale is represented in a map
- » Create clear, coherent and inviting issue maps
- » Immediately start Issue Mapping effectively in your work and life; the class will focus on practical experience and map building
- » Effectively do critical analysis in dynamic situations
- » Make critical thinking visible for inspection and analysis
- » Organise unstructured information and discover patterns and connections within it
- » Rethink the traditional approach to meetings and decision making



CogNexus Institute

This is a CogNexus Institute Certified Class

PRIVATE AND PUBLIC CLASSES AVAILABLE

EMAIL training@sevensigma.com.au **WEB** www.issuemappingclass.com

“The holy grail of effective collaboration is in the creation of shared understanding, which is the precursor to shared commitment...the capacity to make good decisions is a part of ‘group’ intelligence which is derived at through shared understanding and shared commitment.”

Jeff Conklin

PROGRAM

Day 1

8:45 - 9:00	Registration
9:00 - 10:15am	Module 1 - Wicked Problems and Organisational Problem Solving <ul style="list-style-type: none">» Introduction and overview» Activity: How good is your memory?» Understanding the real role of communication in problem solving» From goupthink to diversity; from divergence to convergence» Wicked problems explained
10:15 - 10:30am	Morning Tea
10:30 - 12:30pm	Module 2 - Understanding IBIS and Issue Mapping <ul style="list-style-type: none">» Exploring the language of Issue Mapping - IBIS» Issue Mapping for the first time Module 3 - Getting to Know Compendium <ul style="list-style-type: none">» Introduction to basic features of Compendium» Issue mapping with Compenium activities
12:30 - 1:30pm	Lunch
1:30 - 3:00	Module 3 - Getting to Know Compendium (Cont.) <ul style="list-style-type: none">» Using Compendium» Introduction to root questions and their purpose» Compendium mapping activities
3:00 - 3:15pm	Afternoon Tea
3:15 - 5:00pm	Module 4 - Question Types <ul style="list-style-type: none">» Exploring question types» Learning to frame questions effectively» Mapping activites» Explanation of homework activity

Day 2

9:00 - 10:15am	Module 5 - Framing Problems <ul style="list-style-type: none">» Introduction to Problem Structuring Methods (PMS)» Using PMS to structure a map template
10:15 - 10:30am	Morning Tea
10:30 - 12:30pm	Module 6 - Compendium Advanced <ul style="list-style-type: none">» Making use of advanced features of Compendium» Advanced Compendium activities
12:30 - 1:30pm	Lunch
1:30 - 3:00pm	Module 7 - Mapping Transcriptive Materials <ul style="list-style-type: none">» Understanding the protocol for mapping citations» Transcriptive and 'challenge' mapping activities
3:00 - 3:15pm	Afternoon Tea
3:15 - 5:00pm	Module 8 - From Issue to Dialogue Mapping <ul style="list-style-type: none">» Understanding the difference between Issue and Dialogue Mapping» Round robin Dialogue Mapping activities» Reflection, Review, Feedback

HOW TO REGISTER

1. ONLINE

Registration site: www.imperth.eventbrite.com

2. EMAIL

Email training@sevensigma.com.au with the number of tickets, attendees' details and billing details and we will contact you to confirm.

3. POST

Please complete details below and send with your cheque or a copy of your EFT payment confirmation.

Registrant's First Name

Surname

Position

Organisation

Address

Postcode

Phone

Mobile

Email

Special Dietary Needs

Approving Manager

Position

Email

Please send the tax invoice to my approving manager

Please send the tax invoice to me

Seven Sigma Business Solutions

Mail: 46/328 Albany Hwy, Victoria Park 6100

Phone: 08 9355 1500 Fax: 08 9355 0762

Reg site: www.imperth.eventbrite.com

Web: www.issuemappingclass.com

www.sevensigma.com.au

Email: training@sevensigma.com.au

DATE, VENUE & PROGRAM CHANGES

Date: April 16-17, 2012
Venue: To be confirmed
Perth 6000

Seven Sigma reserves the right to make changes to the program, including the date and venue, if required.

REGISTRATION FEE

Includes course manual, tea breaks, lunch and refreshments. Team bookings are encouraged to accelerate the spread of knowledge and skill across your organisation.

Early Bird: \$1395 + GST (Ends Feb 18, 2012)
Standard: \$1650 + GST

PAYMENTS

Payment is required on registration.

Cheque Please make Cheques or money order payable to "PCP Sensemaking Pty Ltd"

EFT Please quote your invoice #.
Bank: CBA
Name: PCP Sensemaking Pty Ltd
BSB: 066 128
Acc: 1047 0466

Credit Card Register on www.imperth.eventbrite.com and you will be taken to PayPal's secure checkout to complete your registration.

CANCELLATION

Cancellations must be advised in writing.

If notice is given:

(a) at least 14 working days prior to the event - a refund shall be given less 50%.

(b) less than 14 working days of the event.

No refund will be given for no shows.

If event cancelled by Seven Sigma - full refund will be given.

"Exceeding expectation. The best and most fruitful training in my life. Exposed to the thinking and skills of issue mapping and dialogue mapping – Enriched my skill in problem solving."

Frederick Lau, Senior Solution Designer