Proven Tools That Will Prevent Potential Problems

Have you noticed that many solutions eventually become problems?

You can see this happening at work and in your personal life. Solutions that were initially implemented with good intentions turn into problems and unintended consequences later.

Why does this happen?

A business decision or solution has many components. If one component falls out of step with the other components, the decision or solution breaks down. By learning where to look for systemic patterns in components that may lead to problems, you can avoid them.

This workshop will show you how to use systems thinking tools to identify systemic patterns that lead to problems. Once you can identify these patterns, you will be able to avoid potential problems, and stop spending unnecessary time and resources correcting them.

> "Managers are not confronted with problems that are independent of each other, but with dynamic situations that consist of complex systems of changing problems that interact with each other. I call such situations messes." *Russell Acknoff*

How you will benefit
By the end of the workshop, you will be able to:
· Understand the systems thinking characteristics of decisions and solutions
· Identify and avoid potential problems and unintended consequences
· Save time and money by avoiding potential problems
· Manage your business more effectively and profitably

What you will learn
What you will learn in this workshop:
· Decision, process and system characteristics
  · Components and structures
  · Behaviour-over-time graphs
  · Causal loops and systems archetypes
· Case studies of common situations with potential problems
  · Short-term solutions that fail in the long term
  · Projects that fail to deliver
  · Human resource policies that turn into unintended consequences
  · Pitfalls in project planning and strategic planning
  · Under-investing and under-estimating project costs and resources

Who should attend
Business managers, executives and problem solvers who want to improve their business processes and avoid problems at work before they happen.

AWS workshops

AWS workshops will help you become more productive at work. You will learn proven techniques that will help you solve problems faster, be more creative, and think more effectively.

Some of our clients

AIA Insurance, American Express Bank, Berjaya Group (Malaysia), Central Provident Fund Board, Cycle and Carriage, DBS Bank (Jakarta), DBS Bank (Singapore), GIC Pte Ltd, Glaxo Smith Kline, Housing and Development Board, Inland Revenue Authority of Singapore, Infineon Technologies, Intercontinental Hotel Group, Keppel Land, Keppel Shipyard, Land Transport Authority, Micron Semiconductors, National University of Singapore, Prudential, RHB Bank, Singapore Airlines, Singapore Technologies, ST Aerospace and Temasek International.

What our clients say about our workshops

"Improved my productivity immensely." *Manager, Berjaya Group*

"I've never been so interested in all the courses I've attended." *Vice President, DBS Bank*

"The instructor was excellent." *Assistant Vice-President, DBS Bank*

"One of the finest courses I have ever attended." *Manager, Singapore Airlines*

About the trainer

Wong Peng Wai is a management consultant and corporate trainer. Peng Wai has more than 20 years of consulting experience in information technology, systems thinking and systematic innovation. As a corporate trainer, Peng Wai has conducted more than 1,000 workshops on creative thinking, thinking skills and systems thinking in Singapore, Kuala Lumpur, Jakarta and Hong Kong.

Before starting his consulting and training company, Peng Wai was head of investment banking technology at Citibank NA and consulting manager at Union Bank of Switzerland.

With a M.B.A. and a B.Eng., Peng Wai is a certified systems thinking instructor and a member of the Association for Talent Development.

For more information, contact AWS Pte Ltd • www.aws.com.sg • Email: info@aws.com.sg

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Workshop Registration Form

Systems Thinking: Proven Tools That Will Prevent Potential Problems

Date: _____ Time: 9:00AM to 5:00PM

Venue: _____

Fee: _____

Name: _____

Company: _____

Address: _____

Email: _____ Tel: _____

To register for this workshop, please fill in the Registration Form and mail it to us at info@aws.com.sg.

AWS PTE LTD/AWS TRAINING reserves the right to cancel a workshop due to insufficient enrolment or unforeseen circumstance.