



# PRECISION GROUP PROBLEM SOLVING



2011 ...

## Course Outline

### WORKSHOP GOALS AND EXPECTATIONS

To provide workshop participants with a methodology that allows them to solve very challenging problems very rapidly and with consensus, even with large groups. The workshop is hands-on, requiring participants to bring in their day-to-day challenging problems. The more challenging the problem presented the better as a practical demonstration of the precision group problem solving methodology being introduced. The participants will spend one to two days solving problems (sometimes achieving ah-ha's or breaking old paradigms to reveal new solutions), thereby making the time spent in the workshop worthwhile in terms of resolving current issues to get more work accomplished.

**A Leadership Series Workshop by ...**

### CATALYST TECHNOLOGIES

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# Precision Group Problem Solving

## COURSE OUTLINE

### WORKSHOP PREREQUISITES (1.5 TO 2 HOURS)

As every problem solver knows, the most difficult problems require good set-up, therefore there are three intake forms that need to be completed and reviewed before the workshop begins. The management intake form may previously have been completed. All data from these three intake forms will be entered into u2 Leadership Software to facilitate the problem solving process during the workshop. Listed are estimates of time needed to complete the intake form or clearly identify current problems that will be addressed in the workshop.

- For Management: Complete a Management Intake form. (30 minutes – if not already completed)
  - Provides analysis of the organization’s success criteria to identify “low hanging fruit” that can improve reliability of meeting FTE Labor Hours or Schedule duration goals (including cost reductions or budget adherence).
  - Produces an initial analysis describing the details, including resource loading and leveling.
- For Participants: Complete a Motivation Intake form. (30 minutes)
- For Management: Complete a Customer Deliverable Intake form. (30 minutes)
- For Participants: The participants need to be ready to clearly describe problems they currently facing that are limiting their productivity or hampering their ability to meet their goals. These problems need to be related to tasks they are assigned that support a deliverable listed in the Customer Deliverable intake form. (30 minutes)

### WORKSHOP AGENDA (8 TO 15 HOURS)

This is a very condensed schedule where Theory of Constraints (TOC) and other forms of business best practice analysis will be performed in real time during the workshop to facilitate the practical application and validation of problems solved. It is planned that even in this short time frame, the goal of this workshop can be achieved. To that end, u2 Leadership software will provide the automation to facilitate the analysis and resolution of each problem presented. Automation notwithstanding, the final ability to solve problems will be based on the participants’ ability to be work as a team. The variation in allotted time is dependent of the team’s responsiveness to questions asked during the workshop.

- Introductions and expectations. (30 minutes)
- Review of analysis that included the Motivation Intake and Customer Deliverable Intake forms – summary of group answers reviewed. (1 to 2 hours)
- Identification of participants’ problems referenced to tasks supporting a deliverable. (1 hour)
- Edits of process, activities and task definitions, to include previously identified participants’ problems. (1 to 3 hours)
- Grading and TOC Analysis of tasking per deliverable. (1 hour)
- Team problem solving calibration tests. (1 to 3 hours)
- Review of problem solving roles and approach. (30 minutes)
- Resolution of problems. (1 to 3 hours)
- Closing analysis. (1 hour)

## POST WORKSHOP REVIEW (OPTIONAL 1 TO 2 HOURS – NO ADDITIONAL FEE)

This is an optional segment, where action items can be reviewed and other potential problems can be discussed that was not directly addressed in the workshop. Based on the time frame and resolution detail, there may be a need to follow-up on proposed solutions to the problems presented. The u2 Leadership Software is used to automatically generate these action items, per attendee, and distribute them via emails. Before this action item distribution occurs, a review may be necessary to manage expectations. For example, only people in the workshop are assigned action items and a proposed validated solution may require multiple steps to complete by a deadline defined. All solutions have deadlines if not completed during the workshop. The variation in allotted time is dependent on the number of action items, problems still needing resolution and an understanding of best practice analysis and reports.

- Post action item review of problems in the process of resolution and requiring next steps. (up to 30 minutes)
- Methodology applications to other problems not addressed during the workshop. (up to 1 hour)
- Best practice analysis and requested reports of the data generated during the workshop in support of the organization's success. (up to 30 minutes)

## WORKSHOP POST-PROCESSING

As there is a need for preprocessing of intake forms before the workshop begins, there is also post-processing of the data generated from the workshop such as: action items report, balanced scorecard generation, resource analysis, etc. This requires post workshop activities assigned to the facilitator in support of the organization and participants' needs. There is no time commitment for the participants, only by the facilitator.

## DELIVERABLES (DUE ONE WEEK AFTER COMPLETION OF WORKSHOP)

- Basic Operational Plan (associated with deliverables listed)
- Resource Loading and Leveling Report
- Balanced Scorecard of Op Plan
- Theory of Constraints Report
- Leadership Support Report
- Action Items (if applicable)
- Problem Solving Session Reports (per problem addressed)

## COST (PAYABLE WITHIN 30 DAYS FROM COMPLETION OF WORKSHOP)

- Call for current pricing information and discounts
- Minimum 10 attendees (or equivalent cost)
- Maximum 45 attendees (discounts available for larger group sizes)
- Travel expenses apply
- Offsite location expenses apply when applicable

## FACILITATOR

Bruce Nagy has been a hands-on business facilitator for 30 years and an industry leader in developing people-focused metrics, methodology and technology. Among his many accomplishments, he developed SOUL (Solutions Offering Unique Learning), the powerful problem solving methodology used in the Precision Group Problem Solving workshop. Additionally, he is the principle architect and developer for u2 Leadership Software, a 21<sup>st</sup> century technology that implements over 900 business “best practice” principles (using Artificial Intelligence heuristics) and automates the SOUL problem solving process for participants. He has published a variety of papers in various journals and periodicals, including Massachusetts Institute of Technology (MIT) and National Institute of Standards and Technology (NIST), on topics ranging from advances in engineering algorithms and metrics, to business strategy and innovation. He has been a popular keynote speaker on how to increase productivity and effectiveness using leadership algorithms and metrics based on “common sense.” Mr. Nagy brings the benefits of over three decades of experience in challenging senior management positions, including CEO/President, COO, CTO and VP Engineering of small hi-tech firms, as well as a long and successful history of consulting senior executives and leaders in translating team productivity and leadership into profit.

## SUPPORTING TECHNOLOGY

The amount of deliverables produced in the short period of time can only be achieved using u2 Leadership Software. An archetype for the next generation of management solutions, u2 Leadership Software is proven to be unequalled in value and support for project managers or operations managers running the day-to-day business. It incorporates basic artificial intelligence heuristics to support management during the implementation life cycle to continually optimize workforce performance and ensure customer satisfaction. It uses "intelligent" SOUL problem solving components as a competitive necessity, along with integrating many industry best practices for business tasking, analysis and reports.

Catalyst Technologies' u2 Leadership Software ensures your assigned tasks are all precisely aligned to your customer's needs and that your workforce is proactively engaged, before you spend time and money. This engagement begins before implementation and continues through the life cycle of the project, initiative or day-to-day operation to continually optimize productivity, efficiency and quality. This evolutionary tool provides leadership best practice metrics and algorithms with a push of a button, including automated Peer-to-Peer Leadership support based on SOUL problem solving, freeing management to focus on customer satisfaction and new business, instead of being distracted by day-to-day implementation issues.

The automated SOUL problem solving methodology and Peer-to-Peer Leadership implemented within u2 Leadership allows for the data management and processing when doing precision group problem solving.

## KEY LINKS

- Link to Catalyst Technologies Website: [www.catalysttechnologies.com](http://www.catalysttechnologies.com)
- Link to u2 Leadership Software and Video Overview: [www.catalysttechnologies.com/products\\_u2.htm](http://www.catalysttechnologies.com/products_u2.htm)

