

In association  
with the  
Goldratt  
Group  
presents

## Making Tools

“Show me how you measure me, I will show you how I behave. But, if I don’t understand your policies and measurements, not even I know how I will behave ....”

*Dr. Eli Goldratt*

### MANAGEMENT SKILLS WORKSHOP

A Commonsense approach to  
Continuous Improvement through  
true Empowerment

**The MSW Program enables** participants to develop cutting-edge Management and Thinking skills that combine sound cause-effect logic with intuition and experience. The Program teaches participants to use logical Thinking Processes (TP) based on the Theory of Constraints (TOC) and intuition gained from real life experiences to develop realistic, robust and implementable solutions to seemingly insurmountable problems and conflicts.

**The MSW Program challenges** participants to develop new ways of defining and resolving problems and conflicts by challenging those key assumptions that determines our current reality. Traditional business management theories often attribute the existence of problems to lack of control and competition for scarce resources. TOC Thinking Processes challenge this paradigm and provide participants with new problem solving tools, capable of meeting the complex challenges presented by today’s constantly changing business environment. Using a systematic and logical approach, the MSW enhances skills at all levels for more effective management and a more effective workforce. The MSW provides specific tools which enable us to effectively address the common cause responsible for the repetitive "fires" that consume so much of our valuable time - poor communication.

With the understanding that a strategic direction does not sell itself within an organization and, that often messages tend to get distorted as they are communicated through the ranks, putting functions into contention with each other. The program is designed to create a system that uses a common set of tools and approaches allowing for decision and actions at all levels to be proposed, scrutinized, aligned with the strategic direction, perfected and quickly implemented all in a "Non-Threatening Environment".

**TOC Southern Africa** can offer the most up-to-date version of “The MSW Program” in open events and on a dedicated basis to meet your organization's strategic management and business improvement requirements.

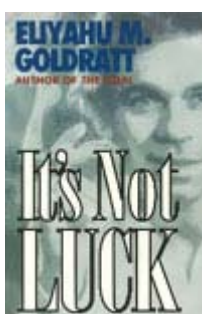
## DEVELOPING TRUE RESPECT & EMPOWERMENT



The MSW is a 5 Day course, during which participants will learn to master six valuable tools, targeted at improving communication, conflict resolution, solution development, empowerment and team building skills.

### Workshop Objectives

- DAY 1: Develop Win-Win Conflict Resolutions to Day-to-Day Conflicts
- DAY 2: Evaluation and Challenging of "Half-baked" Solutions or Ideas
- DAY 3: Develop Win-Win Conflict Resolutions to Chronic Conflicts
- DAY 4: Effective Empowerment & Communication by Aligning Responsibility with Authority
- DAY 5: Developing Team Building Skills to Achieve Ambitious Targets



### Workshop Content

**The MSW helps all employees to:**

- Become better listeners & communicators
- Resolve Day-to-Day and Chronic Conflicts with Win-Win solutions
- Increase their level of self-confidence and confidence in others
- Increase the desire for additional responsibility
- Develop their own "Breakthrough Solutions"
- Create "I / WE CAN" attitude and environment.

### Workshop Details

- **Duration:** 5 days
- **Facilitator:** An Experienced Associate of the Goldratt Group
- **Structure:** The workshop consists of facilitated group sessions and independent activities where participants will apply the principles to develop solutions for their specific problems.
- **Price:** R 10 000 (excl. VAT). This includes training material and refreshments.
- **Guarantee:** If after day 1, this workshop has not met your expectations or objectives, you will be fully refunded.
- **Dates:** <http://www.tocsa.co.za/Events.aspx>
- **Venue:** To be confirmed
- **In-House:** This Program can also be offered in-house (at a discounted rate) should you have 5 or more delegates
- **Bookings:** Contact Nicholas Renecke at [nicholas@tocsa.co.za](mailto:nicholas@tocsa.co.za) or 0861102161

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