



## Critical Thinking & Decision-Making for Business Leaders and IT Service Professionals

Revolutionize your company, its culture and your own thinking to better meet the challenges of the 21st century



# Change your perspective

Strategic transformation requires fearless leaders who know how to prioritize core issues, calculate risks, devise solutions and act wisely, while projects are "in-flight".

Omnikron's Critical Thinking & Decision-Making Curriculum is based on practical, reality-focused training developed over 50 years on the acclaimed KEPNERandFOURIE™ Thinking Technologies created by Charles Kepner and Mat-thys Fourie.

Focused attention is dedicated in 3 domains:

- Leadership & Strategy for Executives, Directors, VP's, SVP's and Area Managers
- Project Management for PMO Directors, Project Managers, SME's and project teams
- IT Root Cause Analysis for Mid to Senior Level IT and Systems Engineering Professionals

Omnikron offers flexible scheduling to accommodate any requirement.

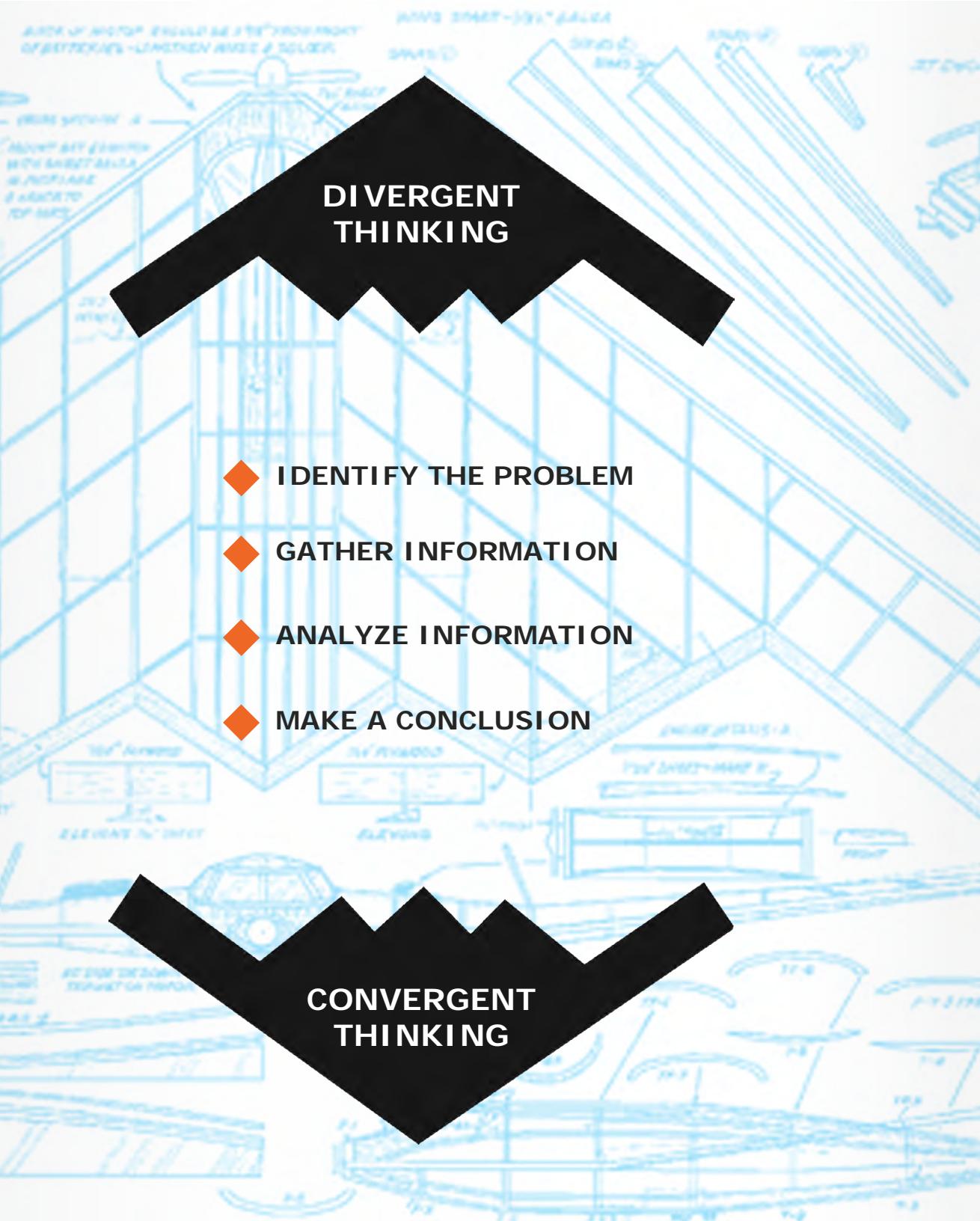


## Developing Leaders for 50 years

KEPNERandFOURIETM Thinking Technologies are rooted in aviation, the most demanding and dynamic critical-thinking discipline in human experience. Dr. Charles Kepner studied Strategic Air Command decision making for the RAND Corporation. Dr. Mat-thys Fourie flew fighters for the South African Air Force. Together, they blended the intuitive, rational and creative thinking of aviators into a critical thinking system of unsurpassed insight, clarity and power.

You'll see the difference in your own thinking and effectiveness as soon as you return to your office and begin to apply the tools on mentored projects with our coaching teams. You'll see the difference in your colleagues and your business itself as you pass on what you learned.

Discover there is no feeling in the world better than knowing you are on the leading edge of transforming your company.



## Achieve new levels of precision and control

Omnikron's team of ITIL® experts infuse the best of ITIL® with KandF Thinking Technologies. Organizations across the world have adapted ITIL® to their business needs. Results of this level of training, discipline and application include:

- Improved customer satisfaction and relationships
- Better reliability and quality of service
- Optimization of service delivery across the supply chain
- Standardization across trading partners

By blending KandF with ITIL®, you now have exclusive access to the most practical and repeatable methods available to accelerate successful business transformation with increased precision.

# Choose your altitude and velocity

## Leadership & Strategy

### Take your company higher

Organizations today place multiple demands on leaders, requiring them to impart vision, initiate change, and make difficult decisions. The most effective executives employ a structured process that makes their “thinking visible” and enables others to act on their choices. The Leadership and Strategy series brings proven decision making, situation assessment, risk management and problem solving methodologies to global and local leaders embrace change and are dedicated to continual improvement.

## Project Rescue

### Make your company better

Anyone who has ever been involved in a project knows that things can get out of hand quickly. Deadlines are missed, quality suffers and costs escalate. Before you know it, you have a potential failure on your hands. This is devastating to the ROI expectations of the project’s outcome and stakeholder confidence for future engagements. Designed for Project Managers, Functional Managers, and project-oriented ITIL® Service Owners, this Project Rescue series will put you back in control.

## IT Root Cause Analysis (IT-RCA)

### Keep your company flying

Due to the highly specialized disciplines in Infrastructure, Database Management, Networking, Security/Risk, Development and Design, IT professionals often lack a common approach across their silo's to solve problems effectively. IT-RCA is a three-course series that challenges learners to apply acquired skills to solve severe and expensive problems. IT professionals who achieve the Master Level will be highly-sought after resources at their organizations.



# Take your company higher

# LEADERSHIP & STRATEGY SERIES

Challenged by compressed business cycles and increasing complexity, today's leaders require new thinking strategies and problem-solving prowess. KEPNERandFOURIE™ tools and ITIL® best practices are now combined to meet these demands.

## **Leadership & Strategy Track I**

4 sessions, 4 hours per session

Developed for busy executives, this Track will:

- Introduce effective problem-solving and decision-making methodologies and employ a common language of critical thinking processes
  - Enhance ability to think creatively about solutions to problems outside current frameworks
  - Augment brainstorming and priority-management facilitation skills
  - Establish KPI and ROI metrics that support and sustain the improvements developed during this class

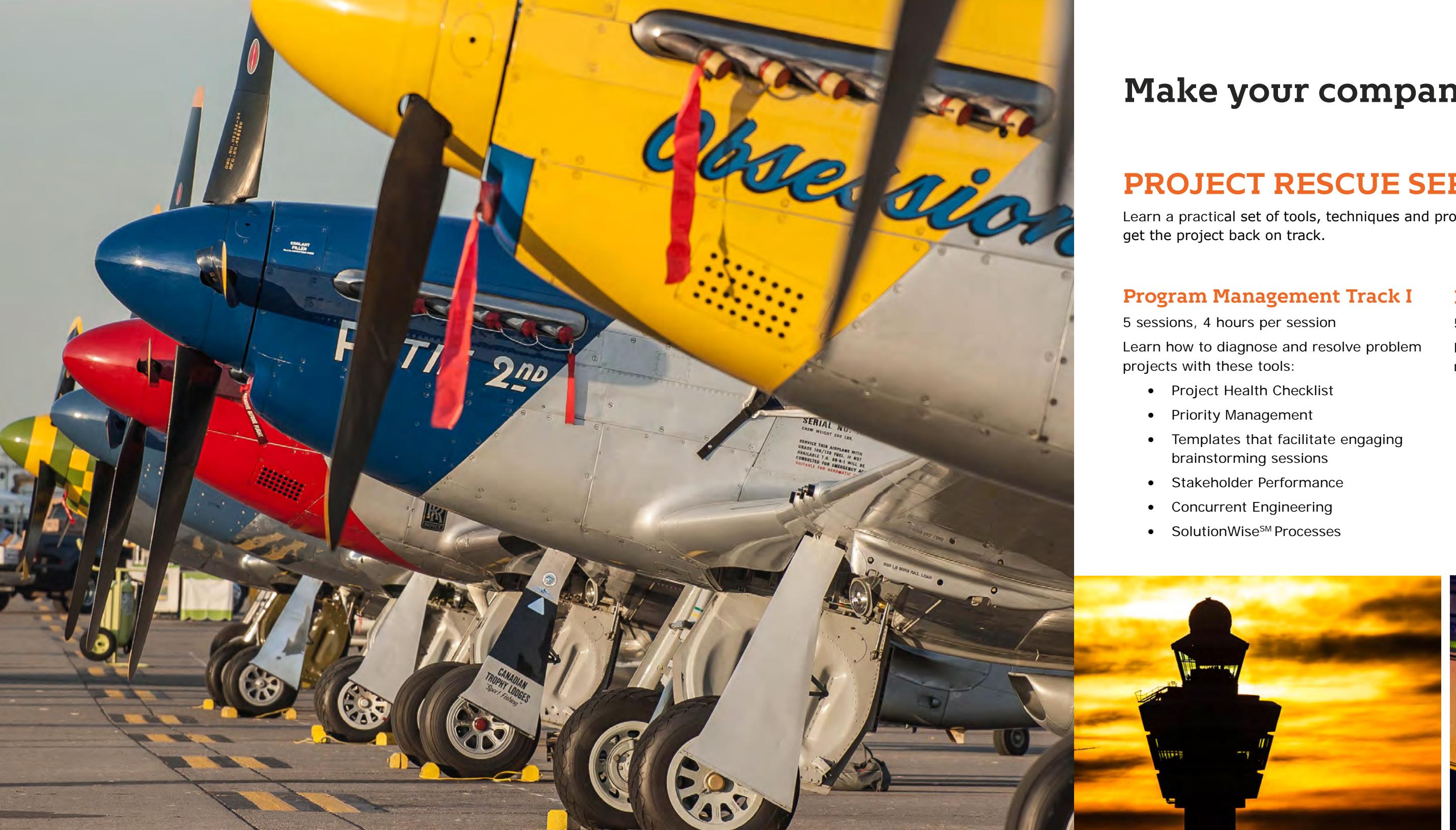
Leadership & Strategy Track II The bottom line

ssions, 4 hours per session

Track II builds on skills acquired in Track I. This module will equip leaders to:

- Guide teams through flexible technical- and root-cause analysis procedures to quickly identify, analyze and resolve challenges
  - Build a proactive risk mitigation culture centered on collaboration and communication
  - Assess and deliver the right mix of TEL® continual service improvements
  - Develop “BRM” [business relationship management] criteria for large projects
  - Implement radical decisions.
  - Master these skills to new heights.





# Make your company better

## PROJECT RESCUE SERIES

Learn a practical set of tools, techniques and processes to effectively find the reasons for project overruns and the most innovative solution to get the project back on track.

### Program Management Track I

5 sessions, 4 hours per session

Learn how to diagnose and resolve problem projects with these tools:

- Project Health Checklist
- Priority Management
- Templates that facilitate engaging brainstorming sessions
- Stakeholder Performance
- Concurrent Engineering
- SolutionWise<sup>SM</sup> Processes

### Program Management Track II

5 sessions, 4 hours per session

Help your organization measure tangible results with these proven methods:

- CauseWise<sup>SM</sup> Processes
- Risk Identification and Analysis
- Interface/Function Analysis
- Apply ITIL<sup>®</sup> incident management techniques to maximize qualitative benefits and minimize quantitative costs

### Project success starts with you

These high-caliber classes will give you the confidence and skills you need to fix a project quickly and effectively using structured approaches with a common language.



# Keep your company flying



## IT ROOT CAUSE ANALYSIS

Learn how to reduce severity escalations and recurring incidents; drastically reduce incident investigation cycle time from days to hours (M-T-T-R); and identify and resolve both the true cause for incidents and their root causes to permanently prevent re-occurrence.

### Technology Track I

5 sessions, 4 hours per session

You will learn flexible technical and root-cause analysis that uses integrated thinking and questioning techniques to quickly identify, analyze and resolve challenges, including:

- Accurate Problem Statement generation
- True cause/root cause verification
- Root cause removal strategies
- Cross-silo collaboration across time zones

### Technology Track II

5 sessions, 4 hours per session

Learn creative solution-finding combined with rational and intuitive thinking to develop time-saving strategies that help you:

- Identify, analyze, and resolve IT incidents
- Risk identification and analysis
- Choose the wisest solution
- Apply ITIL® incident management techniques to maximize qualitative benefits and minimize quantitative costs

### Soar to Master Series

Use live company examples and solve problems in which you'll be able to quantify savings, (M-T-T-R), increased revenue, etc.

Track III is a work-study project with guided coaching. The benefit of this level is increased visibility and credibility as you are now becoming a Master Problem-Solver!



## Achieve mastery in all five processes

The ability to think critically and to think 'THROUGH' a problem doesn't come naturally to every executive or employee. Our applied training provides individuals to sharpen their existing thinking and decision-making skills.

### **ThinkingWise<sup>SM</sup>**

Learn a flexible and practical management problem solving approach that will enable you to determine the causes and reasons for complex/vague problems. See how this powerful management problem solving thinking approach pulls out hidden information and unifies all stakeholders into a common direction. Action is easy when everyone is unified!

### **PriorityWise<sup>SM</sup>**

Learn how to accurately appraise any situation quickly by identifying all core issues, setting priorities, and gaining focus on the most important actions to take. Companies need to effectively allocate their limited resources (money, people, time, and management attention) and focus on those issues with a common approach for priorities ensures the greatest "return" to the enterprise.

### **CauseWise<sup>SM</sup>**

Using the same methods embraced by NASA, your team will learn to answer the questions: "Why did it happen?" "How do we stop it from happening?" "How do we prevent it from happening again?" Once the problem is correctly identified, the true cause is then tested and confirmed before corrective action is taken.

### **SolutionWise<sup>SM</sup>**

These unique and highly actionable thinking tools focus on a common method for making choices and developing solutions. SolutionWise<sup>SM</sup> is a systematic approach for decision making which includes a thorough stakeholder analysis and valuable inputs for making recommendations. It provides an objective and flexible framework to clarify purpose, requirements and available alternatives in an efficient collaborative format.

### **RiskWise<sup>SM</sup>**

Be able to proactively answer the "What if?" questions before product launches, releases, program kick-offs, etc. Learn how RiskWise<sup>TM</sup> can help you employ specific techniques to arrive at feasible, cost effective, and implementable avoiding actions. This will ultimately provide an executable risk management plan. RiskWise<sup>SM</sup> uncovers potential problems and vulnerable areas in any plan, project, or operation and assesses future threats and opportunities to determine their seriousness and probability.



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