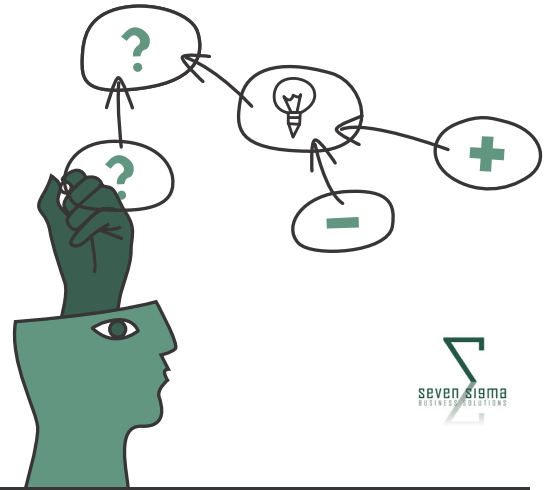


LEARN TO DEAL WITH COMPLEX PROBLEMS IN 2 DAYS!



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.

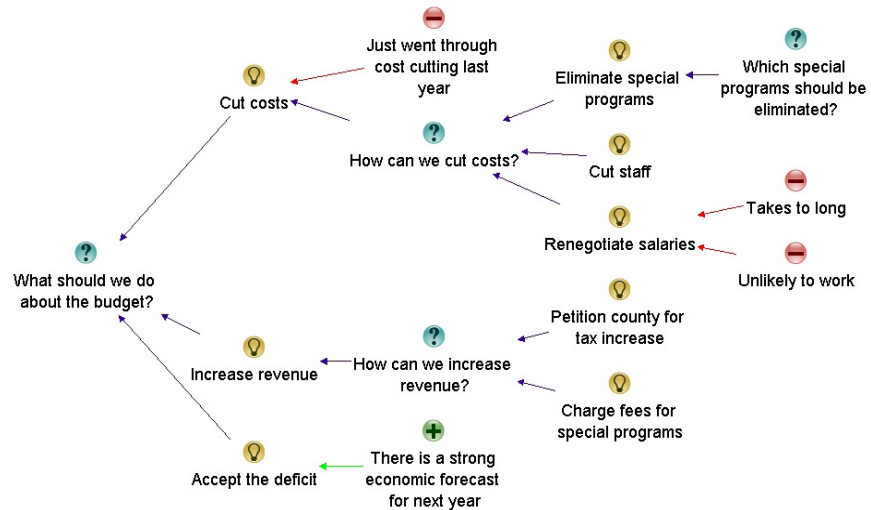


WHY ISSUE MAPPING?

- » 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 Mappers in the world. Outside of CogNexus, Seven Sigma, designated CogNexus partner, is the only company in the world authorized to teach Issue and Dialogue 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



This is CogNexus 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