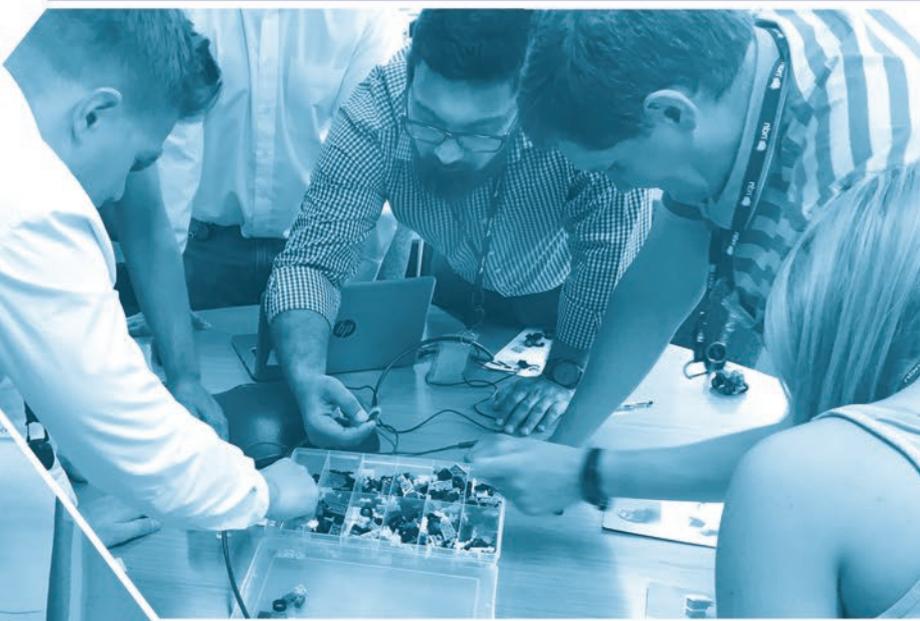




Identify • Define • Solve

Participant-centred problem-solving and process improvement implementation that works — straight out of the box.



Problem-solving Essentials

Master Class training, guide and simulation kits

Gestaltix® IDS

Solve your own workplace problems.

The Gestaltix® IDS (Identify, Define, Solve) cuts through much of the complexity often encountered in problem-solving and performance improvement methodologies and focuses on the key practical tools and know-how that can be readily implemented within workplaces.

The IDS train-the-trainer Master Class, Master Class Guide and Process Simulation Kits, make it easy for organisations to put proven tools in the hands of the people who are experiencing the problems, as they are, more often than not, the ones who hold the keys to solving them.



Master Class: train-the-trainer

A one-day, hands-on class that will provide your trainers with the know-how and materials to confidently deliver IDS problem-solving and performance improvement implementation sessions to your teams. This makes it practical for you to harness the expertise of people at all levels in your organisation.



Master Class Guide

The comprehensive IDS Master Class Guide provides everything your trainers need to know to deliver their own participant-centred IDS sessions: lesson planners, course flow, scripts and key questions, expert tips, flipchart templates and fully-worked examples.



Process Simulation Kits

Gestaltix IDS programs include simulation kits designed to immerse your teams in game-like simulations based on real-world workplace challenges. When immersed in the simulation your teams are better able, and more willing, to experiment with different workplace improvement approaches and to see the real-world applications.

www.gestaltix.com.au

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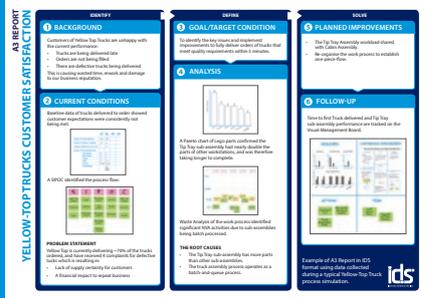


Gestaltix® IDS

LEARNING AND SOLVING BY DOING

While there are many tools and systems in the world of problem-solving and process improvement, ultimately they can be distilled down to three essential steps:

1. **IDENTIFY** the problem or issue that needs solving or improving.
2. Clearly **DEFINE** and map the elements of the problem or issue so that a team can focus on the high value areas.
3. Carry out a set of activities, experiments or process modifications designed to improve, remove or **SOLVE** the issue.



Key to the IDS approach is that it puts the participant at the centre of the learning and solving experience and that it facilitates behaviours for team outcomes vs individual excellence. All team members are engaged in an interactive process and are inspired to offer suggestions and possible solutions. As the simulation progresses, participants are introduced to a range of chart tools that can help them identify, define and solve problems — first in the simulation and then in their workplaces.

MASTER CLASS OUTCOMES

Class participants will learn:

How to prepare to facilitate successful and engaging IDS sessions

- » Understanding the facilitator's role in IDS simulation sessions
- » Easy room setup and required materials
- » Managing various group sizes
- » Reliable workshop flow and timing
- » Principles of participant-centred training (background reading).



How to facilitate process simulation rounds and transition to chart tools

- » Allocating simulation roles and encouraging participation
- » Framing-up and facilitating each of the simulation rounds covering: introducing the problem, implementing quick wins, implementing waste reduction, finding and confirming root causes, and running the Ten Truck Challenge
- » Appropriately and effectively transitioning from simulations to using chart tools.

How and when to introduce eleven problem-solving chart tools using effective, participant-centred activities

- » Problem Statement
- » SIPOC Chart
- » Fishbone Diagram
- » Customer Experience Map
- » Process Map
- » Waste Analysis
- » Visual Management Board
- » Pareto Chart
- » 5-Whys Chart
- » Value-Effort Matrix
- » A3 Report.



IDS Problem-solving Workshop package includes:

- Bound copy of Master Class Guide
- PDF slide deck
- 1 x Process Simulation Kit
- Assembly Cards and Customer Cards.

IDS Problem-solving Master Class package includes:

- All Problem-solving Workshop package components
- A one-day Master Class facilitated by Gestaltix to introduce your trainers to the program.
- Electronic copy of the 'how-to' Participant Guide booklet for each tool covered in the course.



Activities include real, fully-worked examples