

# Centre i presents a master class

Tuesday 4<sup>th</sup> March 2008 1330 – 1730

St Bride Foundation Bride Lane Fleet Street  
London EC4Y 8EQ

## Solving difficult and ambiguous problems

### Results

By the end of this workshop you will have the knowledge to be able to:

1. Workout what the real problem is in any given situation so that you are not dealing with the symptoms (unless that's what you want of course!)
2. Define the type of problem you have
3. Work out the most appropriate way of dealing with the problem
4. Deploy both critical and creative problem solving processes
5. Deal with any problem no matter how difficult or ambiguous

### Your Facilitator

David Wilkinson is the author of 'The Ambiguity Advantage: what great leaders are great at' and a master facilitator and coach. He has served in the Army, the Police and was latterly an academic and was Head of Professional Development at Cranfield University. Educated at Oxford, David is an expert in dealing with ambiguity and leadership development, especially in disaster and crises situations. He teaches regularly around the world including in Saudi Arabia, South Africa, The US, Malaysia and in many universities including Oxford, Oxford Brookes, York, Cardiff, and Essex for example.



**The** **A**mbiguity  
**V**dvantage

**Solving difficult and ambiguous problems**



### Content

- How to work out what the problem really is
- What smart people do with difficult problems
- How to work out what type of problem you have
- The 4 methods of solving problems
- Using creative and critical problem solving processes
- There are only 4 solutions anyway

### Who is it for

Anyone who has to deal with complex, difficult or ambiguous problems and who wants to:

- Solve problems better
- Solve problems quicker
- Get the edge fast when results matter
- Get more creative

### Useful when

- Things are in turmoil
- Those about you are losing it
- The situation is complex, uncertain or difficult
- You don't have all the data
- Things are very fluid or fast moving
- Change abounds
- Things need to change
- People are being difficult

### Workshop Plan

Participants are asked to bring a real life problem with them. It is best that this is a fairly high level problem especially a leadership issue.

0830 - Welcome, introduction and overview

0845 - A quick game of chess – solve this!

0900 – The effects that difficult problems have on our thinking and emotions:

- How our emotions hijack our thinking and ability to solve problems
- How to stop such hijacks in their tracks and see things for what they are

0930 – Different problems different structures – four types of problem part 1

1000 – Coffee

1020 – Different problems different structures – four types of problem part 2

1050 – The secret structure underlying all practical problem solving

1150 – Finding opportunities

1215 – Looking at own problems now

1230 – Summary and Close

### Synopsis

Over 81% of executive problem solving fails when the problem is considered to be difficult or ambiguous, ([more](#)) even though 96% of leaders think that they are successful. This engaging workshop is focussed on proving you with the basic knowledge and skills to be able to deal with any problem no matter how ambiguous.

### What previous participants have said:

“Really enjoyable workshop”

“Very powerful”

“Superb”

“An outstanding course”

“This is an original view of problem solving and has given me the confidence to tackle a problem I have been putting off. I can now see how to do it”

“Just a quick note to say thank you. The course works! I am seeing things totally different now and I can see just how bad the problem solving is here.”

“I will call you. I need this for my entire team”

“If the second workshop is anything like this one I can't wait – thank you”

See the full series of workshops at [www.centrei.org/workshops](http://www.centrei.org/workshops).

## Participant Details

Title {Dr, Mr, Ms, Mrs} ..... First Name .....

Family Name .....

Job Title .....

Department .....

Company Name .....

Address .....

Postcode .....

Town..... Country .....

Tel No .....

E-mail.....

Signature:

I have read and understand the cancellation policy and agree with the terms and conditions

## Investment

Only £220 (+vat) including all materials and complimentary post workshop Support via an online forum or only £320 (+vat) 2 workshops  
Special Offer – Bring two colleagues and you come for ½ price!

## How to pay

### Credit / debit card

Card Number:

Expiry date:

Issue Number (for switch):

Valid from:

Amount GBP:

### Cheque

Please find enclosed a cheque for the amount of GBP made payable to Centre i Ltd.

### Please invoice me (please circle)

Sterling

Euro

### In-house workshops, coaching and advice

Centre i provides bespoke training courses on all of our workshops.

For more information please contact

Jane Wright on either:

Email: [Jane@centrei.org](mailto:Jane@centrei.org)

Or +44 (0) 7894 708404

## Booking conditions

- Bookings can be submitted at any stage prior to the event, subject to availability. We strictly limit the numbers of participants on workshops so that you can talk with the experts – these workshops fill up quickly and booking early is therefore recommended. In the event of the booking not being accepted we will of course refund the total amount paid.
- Payment must be received in full prior to the course.
- If the delegate cancels after the booking has been accepted, the delegate will be liable to the following cancellation charges:
  - Cancellations notified over 45 days prior to the event will not incur a cancellation fee.
  - In the event of a cancellation being between 45 and 30 days prior to the event, a 20% cancellation fee will be charged
  - For cancellations received less than 30 days prior to the event, the full delegate rate must be paid and no refunds will be available.
- All bookings submitted by e-mail, fax, or over the telephone are subject to these booking conditions.
- All cancellations must be received in writing.
- Centre i Ltd. will not be held liable for circumstances beyond their control which lead to the cancellation or variation of the programme.
- All bookings, whether UK or overseas will be charged UK VAT
- The prices quoted in Euros are the correct conversion rate at the time of print
- Centre i Ltd. reserves the right to reject any booking at any time prior to the event, without explanation.

## Data Protection

Your details will be added to the Centre i database in order to process your booking and inform you of related events and products. If you do not wish to receive any further information or special offers from us please contact us and we will remove your details from the database. We, like you, don't like getting unsolicited email which is why we will not sell your information to others for any purpose - ever.

### PLEASE NOTE

Centre i Ltd. cannot be responsible for assisting potential delegates in obtaining visas to the country in which this event is being held. Delegates are responsible for their own travel, accommodation and visa requirements.

## Ways to register

1. Online at

<http://www.centrei.org/workshops>

2. Fax: this form on +44 (0)1865 331776

3. Tel: +44 (0) 20 8133 5091

4. E-mail: [jane@centrei.org](mailto:jane@centrei.org)

5. Online: [www.centrei.org/](http://www.centrei.org/)

6. Post to: Jane Wright Centre i Ltd.

4 Gullely Row, Merton, Oxford

OX25 2UH

## To save money on this workshop

1. Book before 10<sup>th</sup> February 2008 to claim your early bird discount\*

2. Book in groups, please call for a group discount.

## Hotel & Accommodation

Please contact us if you require assistance with finding accommodation.

For more information, please contact

Jane Wright on +44 (0) 7894 708404

Or email: [jane@centrei.org](mailto:jane@centrei.org)

## Money back guarantee

If this workshop doesn't give you the knowledge required to deal with any problem and you are not completely satisfied that you are better equipped to solve problems as a result of attending, we will refund your money – without question. Every participant on this workshop has been delighted with the results.

## Investment

Only £220 (+Vat) including all materials or only £320 (+vat) for two workshops. Bring two other paying participants and you come for ½ price!

## Time required

Only 4 hours. Because you are busy, this is a focussed and concentrated workshop which has been specifically designed to give maximum benefit in the best possible time and includes post workshop support via an online forum.

See the full series of workshops at [www.centrei.org/workshops](http://www.centrei.org/workshops).

## Centrei Ltd.

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For the full range of workshops visit [www.centrei.org/workshops](http://www.centrei.org/workshops)