



**“I keep six honest serving-men (they taught me all I knew);  
Their names are What and Why and When And How and Where and Who...”**  
RUDYARD KIPLING

# problem solving and communications skills transfer

## WORKSHOP

Increasingly faced with an oversupply of “data” from all directions project boards, project managers and their teams still lack “information”; specifically relevant information and its extraction, analysis and presentation.

PMWorks has identified a set of foundation skills and capabilities that can be used in both formal and informal information communications (e.g. one on one interviews, multi-party meetings, presentations and workshops). For truly effective adoption of such skills, workshops must be “experiential” to the greatest extent possible; namely participants should do multiple hands on exercises rather than listen to a theoretical lecture.

**Target audience.** Suitable for all project managers and project team members. In addition is applicable for staff who have regular communication of business requirements with third party customers and suppliers.



## objectives.

By the end of the skills transfer workshop the following outcomes will have been delivered:

- Increased the communication skills of the individual participants
- Increased the problem solving skills of the individual participants
- Provided a common, consistent framework and approach
- Promoted teamwork

# problem solving

AND COMMUNICATIONS SKILLS TRANSFER WORKSHOP



## workshop structure:

EACH WORKSHOP IS BROKEN DOWN TO MULTIPLE SESSIONS STRUCTURED AS FOLLOWS:

- Overview by facilitator
- Demonstration of an example(s)
- Participant exercise(s)
- Participant feedback and discussion

## administration and logistics:

The basic workshop is structured to run for one day. Business casual attire is recommended together with an open plan training room.

Alternatively a 1 ½ to 2 day workshop can be organised where the second ½ to 1 day is used to facilitate the team in the application of their new skills to a current situation/issue.

A POTENTIAL AGENDA IS OUTLINED BELOW:

| AGENDA ITEM                         | OBJECTIVES/COMMENTS  | TIMING  |
|-------------------------------------|--|---------|
| Welcome                             | Demonstrate commitment from AAA management   | 5 mins  |
| Workshop overview and Introductions | Outline course and give living example of a sub-set of techniques  | 15 mins |
| Communication                       | Provide common definition and identify most common communications and in what contexts that the participants use them in | 15 mins |
| Framing                             | Demonstrate and trial three frames that guide effective communications   | 45 mins |
| Break                               |  | 15 mins |
| MECE*                               | (Mutually Exclusive Collectively Exhaustive)<br>Practise logical analysis of lists of items                              | 90 mins |
| Lunch                               |  | 45 mins |
| Eliciting precise information       | Experience targeted questioning used to extract specific information from others   | 45 mins |
| SIP                                 | (Situation Implication Proposal)<br>Practise logical presentation of issues and potential solutions                      | 90 mins |
| Break                               |  | 15 mins |
| Document construction               | Practise options on how to structure formal documents (e.g. Proposals, Consulting Reports)                               | 60 mins |
| Wrap up                             | Review and consolidate session learnings   | 15 mins |

## more information:

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