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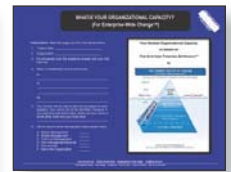
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The Systems Thinking Approach™
 "The Natural Way the World Works."

1

Strategic & Systems Thinking

- The Parallel Involvement Process
- Improving Team Meetings
- Creating Customer Value
- Strategic and Systems Thinking
- Becoming a Strategic Thinker
- Enhancing Your Strategic IQ
- Plan-To-Plan
- Parallel Involvement Process/The Players of Change
- Team Model/ Stages of Group Development
- Strategic Thinking/7 Pillars of Cultural Change
- The Science of Systems Thinking- Four Concepts
- Simplicity of Systems Thinking/Systems Thinking Approach
- Systems: The Inner Workings/12 Characteristics
- Seven Natural Rings of Reality/Systems for Enterprise- Wide Change
- Strategic IQ
- Smart Start
- Enterprise-Wide Assessment
- Strategic and Systems Thinking

WORK TEMPLATES (Code T)

- Strategic Thinking - ABC Template*
- Enterprise-Wide Assessment Worksheet*

2

Reinventing Strategic Planning

- The ABCs of Strategic Management
- Reinventing Strategic Planning
- Environmental Scanning
- Rubik's Cube Effect
- Top Strategic Management Failures
- The ABCs of Strategic Management/Yearly Strategic Management Cycle
- Strategic Planning Quick/Micro Strategic Planning
- Three-Year Business Planning/Functional Strategic Planning
- Work On/Work in the Enterprise
- Quadruple Bottom Line/Continuous Improvement Matrix
- Strategic Management: It's Simple
- Integrated Strategic Planning and Management

3

Enterprise-Wide Change

- Smart Start: Enterprise-Wide Change
- The Rollercoaster of Change
- Leading Strategic Change
- Iceberg Theory of Change/Cascade of Planning
- Cascade of Change/The ABCs of Enterprise - Wide Change
- Rollercoaster of Change/Six Stages
- Enterprise-Wide Change Process and Steps
- Systems – Inner Workings of Change
- Rollercoaster of Change - Pre-work
- Rollercoaster of Change - Debrief
- What's Your Organizational Capacity – for Enterprise-Wide Change
- Why 75% of Change Efforts Fail

4

Creating The People Edge

- Strategic Career and Life Planning
- Creating the People / HR Edge
- Executive Coaching for Results
- Coaching Employees for Results
- Strategic Life Planning/Yearly Cycle
- Strategic HR / People Management/Yearly Cycle
- Creating the People Edge/HR and Leadership Best Practices
- Talent & Succession Management/Elements
- Executive Coaching for Results/Performance Requirements
- HR Best People Practice
- Balance in Body, Mind and Spirit
- Supporting Creativity and Innovation
- Integrity and Character
- Acting with "Conscious Intent"

5

Achieving Leadership Excellence

- Leadership Development: The Bankrupt Art
- A System of Leadership Development/Centering Your Leadership
- Achieving Leadership Excellence/Leadership Pyramid Exercise
- Enhanced Daily Problem Solving/Systems Solutions
- Leadership Competencies - Organization Wide
- Leadership Competencies - Self
- Leadership Competencies - Other
- Leadership Competency Guide-Self
- Achieving Leadership Excellence

6

Becoming Customer Focused

- The Fundamentals of Strategic Marketing and Sales Management
- Common Sense Selling
- Strategic Marketing and Sales Planning/The Total Marketing Concept
- Common Sense Selling/Focus and Four Steps
- Business Acumen Competencies - Organization Wide
- Business Acumen Competencies -Self
- Business Acumen Competencies - Other
- Are You A Customer-Focused Organization?

7

Aligning Delivery & Distribution

- What is Learning and the Learning Organization?
- Creating Customer Value
- Strategic Project Management
- Learning and Immersion/Stairway of Learning
- EWA /ABCs of Business Excellence Architecture
- Strategic Project Management
- Business Process Improvement: Best Practices
- Baldrige Quick Profile Assessment
- IBOB

Strategic Project Management*

Strategic Project Management*

8

Creating Customer Value

- Customer-Focused Positioning
- Value-Added Star Positioning/Value Proposition
- Creating Customer Value/ABCs of Growing Customer Value
- Strategic and Systemic Change/The Hourglass-Funnel
- Annual Strategic Review/Year After Year
- Reinventing Strategic Planning accelerates into Creating Customer Value
- Creating Customer Value
- What's Your Positioning Quotient?

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