



**TSM Consulting - creating and delivering value**

Tel: 021 872 9762 | Cell: 082 4965909 | Fax: 021 8720659 | Email: [tanja.tsm@mweb.co.za](mailto:tanja.tsm@mweb.co.za) | website: <http://www.tsm.co.za>

**We are proud to present:**  
**Problem Solving Skills**

Date	Venue	Price excl. Vat	Presenter	Duration & Time
20-21 May 2010	13 Synagogue Street, Paarl	R2 400 per person	Anne Jordaan	Two days, 08h30 – 16h00

Our price is offered per delegate attending the workshop. This includes tea/coffee, lunch, refreshments and a detailed participant's manual. This fee does not include any other expenses, e.g., travelling or accommodation.

### Learner outcomes

By the end of this workshop participants should be able to:

- Think in a systematic and stepwise manner
- Ask relevant questions in any given situation
- Use a number of tools and techniques to systematically analyse a situation
- Structure information meaningfully
- Analyse a situation and identify out-of-the-box solutions combining your thinking, reasoning, communication and interpersonal skills
- Be aware of your own thinking and how to constantly monitor these processes
- Formulate decisions based on sound reasoning

### Who should attend?

This program is suitable for anyone who is interested in improving their lateral thinking, as well as their problem-solving and decision-making skills. To register, please go to the following link:

<http://www.tsm.co.za/registration.asp>

## Enquiries

For more information, please contact:

Estia Smith

Tel: 021 872 9767

E-mail: [estia@tsm.co.za](mailto:estia@tsm.co.za)

Nadia Brits

Tel: 021 872 9762

E-mail: [nadia@tsm.co.za](mailto:nadia@tsm.co.za)