

## TOC Management Skills Workshop

This five-day workshop (preferably one day per week) focuses on the need to address and resolve day to day problems in a manner that is win – win. Day to day problems are those small, never ending, irritating problems that consume a lot of time, energy, and emotion. They are also known as fire fighting. Five sessions comprise this workshop that develops the skills necessary to overcome the day-to-day problems. The contents are as follows:

- Session 1: Resolving Day to Day Conflicts**  
I run into conflicts with another person in my organization
- Session 2: Dealing with Half Baked Solutions**  
Someone comes to me with an idea that is incomplete.  
I can't reject it but I can't accept it..
- Session 3: Addressing Chronic Conflicts**  
Relationship with a person or a function becomes so bad that everything is a war.
- Session 4: Aligning Authority with Responsibility (Delegation)**  
My lieutenant comes to me for help to "bail" them out when they cannot complete their job due to lack of authority.  
**Giving Clear Instructions**  
People reporting to me do not do their jobs correctly, causing me to waste time to re-explain the instructions and sometimes even to re-work their mistakes.
- Session 5: Achieving Ambitious Targets (Team Building)**  
From time to time I get from my boss or from my organization tasks that are not that trivial to achieve.