



QNET presents:

Seven Management & Planning Tools

In Winnipeg – Tuesday, November 10, 2009 – 8:15 a.m. to 4:15 p.m.



This course is designed to help managers and team leaders use tools to analyze and resolve issues that are complex and difficult to get a handle on, require plenty of time to resolve, have not responded well to traditional solutions, and require the involvement of team members to solve. It is especially powerful when several members of a team or other work group attend together. Upon completion of the workshop, participants should be able to:

- Relate the tools to a planning model
- Explain the purpose, value and application of each of the seven tools
- Practice using 4 tools – Affinity Diagram, Interrelationship Diagram, Systematic Diagram and Glyph
- Select the appropriate tool to use based on the issue
- Understand the value and use of the last three tools – Matrix, Arrow Diagram, and Process Decision Program Chart



Facilitator: Doug Walker, Project Officer with Manitoba Hydro, holds certificates in Utility Management and Organizational Effectiveness and has experience in training in both of these areas as well as Quality Journal, DACUM and Seven Management and Planning Tools. Currently, Doug is working in Manitoba Hydro's Transmission Construction & Line Maintenance Division as a Project Officer for the Transmission Projects Department.



This workshop is:

- A core course in the 70 credit hour **Certificate in Management Development (CMD)**
- Eligible for credit in the **CAM:OE (Certificate in Applied Management: Organizational Effectiveness)** in partnership with the University of Manitoba Continuing Education



REGISTER NOW - Fax this form to (204) 949-4990 or www.qnet.mb.ca to register online

* NOTE: Special rate if you register for all 7 CMD core courses



Name _____ Title _____

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\$299.00 + GST for Members of QNET MTEC/Tourism MFPA MCCA

\$359.00 + GST for Non-Members

PAYMENT METHOD: Cheque Enclosed VISA AMEX MasterCard

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QNET
Suite 303
171 Donald Street
Winnipeg, MB R3C 1M4
p: (204) 949-4999
f: (204) 949-4990
mail@qnet.mb.ca
www.qnet.mb.ca

Participants will receive location and final details approximately 3 days prior to session; please contact QNET if you do not receive this information. Cancellations must be received in writing no later than 6 business days prior to the course. After that time, the full registration fee will apply. Invoices will be sent for non-attendance. Replacement participants accepted anytime. G.S.T. Reg # 899755334RT.