TOC Thinking Processes – Problem Solving Workshop

According to the World Economic Forum Future of Work report, the key skills that managers need to thrive in 2020 are complex problem solving and critical thinking. The ability to connect the dots and see the big picture will be the key differentiator in the times to come.

TOC Thinking Processes are a set of tools and processes that allow an individual or group to solve problems and resolve conflicts. Most people familiar with Eli Goldratt's best selling book THE GOAL are familiar with the powerful solutions that are possible with the help of Theory of Constraints (TOC) methodology. However, most people are unaware of the problem solving tools and the underlying Thinking Processes.

These tools enable individuals to resolve significant issues in any domain, without making a compromise. Several organizations have used these to empower their employees, and that has in turn led to quicker, improved decision-making, breaking silo mentality, and challenging deep-rooted mindsets.

The fundamental belief of TOC is that erroneous assumptions hold us back from realizing our full potential. Thinking Processes provide a step-by-step methodology to surface the limiting assumptions.

JOIN THIS WORKSHOP to build skills in the areas of problem solving and change management. Our past workshops have been attended by senior leaders from companies such as Airtel, ITC, Aditya Birla Group, Dr. Reddy’s, Kurlon, Tata AIG, Flipkart, Accenture, Honeywell, Wipro, to name a few.

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What I mean by Inherent Simplicity is that reality, any part of reality, is governed by very few elements, and that any existing conflict can be eliminated.

DR. ELI GOLDRATT
LEARNING OBJECTIVES

This workshop will enable the participants to analyze conflicts, and challenge the limiting assumptions that prevent individuals/organizations from achieving a quantum improvement in their performance.

The key learning objectives are:

- Fundamental beliefs of TOC (Inherent simplicity, Inherent potential)
- Articulating pains and undesirable effects precisely
- Creating a cloud or conflict diagram
- Apply tools to surface deep rooted assumptions
- Challenge the status quo to generate win-win solutions
- Six layers of resistance
- Influencing peers and stakeholders
- Improve personal effectiveness by inculcating a growth mindset in self and others
- Finding meaning in own job and empathy for others

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<th>Competencies</th>
<th>TOC Thinking Skills</th>
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<td>Communication</td>
<td>▪ Articulating pain points precisely</td>
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<td>▪ Cause and effect thinking</td>
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<td>▪ Resolving interpersonal conflicts</td>
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<td>Problem Solving</td>
<td>▪ Diagramming the conflict</td>
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<td>▪ Surfacing self-limiting assumptions</td>
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<td>▪ Evaporating the cloud or conflict</td>
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<td>Leadership and Change</td>
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<td>Management</td>
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<td>▪ Dealing with resistance to change</td>
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<td>▪ Planning for execution</td>
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Ira Gilani Lal  
Director, Goldratt India

Ira is a management consultant with over 14 years of experience across pharmaceuticals, apparel, retail, communications and technology sectors. Prior to Goldratt India, Ira was a Consultant at Accenture’s Corporate Strategy practice. At Accenture, she worked extensively with Indian as well as global clients. Her industry experience includes working for India’s biggest pharmaceutical companies, Dr. Reddy’s Laboratories and Ranbaxy. Ira is an MBA from IIFT, New Delhi and Economics graduate from Lady Shriram College, New Delhi.

Ira is a TOCICO (Theory of Constraints International Certification Organization) certified expert. She conducts TOC workshops regularly, and is passionate about spreading TOC to a wider audience in India. She has been invited to share her experiences at several industry bodies and institutes. She is a member of the HR and Training committee at BCIC (Bangalore Chamber of Industry and Commerce).

She has been trained in TOC Thinking Processes at Goldratt’s Odyssey program at Netherlands in 2007. She has been practicing these tools for over 12 years, and has conducted inhouse workshops at companies such as Sanofi, Flipkart, NTPC, Tata Advanced Materials Limited, Airtel, Mahindra & Mahindra, Kotak Mahindra Bank.

WORKSHOP DETAILS

DATE: October 23, 2019 (Wednesday)  
TIME: 9:30 AM – 5:30 PM  
VENUE: Hotel ITC Windsor, Sankey Road, Bangalore  
INVESTMENT: INR 8,000 + 18% GST (Special rate for BCIC members)  
INR 10,000 + 18% GST (For non-members)

10% group discount for 3 or more nominations from the same organization

WHO SHOULD ATTEND: CEO/ MD, Functional Heads, HR Heads, L&D Leads, D&I Professionals, Product Managers, Startup Entrepreneurs

Registration of participants will be confirmed upon receipt of workshop fee. Please send nominations to: bcicevents@bcic.org.in
"..TOC Thinking Processes have become a part of my life. It has brought about great clarity of thought and led me to subordinate all objectives to a higher goal. I have become less fearful and always think of ‘why not’ rather than ‘why’..

".. This method is very valuable in redesigning some of our processes to make them more customer friendly. The changes that we have been able to make, have allowed us to improve our performance manifold in areas of project delivery and a few other key processes..

Watch this short video to hear Mr. Raghunath Mandava talk about the effectiveness of TOC Thinking Processes for problem solving and decision-making at Airtel.