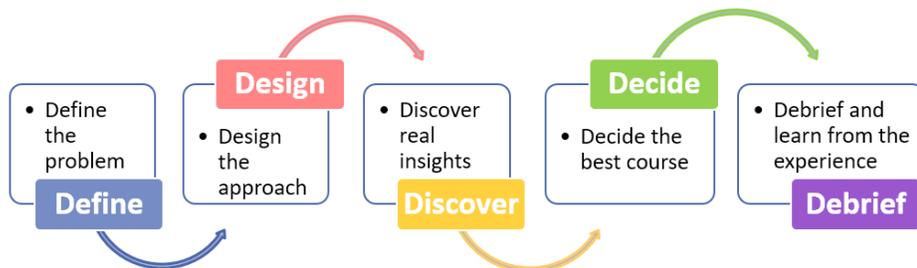




## About This Workshop

Today's fast-paced, high-stakes business environment demands everyone make better decisions. Sound decision making requires strong critical thinking skills, a proven framework and the right tools. In this interactive, hands-on workshop, you'll learn the essentials of critical thinking and decision making.



## How You Will Benefit

1. Improve your critical thinking skills to become a better decision maker.
2. Discover a process for breaking down complex problems and generating viable options while minimizing bias.
3. Apply proven frameworks, models and tools to evaluate alternatives and decide the best course of action.
4. Learn practical post-decision techniques to improve going forward.

## What You Will Learn

- Understand the challenges in making decisions.
- Recognize the 6 types of biases that impact decision-making.
- Discover 3 types of decision makers and your decision-making style.
- Learn how to use the 5-step Decision Making framework (Define, Design, Discover, Decide, Debrief).
- Workshop is packed with real world examples, thought-provoking exercises, and tools / templates / surveys / questionnaires.

## Your Coach



**Peter J. Sherman** brings more than 25 years experience leading process improvement programs in manufacturing, technology and healthcare.

Peter is a Certified Lean Six Sigma Master Black Belt, ASQ Certified Quality Engineer, and APICS Certified Supply Chain Professional.

From 2010-14, Peter served as Director of Process Excellence for Cbeyond Communications, a publicly-traded, \$500M revenue telecommunications provider based in Atlanta, GA. Previously, Peter was a Master Black Belt with AT&T for 10 years.

Peter began his career in Japan as a visiting M.I.T. Scholar in 1986-87. There he worked with Dr. Edwards Deming, the noted American Quality expert. Peter learned first-hand Japanese quality practices including the Toyota Production System and Kaizen. Later, he served as Lead Instructor of Emory University's Six Sigma Program in Atlanta, GA. Peter has authored more than 60 articles on Lean Six Sigma and quality. He is a columnist for *APICS Magazine's* Operational Excellence column.

Peter holds a B.S. in Building Construction from the University of Florida, a Master's in Civil Engineering from M.I.T. and an MBA from Georgia State University. Peter serves as Chair of the ASQ Atlanta Section and is a member of APICS.



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## Why Choose Riverwood Associates for Lean Six Sigma Training?

Riverwood Associates is a leading provider of Lean Six Sigma training for businesses and individuals. Our trainers are industry practitioners with more than 25 years of experience in the practical application of Lean Six Sigma methods and techniques. Riverwood Associates training programs are interactive, combining instruction with actual problem-solving applications. We provide training that enables participants to build problem-solving skills, streamline operations in their businesses, and increase profitability, quality, and customer satisfaction.

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### Questions?

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