

## Positive Change

**Positive change** is about continuously making things better than they are today. For our clients, this typically means consistently delivering a better quality product and service. It means winning new business, retaining top talent and pleasing key stakeholders. It means making life less stressful and more rewarding. Most of us deeply desire positive change, yet we often find achieving it painfully slow. So, what is holding us back?



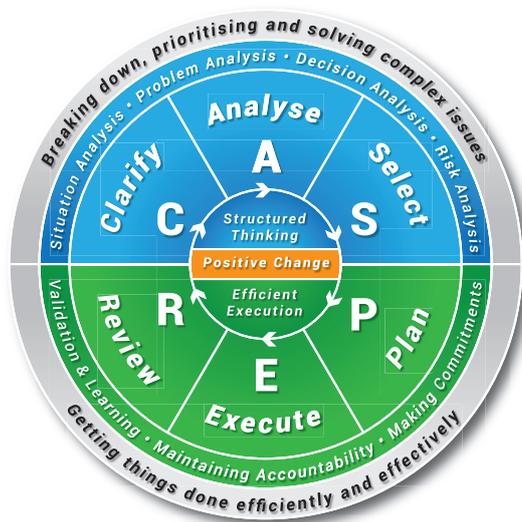
## Introducing the 'whirlwind'

The **'whirlwind'** is the collection of issues, problems, decisions, risks, meetings and emails that fight for your time every day. It is the quality problems that keep coming back, the machine that keeps breaking down and the systemic yield losses that hurt your profitability. It is the multitude of issues with that new product or process, the supplier that keeps letting you down and the customer that just threatened to go elsewhere.

## Fighting back

While the **'whirlwind'** may seem all consuming, there is a way that you can fight back and take control. The secret is in a systematic process for structured thinking and efficient execution. This structured thinking helps you to visualise issues and concerns, prioritise them and then quickly determine the most effective tool for resolution.

By focusing and applying powerful thinking techniques to each high priority issue, root causes can be quickly identified, optimum solutions determined and effective risk mitigation actions found. Then, through practical planning and disciplined execution, actions will be delivered timely, efficiently and correctly. You will shrink, and eventually conquer, your whirlwind while also resolving the issues that cause so much waste and pain in your business today. The resources currently being sucked in and depleted by the whirlwind can now be redeployed towards valuable improvement activity. Finally, you are back in control.



## The CASPER™ process

**CASPER™** is our thinking and execution process for confidently resolving any type of business or technical issue with both speed and dependable accuracy.

It provides a powerful framework & common language for breaking down complex issues, getting to the root cause of challenging problems, making difficult decisions and effectively mitigating risks. Once actions have been defined, it provides an execution process that delivers real accountability and efficient implementation.

Through our years of experience helping clients, we have found that the basic structure to resolve any issue is the same: **Clarify** it, **Analyse** it, **Select** the course of action, **Plan** it, **Execute** on it, and Review its success. **CASPER™** provides the thinking and execution process required to embrace the spirit of lasting positive change, fight back against the whirlwind and deliver remarkable and sustainable business results.

## CASPER™ Issue Resolution Training

With the **'whirlwind'** ever present, finding time away from it to focus on personal growth can be a real challenge. Sadly, too few training courses provide both the practical tools and the motivation to immediately apply what you have learned. Instead, the whirlwind slowly builds in your absence, waiting to thoroughly 'rough you up' on your return. You quickly forget your new skills and before long you are back to the same daily grind.

We recognise this. That is why our experiential training courses have been specifically developed with the 'whirlwind' in mind. During the training, you will learn powerful new techniques for thinking and 'doing'. You will build confidence using challenging case exercises and then, supported by an experienced consultant, immediately begin tackling the issues that are creating your own 'whirlwind' today. Our participants typically leave our workshops not only having made significant progress on their most pressing issues but with a clear action plan to deliver positive and measurable change.





### Workshop Format

Your development in the **CASPER™** process begins with one of our 4-day training courses, which are typically broken down into 2 x 2-day sessions. This training covers all of the key topics required to begin driving significant positive change using the **CASPER™** process. We offer **CASPER™** training either in-house, at our clients' global locations, or via one of our UK Public Workshops. We currently run two Public Workshop waves per year. Information on our 2017 courses is provided below.

### 2017 Public Workshop Timing

CASPER™ Public Workshops 2017	CASPER™ Issue Resolution Public Workshop (2+2 days Training)	
	CASPER™ Practitioner (Day 1/2)	CASPER™ Practitioner (Day 3/4)
Wave 1	May 9th - 10th, 2017	May 23rd - 24th, 2017
Wave 2	Oct 10th - 11th, 2017	Oct 24th - 25th, 2017
Location	The Oakley Court Hotel, Windsor	
Pricing	£1200 per participant exc. VAT	

### About our Public Training venue

The Oakley Court is a stunning hotel and conference centre on the outskirts of Windsor, UK. The hotel boasts an attractive riverside setting, excellent meeting facilities, 118 bedrooms, spa and gymnasium. In the evenings, we recommend a short taxi ride into the centre of Windsor to enjoy the restaurants, cafés and bars, set in the backdrop of the famous castle. **For more information please visit [www.oakleycourt.co.uk/](http://www.oakleycourt.co.uk/)**



THE OAKLEY COURT  
WINDSOR

### Who should attend?

The **CASPER™** process provides a powerful framework for anyone involved in delivering change and improvement. Regardless of your function or level of seniority in the organisation, the **CASPER™** process can help you to make a measurable and sustainable breakthrough in business performance.

### What happens after attending a CASPER™ Public Training course?

Having attended one of our 4-day **CASPER™** Public Session courses, you are likely to be considering how you can adopt and imbed the **CASPER™** process more broadly across your organisation. We would be happy to talk to you about further in-house training, coaching, & implementation support, as well as the option of developing you as a **CASPER™** Process Leader. This is our highest level of **CASPER™** certification which develops and licenses you to deliver **CASPER™** training and coaching throughout your business. Our clients typically find this a transformational experience that not only strengthens their skills in the **CASPER™** process, but significantly builds their confidence in presenting, coaching and influencing others. During 2017, we will be running two waves of **CASPER™** Process Leader Development in June and November 2017. Please contact us for more information on our in-house **CASPER™** workshops, **CASPER™** implementation support, or our public **CASPER™** Process Leader courses.

### Contact Us

For all workshop bookings, or to learn more about how Pico Consulting can help you to deliver sustainable positive change, please contact us using the details below:

**Email:** [enquiries@pico-consulting.com](mailto:enquiries@pico-consulting.com)  
**Telephone Enquiries:** +44 (0)1628 789907  
**Or visit our website:** [www.pico-consulting.com](http://www.pico-consulting.com)

### About Pico Consulting

We are a management consulting and training company that specialises in developing our clients' capabilities, processes and culture to continuously deliver positive change. We do this by embedding structured thinking and effective execution techniques into everything that you do. Whether you are developing a new strategy, executing projects, transforming your operational performance or resolving specific organizational issues, we will work with you to define and deliver your personal and business goals.

Pico was founded in 2013 by Peter Wright, a leader in individual, team and organisational effectiveness. His blue-chip clients' include Coca-Cola, Honda, Knorr-Bremse, Nissan, Rio Tinto & Twinings. Prior to establishing Pico, Peter was Head of the UK business for Kepner-Tregoe Inc., a global management consulting and training firm.

