



# ISSUE MANAGEMENT 101

## Course Outline

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**SPARTAN**  
Allied Services

*Deliver Results - Create Value*

## Program Overview

This one-day training course places its emphasis on how this concept carefully integrates within the organization system– from policies to practice. Further, the techniques mentioned are based on globally accepted best practice in risk management, which can be used in any industry sectors and applicable in various processes.

## Intended Learning Takeaways

Overall Objectives	Learning Objectives
<ul style="list-style-type: none"> <li>● Appreciate the concept of Managing issues, its framework and process</li> </ul>	<ul style="list-style-type: none"> <li>● Gain an insight on issues and how can it influence the business</li> </ul>
<ul style="list-style-type: none"> <li>● Internalize the activities involved in (risk) and issues management within the organization</li> </ul>	<ul style="list-style-type: none"> <li>● Properly identify and/or escalate issues</li> <li>● Develop ways in finding win-win solutions</li> <li>● (Proactively) deal with clients, address the issues and close</li> <li>● Monitor, measure, document and improve the activities involved in the management of issues</li> </ul>

## Target Audience

Department Heads and managers, or any employee dealing with issues on a day-to-day basis.

## Project Structure and Outline

The Program is delivered using a combination of instructor-led lectures, case study and exercises on practical implementation of the concepts discussed within the training.

The topics presented below define the areas of focus under the program.

## Course Content

- Introduction: About Issues
- Capturing the Issue
  - The Socratic Method
  - Issue Logging
- Assessing the Issue
  - The Difference Between Analysis and Evaluation
  - The Fishbone Diagram
  - The Six Hats-Evaluating the Issue
  - Critical Thinking-A Quick Look at the Fundamentals



- Controlling and Communicating the Issue
  - The Four Risk Options
  - The Communication Style
  - Key Objectives in Communicating
  - Barriers to Effective Communication
- Closing the Issue

## Why Choose SAS Management Inc.

### We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

### We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

SAS Management, Inc. is affiliated and endorsed by the following organizations:

Key Affiliations/Accreditation	Key Partner Programs	Key Partners
 	 	    
		   