

OUR BUSINESS PHILOSOPHY

KF **KEPNERandFOURIE™**
Critical Thinking Technologies

PEOPLE

- Realign personal Core Values Through the Redesigning of KPIs
- Implement a Continual Improvement (CI) of self assessment
- Critical thinking tools to provide clear Accountability, Authority and Ownership

PROCESS

- **KEPNERandFOURIE™** Problem Solving and Project Management
- Project Rescue Diagnostics and Optimization
- Critical Decision Tools for Head of Department and Senior Leaders
- Innovation Programmes
- Lean Six Sigma Programmes
- Cybersecurity Vulnerabilities Assessment

COMMUNICATION

- Techniques on Effective communication skills
- Critical Thinking and Managing Difficult Discussions
- Develop Customer Centric mind-set and Communication Skills
- Communicating to Influence
- Presenting with impact



SOLUTIONS TO ORGANISATIONAL CHALLENGES

Change Management

Challenges

- Poor Decisions in Project Implementation causing employees' frustration
- Projects Under Stress and sub-optimized, impacting deliverables and resources
- Cybersecurity incidents causing extraordinary work with negative company image

KandF Solutions

- Decision to Revitalize Recommendations and Assessment practices
- Project Rescue Diagnostics and Optimization programmes
- Cybersecurity Vulnerabilities Assessment & identifications of solutions to bridge gaps

Outcomes

Implement a "self-responsibility" orientation to allow each employee to acquire accountability skills for new initiatives

Organisation Effectiveness

Challenges

- Poor Decision Making Process resulting in waste of Operational resources
- Lack of "Actions", Ownership and Accountability causing rework and frustrations
- Lack of Effective Problem Solving capability causing recurring problems and extra efforts

KandF Solutions

- Effective Decision Process to reduce resolutions from weeks to days even in "virtual" situations
- Critical thinking tools to provide clear Accountability, Authority and Ownership
- Develop specific common approach of tools, techniques and templates and embed in normal processes

Outcomes

Realign personal Core Values through the redesigning of KPIs to support organization values and enhance team collaboration

Customer Centric Service

Challenges

- Poor Customer Service due to ineffective Incident & Problem Management capability
- Poor Project Delivery causing end-user and customer SLA not met
- Poor Cybersecurity practices causing sensitive customer data leaks

KandF Solutions

- Effective and proven Investigation & resolution techniques to reduce Incident delays from weeks to days
- Provide stakeholder & requirements alignment techniques to ensure correct deliverables are met at all times
- Implement a Continual Improvement (CI) self cyber assessment and resolution culture

Outcomes

Develop Customer Centric mind-set amongst employees by building a culture of CARE for both internal and external stakeholders

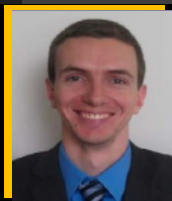
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