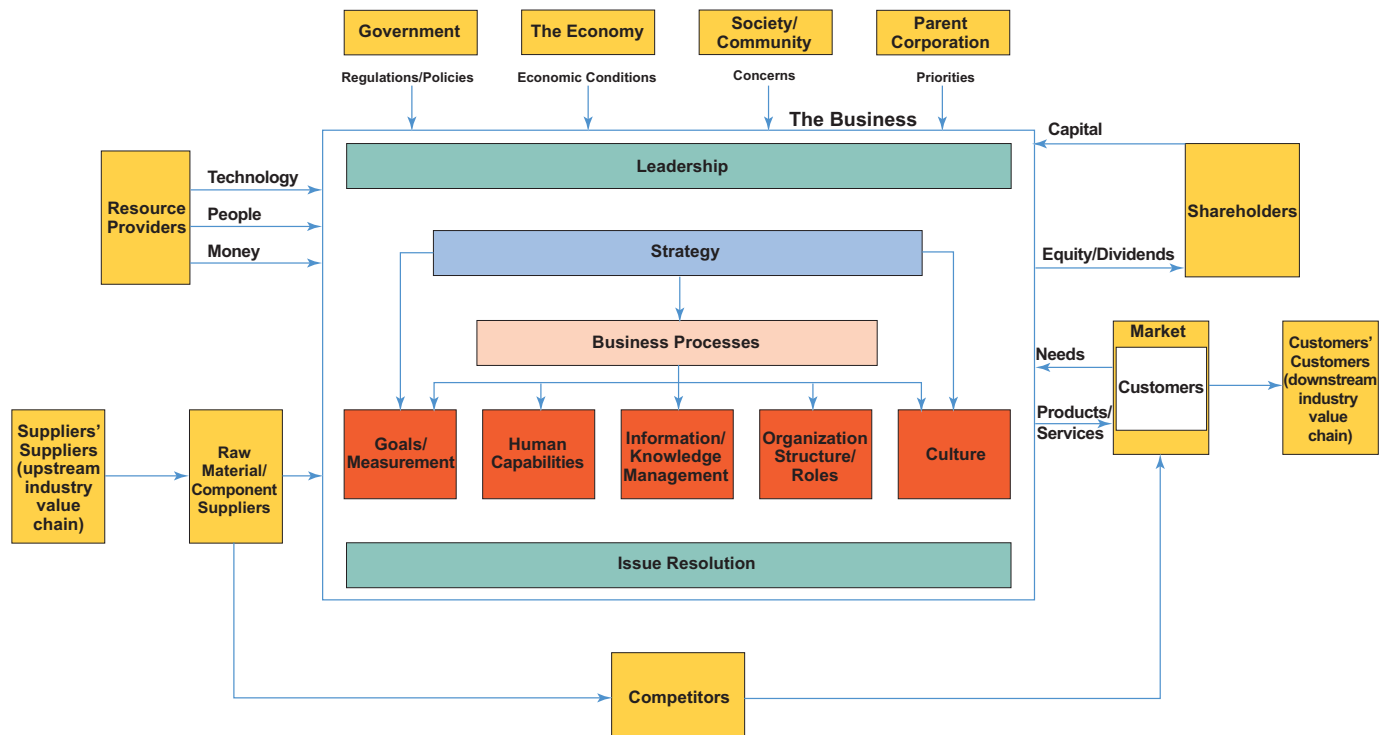


The Program Leader's Role in Resolving Organizational Issues

During the Leader Development Institute (LDI), you will learn to instruct and lead others in resolving issues for your organization. This capability is enhanced by an understanding of the Enterprise Model, a holistic system of internal and external variables that impact organizational performance.

Below is a graphic representation of the Enterprise Model:



Through its component of Issue Resolution, the Enterprise Model is specifically related to your role as a program leader—the Kepner-Tregoe ideas can be applied to resolve the following types of organization issues:

- Setting direction
- Finding cause
- Making a choice
- Planning and taking action
- Minimizing future trouble
- Maximizing future benefits
- Clarifying and planning to resolve concerns

Later in the LDI, you will learn about Maximizing Your KT Program Results, a detailed action plan that equips you to ensure the greatest benefit is derived from implementation of Kepner-Tregoe ideas throughout your organization. The Enterprise Model can also guide you to areas where the organization's

need for issue resolution is most critical. *How Organizations Work*, a business publication by Alan P. Brache, presents the Enterprise Model in full. This volume will be distributed during the LDI to support a discussion of how you, as a KT program leader, can achieve organizational results.

Some questions to consider:

1. What are the variables that most greatly influence your organization's performance?
2. What role has the greatest opportunity for improvement in your organization?
3. How do the variables interact in a way that contributes to your organization's overall performance?
4. What can you do to improve your organization's performance?