

Kepner-Tregoe® Advanced Problem Management

<p>Certificate: Kepner-Tregoe® Advanced Problem Management Duration: 2 days Course Delivery: Classroom / Virtual Classroom, Exam, eBook Accreditor: Kepner-Tregoe</p>	<p>Course ID: KT-APM Language: English PMI® PDUs: 16 CPEs: 16.5</p>
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Advanced Troubleshooting Skills for Advanced Problem Management

Take the next step in maximizing your critical thinking skills for improved service performance

This course is designed exclusively for learners who have successfully completed the KT Foundation course and is the next step in developing expertise in the area of Advanced Problem Management towards becoming a high performance “trouble-shooter.”

Participants will have already learned an overview of the core KT skills— Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis. During the KT Problem Management workshop they will be introduced to additional Problem Analysis skills to find root cause:

- The use of ‘Distinctions and Changes’ — a critical approach in isolating causes of complex problems
- Solving Start-up Problems — oftentimes the toughest to solve
- Solving Recurring Problems — they drive up your incident volume and negatively impact your customer satisfaction
- ‘Think Beyond the Fix’ — move from reactive to proactive problem management

“We needed improvement and 12 months later the figures are here. Our team implemented the problem solving process. Progress was steady, going from 10% to 35%, and finally reaching 90% after just six months.”

Helpdesk Supervisor, Galileo

About Kepner-Tregoe:

Founded in 1958, the Princeton, New Jersey-based Kepner-Tregoe is the international leader in developing critical thinking skills. Kepner-Tregoe is a global leader in improving business performance through proprietary organizational transformation and troubleshooting methodologies. This proven methodology has been used to maximize service performance at global organizations, such as NASA, IBM, Sun Microsystems, RIM and Siemens.

Learning Objectives:

Key components of this workshop include:

- A discovery case to assess current approaches to Problem Management and compare them to the KT approach
- “Process teaches” which introduce the KT concepts in a step-by-step approach
- A series of case studies which allow participants to test their understanding of the techniques in a structured, simulated environment
- Coaching and feedback by the instructor to reinforce the learning
- Structured discussions about how the KT processes get implemented to drive hard results

Major Techniques:

- **Questioning and Listening Skills:** The role of questioning in Problem Management and root cause analysis—the characteristics of effective questions—the techniques of “Open” and “Closed” questioning and their purposes—the two techniques of “Questioning to the Void” and their purposes—the difference between “Process” and “Content” questions—the concept of “Handling Answers”.
- **Problem Analysis:** Building on the concepts introduced in the KT Foundation workshop, the use of “Distinctions and Changes” in further isolating causes in complex problems and identifying and proving root cause.
- **Advanced Problem Analysis Concepts:** How to use Problem Analysis concepts for “Start-Up Problems”—the “Stable”, the “Multiple” and the “Fluctuating” types of Start-Up Problems—the use of Problem Analysis concepts for “Intermittent Problems”—how to “Think Beyond the Fix”.
- **Think Beyond the Fix:** Different techniques for “extending the cause” and “extending the effect” to prevent further problems and reduce future incidents.

Benefits:

- Learn Kepner-Tregoe’s advanced troubleshooting skills
- Hone your skills through case studies and application
- Learn about how to improve the performance of your Problem Management processes

Case Study:

All KT workshops are designed to introduce the processes and techniques through a step-by-step learning process reinforced by case studies and the application of the concepts to participants’ real life issues. A large number of case studies will reinforce and cement the skills learned at the KT Problem Management workshop.

Prerequisites:

Participants need to have successfully completed the Kepner-Tregoe Foundation Course and Exam.

Course Material:

Participants will receive a workbook, process cards and other job aids, several case studies and access to electronic process templates.

About the Examination:

- **Exam Format:** closed-book format. Web-Based.
- **Questions:** 40 multiple choice questions
- **Passing Score:** 70% or higher
- **Exam Duration:** 60 minutes. (15 minutes extra time for non-native English speakers)
- **Proctoring:** Web-Proctoring/Live-Proctoring