

Kepner-Tregoe Problem Management Course

Course Summary

Description

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 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—often times 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

Objectives

By the end of this course, students will be able to:

- Apply Kepner-Tregoe's advanced troubleshooting skills
- Hone your skills through case studies and application
- Improve the performance of your Problem Management processes

Topics

- **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**

Audience

This course is beneficial for service-desk staff, analysts, problem and incident managers, auditors, quality managers, operators, technicians, engineers and others responsible for customer service and support.

Individuals with ITIL® intermediate qualifications in Service Operation (SO) or Operational Support and Analysis (OSA) will find the Kepner-Tregoe course extremely beneficial in improving their problem and incident management.

Prerequisites

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

Duration

Two days

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