

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

This course is designed exclusively for graduates of the KT Foundations course provided via our partner ITpreneurs and is the next step in developing expertise in the area of Problem Management towards becoming a high performance “troubleshooter”.

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

A large number of case studies will reinforce and cement the skills learned at the KT Problem Management workshop.

This two-day 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.

**Prerequisite:** Kepner-Tregoe Foundation course.

## 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

*“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*

## For details and registration: contact

europa.enquiries@kepner-tregoe.com (for Europe) and  
info@kepner-tregoe.com (for North America).

## Course Materials

Participants will receive:

- Workbook
- Process cards and other job aids
- Several case studies
- Access to electronic process templates

## Examination

The KT Problem Management exam is an online exam which can be offered at the end of the second day of the training course or taken by the candidate at another convenient date and time. This will require that the candidate selects and registers a proctor who will supervise the exam delivery.

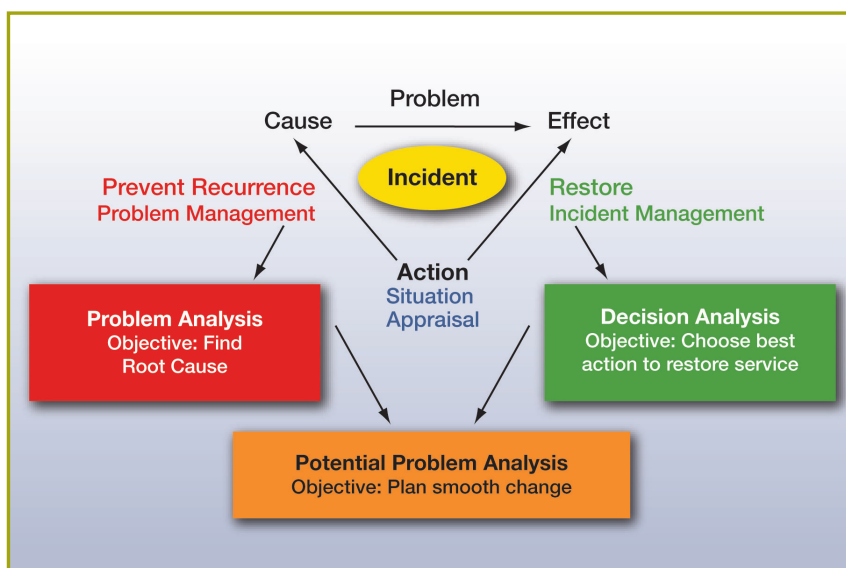
In order for participants to be eligible to take the KT Problem Management exam, they have to participate in an accredited KT Problem Management training course for 2 days.

## Workshop Structure

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.

Key components of KT workshop are:

- 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.