KT
Kepner-Tregoe
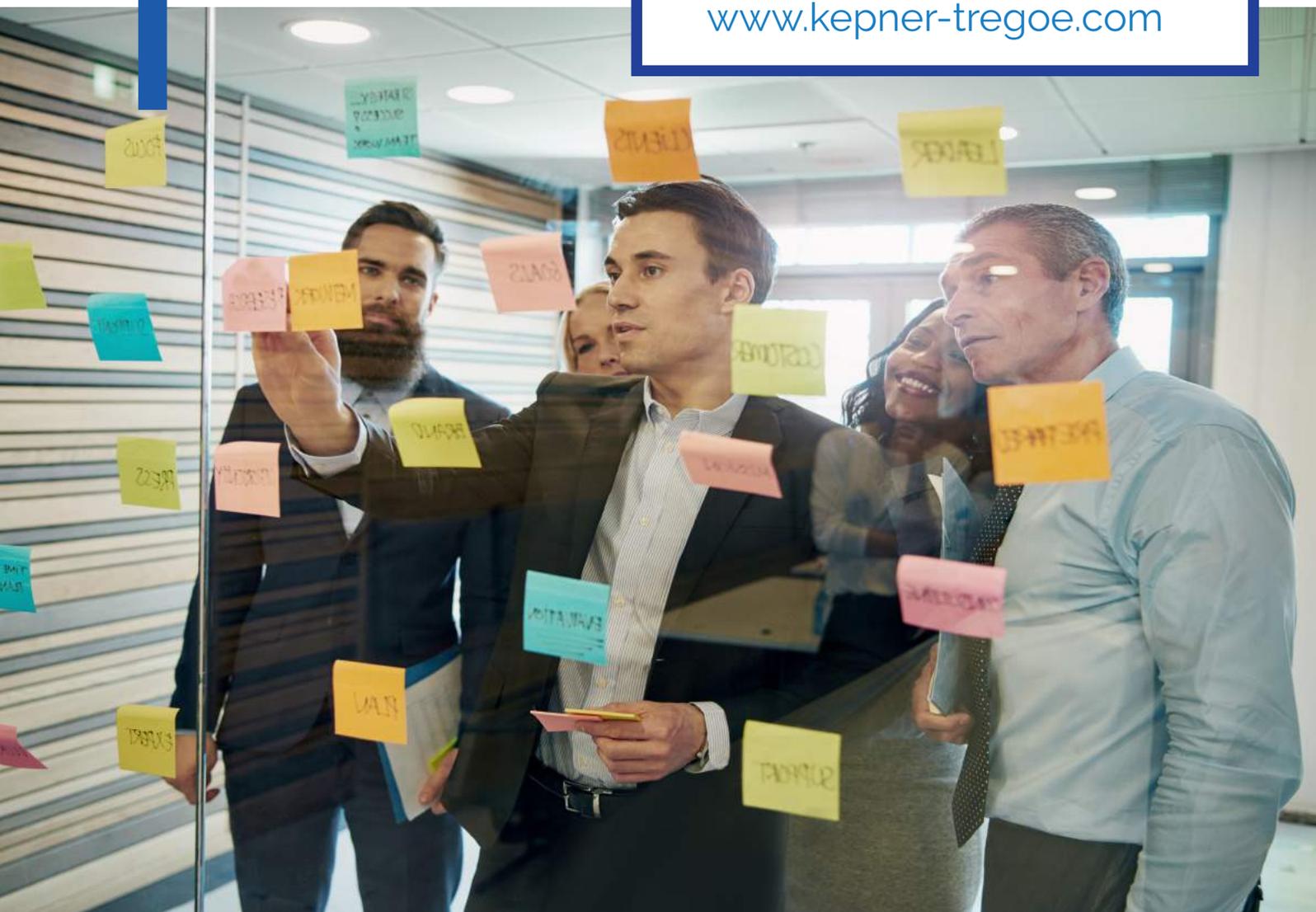
PROBLEM SOLVING & DECISION MAKING

www.kepner-tregoe.com

Challenges. Opportunities. Results

The best time to train your workforce, is before a crisis occurs.

There are four basic patterns of structured thinking which form the foundation of individual and organisational effectiveness. KT's Problem Solving & Decision Making (PSDM) workshop focuses on developing competence in those four patterns.

People who attend PSDM training acquire and then further develop a mental framework for Critical Thinking. This in-turn, translates into the ability to transform challenges into opportunities.

Our step-by-step competence development process empowers employees to assess situations quickly, prioritise issues clearly, solve problems expeditiously, make informed decisions quickly, mitigate potential risks, and seize the advantage of available opportunities.

These key capabilities equip a workforce with the necessary skills to deal with a crisis, if and when it occurs.

Amplify the talent in your organisation and be well-prepared for any future challenge.

Situation Appraisal

- Problem Analysis
- Decision Analysis
- Potential Problem Analysis
- Potential Opportunity Analysis

"Among process-skills development program, KT is the gold standard."

Wu Dan
Regional Operations Director, APAC
Corning Environmental Technologies

SITUATION APPRAISAL
Understand the situation, set priorities, establish a clear action plan.

PROBLEM ANALYSIS
Find the root cause quickly and efficiently. Determine how best to eliminate it sustainably.

DECISION ANALYSIS
Understand the process to arrive at, and make, the best decision.

POTENTIAL PROBLEM ANALYSIS
Understand how to mitigate risk, and prevent problems whenever possible.

POTENTIAL OPPORTUNITY ANALYSIS
Identify and capitalise on future and unseen opportunities.

KT offers customised capability development programs to enhance core learning, including successful planning implementation, documenting investigations, program leadership, process coaching, and process facilitation. These are all available upon request.

Standard 3-Day Outline

Hour	Day 1	Day 2	Day 3
0.0	Briefing	Review Day 1	Review Day 2
0.5	Process Introduction and Overview	Problem Analysis: Develop Possible Causes	Decision Analysis Discovery
1.0	Break	Break	Break
1.5	Situation Appraisal Discovery	Problem Analysis Case: Develop Possible Causes	Decision Analysis: Clarify Purpose
2.0	Situation Appraisal: Identify Concerns	Problem Analysis: Evaluate Possible Causes and Confirm True Cause	Decision Analysis Case: Clarify Purpose
2.5		Problem Analysis Case: Evaluate Possible Causes and Confirm True Cause	Decision Analysis: Evaluate Alternatives & Make Decision
3.0	Lunch		
3.5		Lunch	Lunch
4.0	Situation Appraisal Application	Questioning and Listening Skills	
4.5			Decision Analysis Case: Evaluate Alternatives & Make Decision
5.0	Problem Analysis Introduction	Problem Analysis Case	
5.5	Problem Analysis Discovery		Decision Analysis Application
6.0	Break		
6.5	Problem Analysis Demonstration	Break	Break / Potential Problem Analysis Discovery
7.0		Problem Analysis Application	Potential Problem/ Opportunity Analysis
7.5	Problem Analysis: State and Specify Problem		
8.0	Problem Analysis Case: State and Specify Problem	Quick Problem Analysis	Potential Problem / Opportunity Analysis Application
8.5	End Day 1 and Plan for Day 2	End Day 2 and Plan for Day 3	Summary and Evaluation
9.0			

Learning Design

We offer a range of delivery options which are both flexible and adaptable. Our aim is to meet your organisation's specific needs. We will provide full support to your efforts in establishing a problem solving culture. KT's programs are comprehensive and include training manuals, application materials, software tools,, apps and everything else that enable learners to make an immediate impact when they return from our workshop.

A self-guided eLearning is a further complement to classroom instruction. We are also able to provide Live Online training sessions in case there are any travel restrictions, or participants are located in spread-out geographic locations. We also have eLearning refresher programs for those who have been previously trained. KT eLearning allows participants to deepen their skills with short modules geared to many different learning objectives.

All KT training incorporates realistic examples and extensive real-life case studies to enhance relevance and engagement.

Engaging learning materials with mobile and interactive digital resources.

Leverage post-workshop performance support through a comprehensive library of webinars, case studies, articles, white papers, and tips for applying KT processes.

KT solve is a cloud-based digital tool to perform KT processes on-the-go. This allows users to create full KT process records from any devices and all data are stored in a secure cloud server.

KT's web-based learning solution represents the newest generation of agile problem-solving practice in a "safe-to-fail" and controlled application environment that allows organiSations to address the needs of the current generation of troubleshooters as well as building effective collaboration in groups.

BUILDING A
CRITICAL THINKING CULTURE

For over six decades, organisations have relied on Kepner-Tregoe's unique blend of training and consulting to improve problem solving and decision making. Adapted to all cultures, and avilable in multiple languages, KT processes are considered essential capabilities in organisations of all types and sizes.

Our methodologies are embraced from executive suites all the way to help desks and production lines. Critical thinking skills are value-creation tools in facilities ranging from high-tech labs to front and back-offices. Using structured critical-thinking processes will help your organisation achieve higher levels of performance, increased efficiency, and greater customer satisfaction.

View Course Schedule

Contact us at these locations or visit
www.kepner-tregoe.com

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