

Course Outline

Kepner-Tregoe Foundation Course

Duration: 2 days (14 hours)

Target Audience:

The Kepner-Tregoe Foundation course will be of interest to individuals who:

- Want the official Kepner-Tregoe Certificate, issued by Kepner-Tregoe
- Plan to attend the Advanced Workshop in order to learn to implement the concepts learned in the Foundation course
- Wants to improve their Incident Management and Problem Management techniques
- Typical roles are (but not limited to): Roles that provide first-line support, including service-desk staff, Analysts, Problem Managers, Incident Managers, Auditors, Quality Managers, Operators, Technicians and Engineers

Learning Objectives:

The course is structured around the KT Model. After this course you will be able to:

- Understand KT's Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis
- Explain the definition of an incident and a concern
- Use the role of questioning in various phases of the KT Model
- List Threats and Opportunities
- Use KT's Steps: Separate and Clarify, Set Priority, Plan Next Steps
- Work with all phases in Problem Analysis: Describe Problem, Identify Possible Causes, Evaluate Possible Causes, Confirm True Cause
- Work with all phases in Decision Analysis: Clarify Purpose, Identify Alternatives, Evaluate Alternatives, Make Decision
- Effectively Present Recommendations and Assess Recommendations
- Work with all phases in Potential Problem Analysis: Identify Potential Problems, Identify Likely Causes, Take Preventive Action, Plan Contingent Action and Set Triggers

Topics Covered:

- Introduction
 - 7 Rules for Mission Critical Success
 - Questioning and Listening Skills
 - Typical Support Organization Issues
 - Typical Support Personnel Issues
 - Typical Support Organization Needs
 - I'm an Expert Why Process?
 - Learning Process
 - Definition of a Process
 - The Role of Questioning in the Thinking Process
 - The Role of Thinking in the Fundamental Processes
 - The Troubleshooting Process
 - The Thinking Process Introduction

- Introduction to the Kepner-Tregoe Rational Process
 - Situation Appraisal
 - Problem Analysis
 - Decision Analysis
 - Potential Problem Analysis
- Situation Appraisal
 - The Definition of an Incident and a Concern
 - How to List Threats and Opportunities
 - Separate and Clarify
 - Set Priority
 - Plan Next Steps
 - The Role of Questioning in “Situation Appraisal”
- Problem Analysis
 - The Kepner-Tregoe Definition of a Problem
 - How to Describe Problem Analysis
 - Identify Possible Causes
 - Evaluate Possible Causes
 - Confirm True Cause
 - Explain the role of questioning in Problem Analysis
- Decision Analysis: The Definition of a Decision
 - How to Clarify Purpose
 - Identify Alternatives
 - Evaluate Alternatives
 - Make Decision
 - The Role of Questioning in Decision Analysis
 - How to Effectively Present Recommendations and Assess Recommendations
- Potential Problem Analysis
 - The Definition of an Action and a Plan
 - How to Identify Potential Problems
 - Identify Likely Causes
 - Take Preventive Action
 - Plan Contingent Action and Set Triggers
 - The Role of Questioning in Potential Problem Analysis