

# KT COACH

[www.kepner-tregoe.com](http://www.kepner-tregoe.com)



Organizations embark on change initiatives because they understand that continuous skill development and process improvement are critical to future success. Many of these initiatives fail to change behavior.

Coaching drives positive change and supports the use of those newly learned skills into the daily routines of affected staff. No different than any great sports team, good coaching is often the difference between incremental and real step change improvement success.



## Key Benefits

Learn a coaching framework to Observe, Reflect, Communicate and Assist (ORCA).

Develop and certify your capabilities as a qualified change agent.

Provide professional "real-time" problem solving application support for engineering staff.

Ensure continuous learning for staff with regular and frequent feedback.

Drive behavior change by maintaining a targeted focus.



## You will learn to...

Recognize components of effective troubleshooting behavior.

Analyze individual and team performance.

Identify gaps in the troubleshooting system.

Identify gaps in problem solving skills.

Provide effective, pinpointed feedback about individual performance.

Offer coaching tailored to the individual's style and needs.

**Audience:** Ideal for senior engineers and managers with responsibilities for technical support, problem management, incident management, escalation management and continual service improvement. Anyone involved in behavior change management and implementing the KT methodology.

## View Course Details

Americas | Europe | Asia-Pacific | Japan