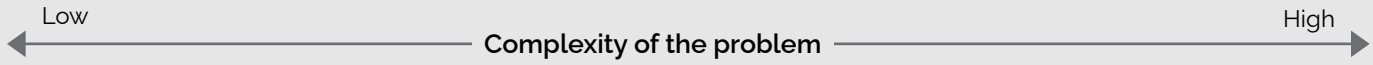# KT eLearning

Self-paced and engaging Problem Solving content

## Overview

Kepner-Tregoe's world-class problem solving content is available as engaging, self-paced courses for learners on any device from anywhere in the world. With concept overviews, case practice and knowledge assessments, KT eLearning content is suitable for introducing KT to your teams, deepening their learning after training or as a refresher for anyone who has taken KT training in the past.

|  | Introduce | Deepen | Refresh |
|---|---|---|---|
| **Audience** | Employees at any level who need an overview of the concepts | Employees who recently attended a KT training session | Employees who attended a KT workshop in the past |
| **Format** | ~ 45-90 minutes of introduction | ~ 60-90 minutes of concept refresh, case practice and a quiz | ~ 60-90 minutes of concept refresh, case practice and a quiz |
| **Outcome** | General awareness of KT and problem solving processes | Accelerate the transfer of skills from workshop to on-the-job | Remember skills gained long ago, practice them again |

Kepner
Tregoe

# The Problem Solving Ecosystem

## Tools

- 5 Whys
- Fishbone
- Fault Tree Analysis
- Incident Mapping

## Methods and Frameworks

| Lean/ PDCA | 8D | KT Problem Analysis | Shainin/ Red X | Six Sigma/ DMAIC |
|---|---|---|---|---|
| Plan | 1. Create Team and Collect Information | Describe the Problem | Focus | Define |
| Plan | 2. Describe the Problem | Describe the Problem | Focus | Define |
| Do | 3. Define Containment Actions | Identify Possible Causes | Approach | Measure |
| Do | 4. Analyze the Root Cause | Evaluate Possible Causes | Converge | Measure |
| Do | 5. Define Possible Corrective Actions | Evaluate Possible Causes | Test | Analyze |
| Check | 6. Implement Corrective Actions | Confirm True Cause | Understand | Improve |
| Check | 7. Define Actions to Avoid Recurrence | Think Beyond the Fix | Apply | Control |
| Act | 8. Congratulate the Team | Think Beyond the Fix | Leverage | Control |

## "Special Problem" Methods

### KT Performance System

- Response
- Consequence
- Feedback
- Performer
- Situation

### Design Thinking

- Inspire
- Ideate
- Implement

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## Separate and Clarify Concerns

Clearly defined concerns are easier to communicate and resolve.

**KT Situation Appraisal**

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## Specify the Problem

**Lamp Scenario**

**KT Problem Analysis**

Ask the IS and IS NOT questions in the following 4 areas:

| WHAT - Identity | **IS** |
| WHERE - Location | **IS NOT** |
| WHEN - Timing | |
| EXTENT - Size | |

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## Use Assess the Threat to Set Priority

**KT Potential Problem Analysis**

You should ask:

- What is the fundamental purpose of this choice?
- What specific choice or recommendation needs to be made?

Select the highest combinations of probability and seriousness (H-H, M-H) to work on first.

| | Probability (P) | Seriousness (S) |
|---|---|---|
| H | Almost certain | Disaster! |
| M | 50:50 | Manageable |
| L | Unlikely | Inconvenient |

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## State the Decision

**KT Decision Analysis**

You should ask:

- What is the fundamental purpose of this choice?
- What specific choice or recommendation needs to be made?

MODIFIERS          MODIFIERS

Select a new car suitable for family and work use.

CHOICE WORD     END RESULT

*Example*

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