

TROUBLESHOOTING SIMULATION

www.kepner-tregoe.com



The KT Troubleshooting Simulation invites learners to practice problem solving skills in a safe-to-fail environment and accelerate the transfer of skills from learning to application on the job. Teams work together to solve problems in our reality-based simulation. The Troubleshooting Simulation creates an environment that closely reflects real-world challenges such as time pressure, information overload, and managing multiple information sources. As the day progresses, the level of complexity increases after each exercise. Feedback is provided immediately at the end of each exercise. Learners are evaluated on the performance of solving each problem in regards to time, risk, and money..



Key Benefits

Shortened Time to Proficiency: Practice + feedback + repetition = proficiency! Hands-on application in a realistic environment, feedback from a KT Coach, group discussion and repetition shortens the time between classroom learning and driving business results once back on-the-job.

Efficient, Effective, and Fun: Simulation is an excellent way to practice root cause analysis skills and learn how to solve problems faster. In addition, teams have fun solving problems and enjoy the gamified learning experience.

Improves Teamwork: Simulation is an engaging and collaborative exercise where team members are emotionally invested in solving the problem. The teams celebrate success and manage setbacks together.



You will learn to...

Solve problems under pressure and restore operations safely and quickly.

Converge on the most probable cause prior to taking actions thereby avoiding trial and error.

Develop a clear problem definition and structured process to quickly find the root cause.

Use the appropriate amount of troubleshooting process based on the complexity of the issue.

Understand the importance of structured documentation in root cause analysis.

Audience: Anyone who has already completed a KT Workshop (e.g. Problem Solving and Decision Making, Problem Management, etc.) and needs to practice and refine their troubleshooting skills in a safe-to-fail environment.

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