

Frequently Asked Questions (FAQs) about Kepner-Tregoe's Leader Development Institute (LDI)

1. Who is Kepner-Tregoe, Inc.?

Kepner-Tregoe (KT) provides capability development and consulting solutions across the world to help build thinking organizations that resolve the most pressing issues with clarity and confidence. Founded in 1958 on the basis of ground-breaking research into how people think, solve problems, and make decisions, Kepner-Tregoe is dedicated to helping organizations achieve operational excellence by improving quality, increasing efficiency, and reducing costs.

KT Clear Thinking is used at every level of client organizations: to implement strategy; manage projects and portfolios; achieve step-change improvements in operations; increase customer satisfaction in support organizations; and drive superior issue resolution throughout the organization. KT provides Clear Thinking for a complex world.

Headquartered in Princeton, New Jersey, Kepner-Tregoe also maintains regional offices in Australia, Europe, Japan, and Southeast Asia. Kepner-Tregoe programs are taught in Dutch, English, French, German, Japanese, and Mandarin.

2. What is KT's Leader Development Institute (LDI)?

Kepner-Tregoe's LDI (sometimes referred to as 'Train-the-Trainer') is a two-week session that prepares you to teach one of the following Kepner-Tregoe workshops: Problem Solving and Decision Making, Analytic Trouble Shooting, KT Resolve, or Project Management. After you have completed an LDI and successfully taught your first program, you will be certified as a Kepner-Tregoe **program leader** and granted a license to order Kepner-Tregoe learner materials.

3. What is in my LDI prework packet?

Program Leader Objectives specify criteria Kepner-Tregoe program leaders are expected to meet after completing the LDI. The *Program Leader Agreement* is your contract with Kepner-Tregoe to perform the program leader's role. The *Systematic Teaching Process Guide* gives a detailed description of the presentation method you will learn during the LDI. The *Program Leader's Role in Organizational Issues* presents a model for maximizing Kepner-Tregoe results within your organization.

4. How will my time be spent during the LDI?

The first four days focus on developing and refining your capability to:

- Understand rational process/project management process
- Apply rational process/project management process in a variety of situations
- Coach learners in use of rational process/project management process
- Teach—motivate—communicate
- Give constructive feedback to learners
- Perceive learners' needs

During the rest of the two weeks, you will learn to:

- Refine your teaching skills by presenting key program segments
- Understand specific program activities, their purpose, and all program materials
- Produce an outline of the program that meets your organization's needs
- Consider a number of factors when implementing the program within your organization
- Effectively implement Kepner-Tregoe methodology in your organization

These activities constitute a challenge that will completely absorb all your available time and energy while you are attending the LDI. It is not surprising that Kepner-Tregoe program leaders consider themselves part of an elite group. They have shared and survived the same rigorous, rewarding experience in which you will soon participate.

5. What happens when I complete the LDI?

Your Kepner-Tregoe client relationship manager and other personnel will help schedule your first program. It is highly recommended that this take place within two months of your LDI so that the concepts and techniques remain strong and easily refreshed. During this session, a Kepner-Tregoe professional will observe your presentation and provide you with appropriate coaching and feedback. After the program's successful conclusion, you will receive a formal letter of certification from your Kepner-Tregoe observer. A copy of this letter is also sent to Kepner-Tregoe headquarters and triggers the production of a framed program leader certificate, which you should receive in approximately six weeks.

As an active Kepner-Tregoe program leader, your client relationship manager and other Kepner-Tregoe process experts are available to provide you with technical support on an ongoing basis. New articles, case studies, and videos about problem solving, decision making, and project management are available on the Kepner-Tregoe website (www.kepner-tregoe.com) and the KT Circle (<http://www.ktcircle.com>).

6. How can I get help from Kepner-Tregoe after the LDI?

First contact your client relationship manager, who's most familiar with your organization and its specific business needs. You can also call one of the following offices nearest your location for help:

North America 1.800.537.6378
Australia 1.800.634.453
Europe +44.1628.5878.75
Japan +81.3.3401.9521
Southeast Asia 65.6256.6492