

# INCIDENT MAPPING

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



Have you ever come across an issue that seems impenetrable or unsolvable? With Kepner-Tregoe's Incident Mapping workshop, you will discover how to bring greater clarity to tough situations—quickly. These challenging situations are usually bound by several closely related themes. KT Incident Mapping can systematically identify these issues—providing a clear and complete overview of the incident to determine the best way forward.



## Key Benefits

Learn how to display essential connections and potential solutions through visual maps of mutual relationships and interdependencies.

Increase clarity of the situation to regain control, take appropriate actions and prevent future incidents.

Share knowledge and lend insight as part of a live facilitation or post-mortem analysis.

Distill a complex situation with many moving and dependent parts down to a single visual map so that all possible contributing factors can be captured and analyzed.



## You will learn to...

Leverage Kepner-Tregoe's proven eight-step Incident Mapping process to effectively and efficiently determine the cause and solution.

Create a dynamic, systematic visual approach to illustrate the contributing factors, causes and consequences of a problem.

Identify breached barriers.

Evaluate real-world situations and best practices and apply that learning to make immediate contributions back in your organization.

**Audience:** Ideal for quality managers, analysts, problem and incident managers, environmental health & safety officers, auditors, technicians, engineers and others responsible for resolution of critical incidents and problems.

## View Course Details

Americas | Europe | Asia-Pacific | Japan