

KT FACILITATOR

www.kepner-tregoe.com



When a major crisis hits, facilitation skills are essential to guide your team through critical situations. Issue facilitation requires a clear purpose, a cool head and great communication. This workshop will give you the leadership skills you need in order to manage major problems effectively, paying dividends for your organization.



Key Benefits

Learn a facilitation framework to Prepare, Engage, Document and Follow-up.

Leverage the technical expertise of a team.

Keep the conversation balanced, driving toward a resolution, especially if tempers start to rise.

Effectively engage with peers and customers by understanding different communication styles.



You will learn to...

Master the Process: Develop in-depth knowledge of KT process, recognize its wide-reaching flexibility, and be proficient in the application.

Lead the Group: Learn to manage group dynamics, handle resistance, apply techniques for intervention, ask the right questions, stimulate creative thinking and guide a group to achieve results.

Be Self Aware: As you develop, become aware of your personal style then learn to adapt and leverage this to accelerate the needs of the group.

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

View Course Details

Americas | Europe | Asia-Pacific | Japan