

PROCESS FACILITATOR AND COACH DEVELOPMENT

www.kepner-tregoe.com



Coaches must not only manage complexity and facilitate the transfer of knowledge, but also support the ongoing adoption of critical thinking skills in a sustainable way.

Through Kepner-Tregoe's Process Facilitator and Coach Development, your leaders will gain a deeper understanding of KT Clear Thinking processes and learn how to apply these tools within your teams.

As certified facilitators and coaches, your leaders will guide their colleagues in solving difficult problems, making tough decisions, managing risk, and managing risk, setting priorities and planning ahead.



Key Benefits

Use the power of process and teams to cut through complexity and deliver results.

Create a structure to identify the underlying risks and opportunities of a given initiative.

Accelerate issue resolution from months to days (and sometimes hours & minutes).

Formalize a suite of clear thinking process flows to help meet and exceed organizational goals.

Leverage technical in-house knowledge combined with a proven resolution framework to resolve sticky issues rapidly.



You will learn to...

Develop in-depth knowledge of KT processes, recognize their wide-reaching flexibility and be proficient in their application.

Manage group dynamics, handle resistance and apply techniques for intervention by asking the right questions, stimulating creative thinking, and guiding a group to achieve results.

Be aware of your personal style then learn to adapt and leverage this to accelerate the needs of the group.

Analyze individual and team performance.

Identify gaps in problem solving skills.

Provide effective, pinpointed feedback about individual performance.

Offer coaching tailored to the individual's style and needs.



Application to Support People

The goal is to resolve business issues through Kepner-Tregoe's processes of Situation Appraisal, Problem Analysis, Decision Analysis, as well as Potential Problem Analysis and Potential Opportunity Analysis. Through role modeling, candidates develop the capability to lead others in typical facilitations. They build cross-functional troubleshooting teams who have the content expertise to expedite solutions. Candidates also learn to lead brainstorming sessions, assign responsibilities, and encourage others to rely on the process. The goal is to "think beyond the fix" for additional improvement opportunities.



Adoption to Drive Results

Building capability within your organization isn't just about developing skills through training. Adoption is the driver of results. That's why we work with you to maximize the ROI from your "people investment" by:

- Clarifying your capability development objectives and how they are tied to business success.
- Identifying areas of emphasis for development and how the new skills will be applied inside your business.
- Helping you identify critical elements in your company's performance environment that support or hinder the capability development process.
- Providing pre-and post-skill development support and coaching to ensure we maximize the skills transfer from the "workshop room" into the real world.



Training Prerequisites

Candidates must have previously attended a KT workshop matching the Kepner-Tregoe process they want to facilitate or coach.

- For those wishing to become a Kepner-Tregoe Problem Solving and Decision Making (KT PSDM) Process Facilitator & Coach: You must have attended a KT PSDM workshop or equivalent program.
- For those wishing to become a Kepner-Tregoe Project Management (KT PM) Process Facilitator & Coach: you must have attended a KT PM workshop or equivalent program.

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