



KT FRONTLINE

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Challenges. Opportunities. Results

Basic, essential, and core skills to solve the issue.

Kepner-Tregoe's interactive Frontline Simulation workshop is all about learning by doing.

You will learn five basic steps of problem solving and repeatedly practice applying the skills in our close-to-reality simulation scenarios.

This technology-enabled experiential learning delivers minimum theory and maximum application to increase confidence in problem solving.

Key Benefits

Gain visibility of problem solving gaps

Knowing the difference between your current approach and effective problem solving methodology

Increase awareness of using systematic approach to solve problem

Understanding the importance of using structured problem solving method to reduce experimental trials and increase first-time fix rate

Improve appreciation for effective escalation of information

Understand the importance of quality data in escalation for a more effective end-to-end troubleshooting process

Build confidence

By learning to gather accurate data in a consistent format, learners will avoid falling into the troubleshooting pitfalls and increase confidence in their own abilities to solve issues.

Real results, after just one day

Learn and repeatedly practice essential troubleshooting concepts in an interactive simulation, equipping learners with the skills and confidence to immediately improve their day-to-day problem solving

***“Among process-skills development program,
KT is the gold standard.”***

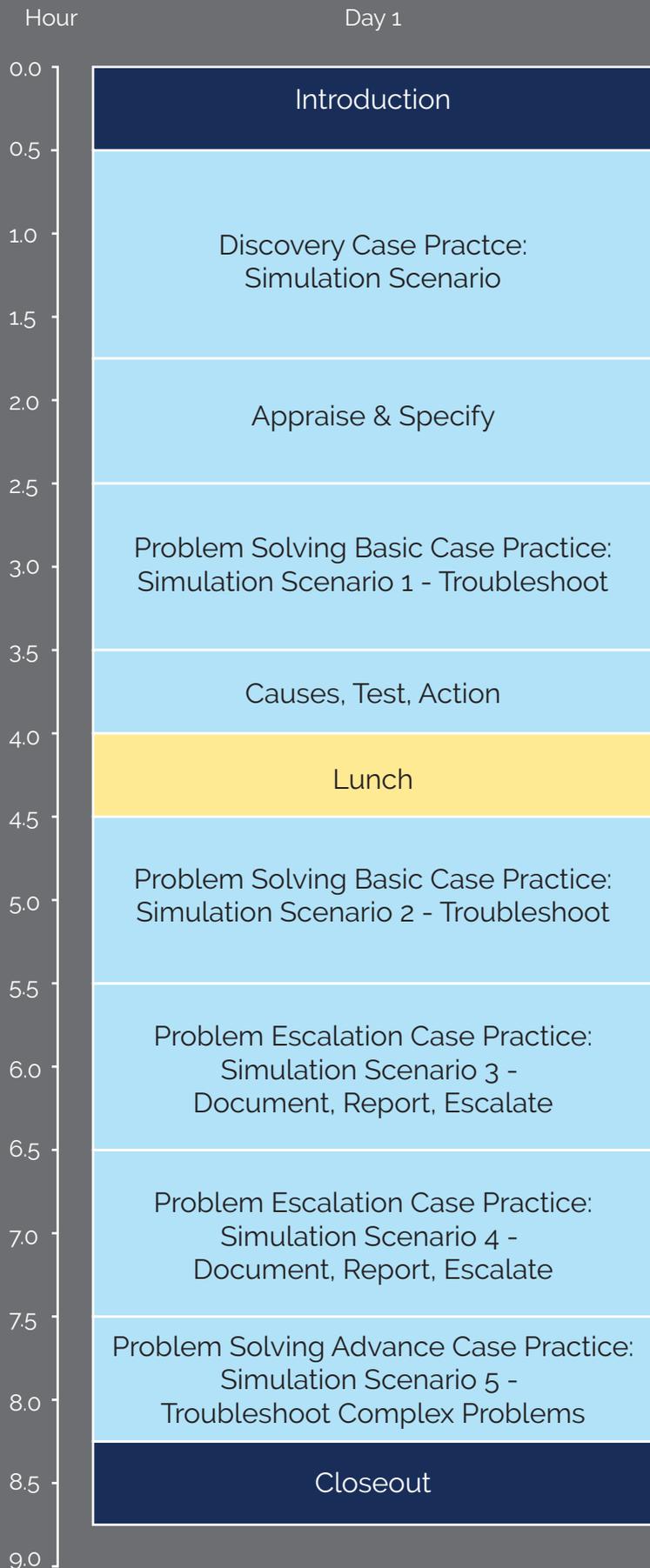
Wu Dan

*Regional Operations Director, APAC
Corning Environmental Technologies*



This workshop is part of an initiative for KT Experiential Learning. The KTeX program focuses on learning through experiences via realistic simulations, gamification and the use of new learning technologies to enable learners to apply their skills more effectively, more quickly and more confidently. Learn more about KTeX.

Standard 1-Day Outline



Skills Developed

- Define, clarify, and prioritize issues
- Ask core questions to uncover critical data required for troubleshooting effectiveness
- Ability to accurately describe issues and structure documentation to guide next steps
- Learn the secret to great troubleshooting by comparing "what is working" to "what is not working"
- Identify the most likely cause by assessing possible causes against facts

Workshop Details

Learn the precise and "to the point" concept and rapidly apply what was learned in a safe-to-fail, cloud-based simulation that uses realistic scenarios.

As the day progresses, learners will be challenged with more complex scenarios and need to think and act quickly under pressure. With elements of gamification built into the session, this learning experience creates a fun and teamwork-focused day like no other.

Be ready.

Audience:

This introductory level problem solving workshop is ideal for individuals whose responsibilities include reacting to and solving problems on the spot and escalation to experts when necessary. Well suited for frontline service and support engineers, service and help desk staffs, production line workers, assembly team members, maintenance apprentices, machine operators, high-performance team members, and team leaders.

BUILDING A CRITICAL THINKING CULTURE

For over six decades, organisations have relied on Kepner-Tregoe's unique blend of training and consulting to improve problem solving and decision making. Adapted to all cultures, and available in multiple languages, KT processes are considered essential capabilities in organisations of all types and sizes.

Our methodologies are embraced from executive suites all the way to help desks and production lines.

Critical thinking skills are value-creation tools in facilities ranging from high-tech labs to front and back-offices. Using structured critical-thinking processes will help your organisation achieve higher levels of performance, increased efficiency, and greater customer satisfaction.

[View Course Schedule](#)

Contact us at these locations or visit www.kepner-tregoe.com



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