PROBLEM SOLVING & DECISION MAKING

The Problem Solving & Decision Making method provides learners with clear thinking capability to "cut through the clutter" of business complexity, act decisively, and address the most complex challenges confronting your organization. These processes equip current and future leaders with the necessary skills that become the foundation of effective leadership.

DEVELOP YOUR NEXT GENERATION OF LEADERS

Kepner-Tregoe's Problem Solving & Decision Making is the foundation on which the company works with clients worldwide and is the critical ingredient to improving organizational results. These breakthrough concepts were developed after years of extensive research by Drs. Charles H. Kepner and Benjamin B. Tregoe.

The Problem Solving & Decision Making method is a step-by-step process for successfully solving problems, prioritizing issues, making good decisions, and analyzing potential risks and opportunities. It equips current and future leaders with the necessary skills that become the foundation of effective leadership.

In 2013, the English language version was upgraded to incorporate award-winning video components—creating an even more dynamic experience that supports all types of learners.

New features of the workshop include:

- Nearly three hours of multimedia that integrate live-action video and illustrated motion-graphics to enhance the learning experience (Received 2013 Brandon Hall Group Silver Excellence Award).
- A library of 25 new and time-tested cases that demonstrate powerful, real-world examples.
- A mobile app that supports the use of KT process after the workshop.
- Integrated social media elements deliver additional content and reinforce concepts.

SILVER BrandonHall EXCELLENCE AWARDS Learning 2013

KT Kepner Tregoe

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Problem Solving & Decision Making Processes

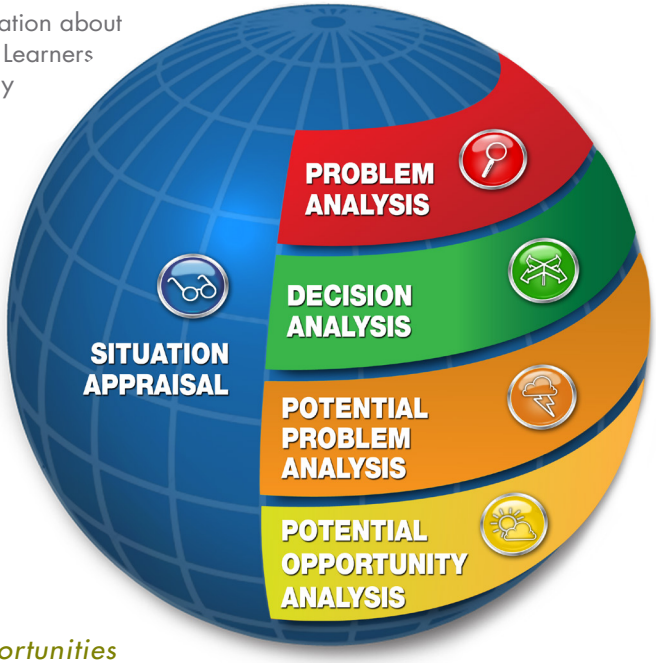
The fundamental processes learned in the workshop are:

Situation Appraisal: Clear thinking for complex situations

Teaches learners to clarify the issues that matter in complex situations and determine how concerns should be prioritized and handled. A plan is developed for the effective resolution of each issue including what analysis is required, who needs to be involved, and when specific actions should be taken. Situation Appraisal quickly clarifies complex situations, makes priorities visible, and avoids action without direction.

Problem Analysis: Clear thinking for tough problems

Teaches learners to find cause by organizing and analyzing key factual information about the problem. Possible causes are identified and then tested against these facts. Learners verify the true cause of the problem and consider where both the cause and any fixes may have additional impact. Problem Analysis ensures cause is known before fixes are implemented.



Decision Analysis: Clear thinking for difficult decisions

Teaches learners to clarify the purpose of their decisions and form clear, measurable objectives. They evaluate an appropriate range of alternatives and assess related risks prior to making a decision. Decision Analysis ensures fully informed choices that maximize benefits and minimize risks.

Potential Problem Analysis: Clear thinking for managing risks

Teaches learners to anticipate threats to the success of planned actions. They consider causes for each potential problem and how to prevent them. They also consider contingent actions and specific triggers if the problems occur. Potential Problem Analysis helps prepare in advance and avoid unplanned reactive actions.

Potential Opportunity Analysis: Clear thinking for leveraging opportunities

Teaches learners to anticipate and leverage extra benefits from planned actions. They consider causes for each potential opportunity and how to promote them. They also consider capitalizing actions and specific triggers if the opportunities occur. Potential Opportunity Analysis helps prepare in advance to gain the advantage when things go better than expected.

LEARNING OBJECTIVES

Completion of the KT Problem Solving & Decision Making workshop enables learners to:

- Understand the basic process steps
- Question incisively and listen intently to access relevant information
- Interact more effectively as a team through use of a common approach and language
- Recognize when participation from others is needed to create commitment or enhance the quality of a solution
- Apply the concepts on-the-job in order to achieve organizational results

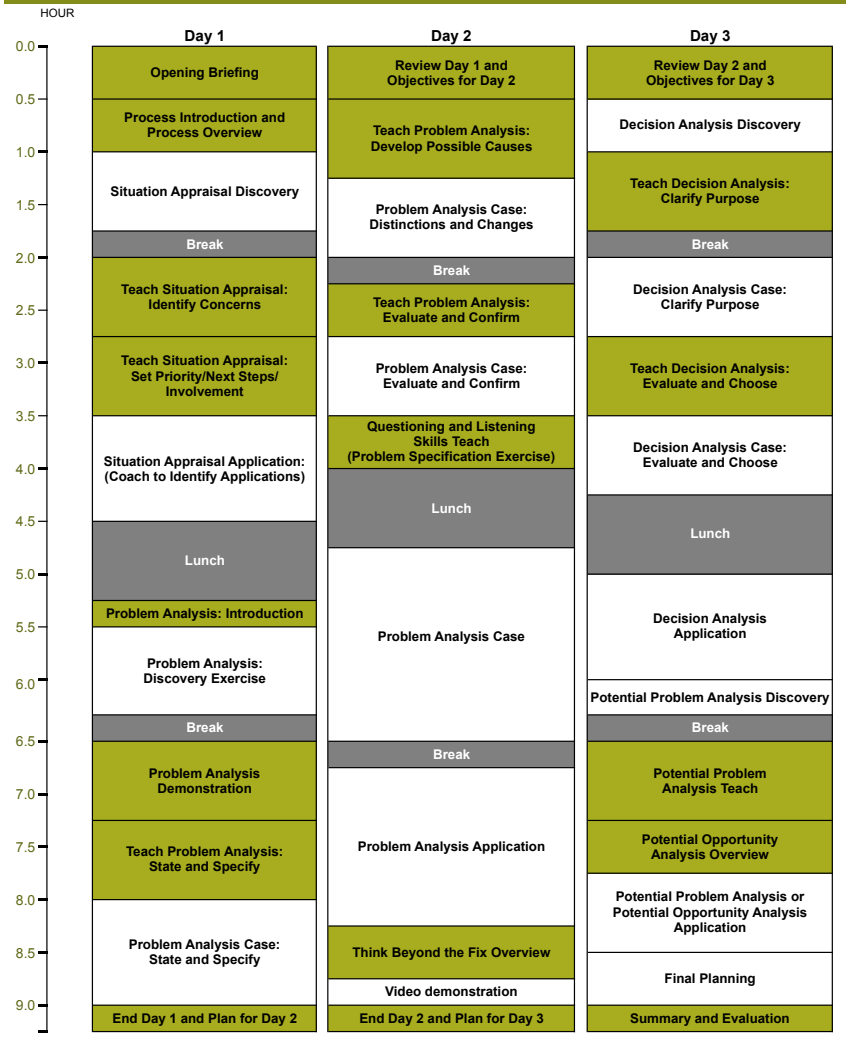
LEARNING DESIGN

KT has blended its proprietary instructional design approach with the best of current learning techniques. The program:

- Provides a stimulating environment based on adult learning principles to maximize skill transfer
- Uses competency-based instruction with case practice and on-the-job application
- Leverages post-workshop performance support through a mobile app and social media tools, which encourage daily application of what was learned and provide access to additional content

Standard 3-Day Workshop Outline

KT Problem Solving & Decision Making (Problem Analysis emphasis)



WORKSHOP FLEXIBILITY

The workshop can be customized to meet the needs of different management and executive levels, as well as professional and staff specialists and key support personnel through variations in the program length, structure, and content.

About Kepner-Tregoe

For over 50 years, Kepner-Tregoe has worked with the world's leading companies to improve business outcomes. We recognize the challenges you face from limits to time and resources to increasingly complex operations and escalating customer expectations. We provide time-proven, data-driven thinking processes that help you reduce costs, improve efficiency, increase quality, and exercise control.

What we know becomes what you know.

Because we emphasize skill transfer and sustainability, we provide value for today and every day that follows. Ultimately, we focus on building your organization's capability so that future opportunities and problems can be addressed rapidly. We disappear…the lessons remain.

We help organizations run more efficiently. Period.

As an example, our core methodology was responsible for the critical thinking skills that helped bring Apollo 13 safely back to earth. While not every solution is movie-worthy, one of the most exciting aspects of what we do is the measurability of ROI. Results show up in time savings, smarter use of resources, fewer mistakes, uninterrupted operations, and higher profit.

Kepner-Tregoe Locations

Headquarters
United States

Australia

Canada

France
(serving Spain)

Germany

Hong Kong

Ireland

Japan

Malaysia

Netherlands

Singapore

Switzerland
(serving Belgium)

Taiwan

Thailand

United Kingdom

Also serving:

Africa, China, India, and throughout Europe and Southeast Asia

Affiliates

Brazil

Chile *(serving Argentina)*

Finland

Italy

Korea

Mexico

Peru *(serving Colombia)*

Philippines

Poland

Romania

Venezuela

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