



Kepner
Tregoe

KT Frontline

Simulation
Workshop



KT Frontline

Kepner-Tregoe's interactive Frontline simulation workshop is all about learning by doing. You will be exposed to the basic KT troubleshooting theory and repeatedly practice applying the skills learned in our close-to-reality simulation scenarios.

KEY BENEFITS

Find cause faster and safely

Start troubleshooting immediately when the problem starts and improve your resolution time by gathering quality data and knowing how to zero in on the most likely possible cause.

Real results, after just one day

Learn and repeatedly practice essential troubleshooting concepts in an interactive simulation; equipping you with the skills you need to immediately improve your day-to-day problem solving.

Build confidence in today's increasingly complicated environment

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

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 – comparing “what is working” to “what is not working”
- ✓ Identify the most likely cause by assessing possible causes against facts

WORKSHOP DETAILS

Hands-on learning

This one day interactive simulation workshop is like no other. You will learn concepts in short and “to the point” sprints, then rapidly apply what was learned in a safe-to-fail, cloud-based simulation that uses realistic scenarios.

As the day progresses, you will be challenged with more complex scenarios and will need to think quickly under pressure.

With elements of gamification built into the session, this learning experience also creates a fun and teamwork focused day!



Audience: Individuals whose responsibilities include reacting to and solving occurring problems on the spot and communicating to experts, when necessary.

Examples: Shop floor employees, Production line workers, Assembly team members, Maintenance apprentices, Machine operators, High performance team members, and Team leaders.

Prerequisite: None

Duration: 1 day

Certification Credits: .7 CEUs / 7 PDUs

Training Option: On-site group training at your location