

Kepner-Tregoe Troubleshooting Simulation

Practice real-world problem solving beyond the classroom.

WHAT IS THE KT TROUBLESHOOTING SIMULATION? —

The KT Troubleshooting Simulation invites learners to practice their problem solving skills in a safe-to-fail virtual environment and accelerate the transfer of skills from the classroom to back on-the-job. Learners are challenged to apply their skills quickly and efficiently under pressure in scenarios with increasing difficulty.

WHY KT TROUBLESHOOTING SIMULATION? —

Shorten Time to Proficiency

Practice + feedback + repetition = proficiency!
Hands-on practice, feedback from a KT Coach, group discussion, and repetition shortens the time to drive results *back on-the-job*.



Hands-on Group Practice

Perfect practice makes perfect. Learners break into small groups to rapidly gather and analyze information presented in a variety of virtual simulation scenarios.

Realistic Environment

The simulation contains real world problems and learners have to manage time pressure, information overload, managing multiple information sources, and consequences for unnecessary or poorly timed actions.

Develop Key Skills

- Learn to solve problems under pressure and restore operations safely and quickly
- Prevent trial-and-error by narrowing down possible causes BEFORE taking action
- Prevent recurring incidents and implement successful changes
- Use only the appropriate amount of troubleshooting process required

Applicable for Many Industries

The simulation is based around logistical processes performed by a robot. Issues vary from hardware, software, and environmental related faults – resonating with industries from manufacturing to IT.

Challenging Exercises

The simulation includes 18 different exercises that vary in levels of difficulty, with single and multiple cause problem.

Interactive Fun While Learning

We all know one learns best by doing. That is what the simulation delivers – while creating an engaging, fun, and competitive learning environment.

KT TROUBLESHOOTING SIMULATION OFFERINGS

Workshop Add-on

Make the most out of your KT training investment by adding a day of the simulation to your KT Problem Solving & Decision Making, Problem and Incident Management, Analytic Troubleshooting or Root Cause Analysis workshop.

Situation Appraisal & Problem Analysis Refresher

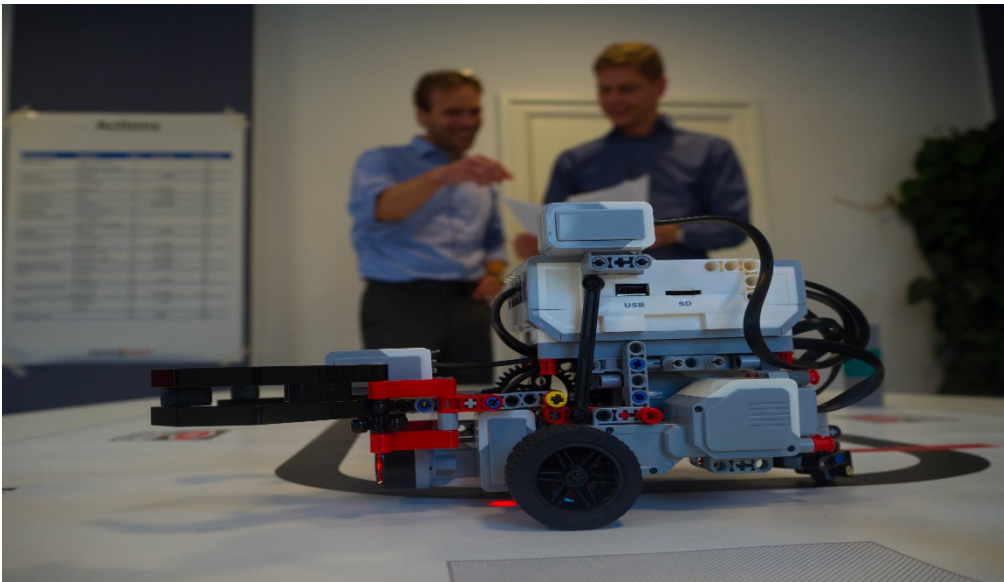
Get re-introduced to key KT Problem Analysis and Situation Appraisal concepts and practice rapid application of your skills.

Stand-alone

Already a pro with KT process and want to sharpen your skills? Or did you attend a KT training in the past two months and want to cement your skills? Then dive right into the simulation and put your skills to the test.

Enterprise License

For organizations looking to create a culture of problem solving heroes and want to scale the Troubleshooting Simulation across a large audience, KT's enterprise model package includes the development of certified facilitators and unlimited use of the simulation.



KT TROUBLESHOOTING SIMULATION DETAILS

Training Format

Live in-person sessions with coaching from a certified KT expert. Virtual sessions in development.

Technical Requirements

Each group of 3 learners will need 2 devices capable of connecting to the KT Troubleshooting Simulation cloud service.

Prerequisite

Training in KT's PSDM, Problem and Incident Management, ATS or RCA technologies



Learn more about the KT Troubleshooting Simulation.



Contact us about the KT Troubleshooting Simulation.



View the schedule to view the upcoming KT workshop + Troubleshooting Simulation

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