

PROBLEM ANALYSIS VIRTUAL REFRESHER



A 3-HOUR, ONLINE SESSION IN WHICH YOU WILL BE RE-INTRODUCED TO KEY KT PROBLEM ANALYSIS (PA) CONCEPTS ALONG WITH DISCUSSION, PRACTICE, AND TIPS TO IMPROVE YOUR PA RESULTS.*

Problem Analysis: *a structured way to quickly find the cause when things are not working as they should.*

- Define problem scope through setting up a simple description of the problem and then use four key categories of information to precisely describe the problem
- Gather detailed information about the problem using Kepner-Tregoe's unique approach to comparing items that do not have the problem to those that do, and use clues to identify specific changes that caused the problem
- Test hypotheses about possible causes to eliminate ones that don't support known facts
- Confirm the true cause before taking action to fix it

Group-based Practice: *break into small virtual groups during the session to work on a problem scenario with instructor coaching, then discuss insights with the full group.*

Additional Conceptual Depth: *do more than just review. The instructor will discuss how to most effectively accomplish each step, sharing tips and techniques from their extensive experience using PA to find the cause of tough problems.*

Q&A: *What would you like to learn about PA? The instructor will invite questions at any time, and strive to make sure the answers provide the maximum help.*

Peer Discussions: *others share their experience. The sessions are designed to encourage sharing of ideas, techniques, and successes by all participants. Their unique perspective and inputs help make the session even more valuable.*

Technical Requirements: *You must have a laptop or PC (one learner per computer) and ability to dial-in via a landline (not cell phone).*

**Attendees must have completed a PSDM session prior to attending.*