



KT eLearning

Self-paced and engaging
Problem Solving content

Overview

Kepner-Tregoe’s world-class problem solving content is available as engaging, self-paced courses for learners on any device from anywhere in the world. With concept overviews, case practice, and knowledge assessments, KT eLearning content is suited to introduce KT to your teams, deepen their learning after training, or as a refresher for anyone that took KT training in the past.

	Introduce	Deepen	Refresh
Audience	Employees at any level that only need overview of concepts	Employees who recently took a KT training session	Employees who took a KT workshop in the past
Format	~45 - 90 minutes of introduction	~60 - 90 minutes of concept refresh, case practice, and a quiz	~60 - 90 minutes of concept refresh, case practice, and a quiz
Outcome	General awareness of KT and problem solving processes	Accelerate the transfer of skills from workshop to on-the-job	Remember skills gained long ago, practice them again

The Problem Solving Ecosystem

Low ← Complexity of the Problem → High

Tools

- 5 Whys
- Fishbone
- Fault Tree Analysis
- Incident Mapping

Methods and Frameworks

	Lean/PDCA	SD	KT Problem Analysis	Shainin/Red X*	Six Sigma/DMAC
Analyzing	Plan	1. Create Team and Collect Information	Describe the Problem	Focus	Define
	Do	2. Describe the Problem	Identify Possible Causes	Approach	Measure
		3. Define Containment Actions	Evaluate Possible Causes	Converge	Analyze
Implementing	Check	4. Analyze the Root Cause	Confirm True Cause	Understand	Improve
	Act	5. Define Possible Corrective Actions	Think Beyond the Fix	Apply	Control
		6. Implement Corrective Actions	7. Define Actions to Avoid Recurrence	8. Congratulate the Team	Leverage

'Special Problem' Methods

Problem Solving Basics

Introduction to the problem solving ecosystem including tools like 5 Whys, Fishbones, Six Sigma, and KT PA

KT Situation Appraisal

Separate and Clarify Concerns | ?

Clearly defined concerns are easier to communicate and resolve. Click the buttons to find out how to separate and clarify concerns.

SEPARATE (+)

CLARIFY (+)



Specify the Problem | ?

Ask the IS and IS NOT questions in the following four areas:

WHAT — Identity

WHERE — Location

WHEN — Timing

EXTENT — Size

IS/IS NOT QUESTIONS (+)

Lamp Scenario

VIEW SCENARIO (+)

KT Problem Analysis

KT Potential Problem Analysis

Use Assess the Threat to Set Priority | ?

You should ask:

- How likely is this potential problem? (probability) Record supporting information; mark each H, M, L.
- How damaging is it likely to be? (seriousness) Record supporting information; mark each H, M, L.

Select the highest combinations of probability and seriousness (H-H, M-H) to work on first.

	Probability (P)	Seriousness (S)
H	Almost certain	Disaster!
M	50:50	Manageable
L	Unlikely	Inconvenient

SIAN'S PRIORITIES (+)

State the Decision | ?

You should ask:

- What is the fundamental purpose of this choice?
- What specific choice or recommendation needs to be made?

Example

MODIFIERS MODIFIERS

Select a new car suitable for family and work use.

CHOICE WORD END RESULT

ANIKA'S DECISION (+)

KT Decision Analysis