

## Course Outline

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### Kepner-Tregoe Foundation Course

**Duration:** 2 days (12 hours)

**Target Audience:**

The Kepner-Tregoe Foundation course will be of interest to individuals who:

- Want the official Kepner-Tregoe Certificate, issued by Kepner-Tregoe
- Plan to attend the Advanced Workshop in order to learn to implement the concepts learned in the Foundation course
- Wants to improve their Incident Management and Problem Management techniques
- Typical roles are (but not limited to): Roles that provide first-line support, including service-desk staff, Analysts, Problem Managers, Incident Managers, Auditors, Quality Managers, Operators, Technicians and Engineers

**Learning Objectives:**

The course is structured around the KT Model. After this course you will be able to:

- Understand KT's Situation Appraisal, Problem Analysis, Decision Analysis and Potential Problem Analysis
- Explain the definition of an incident and a concern
- Use the role of questioning in various phases of the KT Model
- List Threats and Opportunities
- Use KT's Steps: Separate and Clarify, Set Priority, Plan Next Steps
- Work with all phases in Problem Analysis: Describe Problem, Identify Possible Causes, Evaluate Possible Causes, Confirm True Cause
- Work with all phases in Decision Analysis: Clarify Purpose, Identify Alternatives, Evaluate Alternatives, Make Decision
- Effectively Present Recommendations and Assess Recommendations
- Work with all phases in Potential Problem Analysis: Identify Potential Problems, Identify Likely Causes, Take Preventive Action, Plan Contingent Action and Set Triggers

**Topics Covered:**

- Introduction
  - 7 Rules for Mission Critical Success
  - Questioning and Listening Skills
  - Typical Support Organization Issues
  - Typical Support Personnel Issues
  - Typical Support Organization Needs
  - I'm an Expert Why Process?
  - Learning Process
  - Definition of a Process
  - The Role of Questioning in the Thinking Process
  - The Role of Thinking in the Fundamental Processes
  - The Troubleshooting Process
  - The Thinking Process Introduction
- Introduction to the Kepner-Tregoe Rational Process

- Situation Appraisal
  - Problem Analysis
  - Decision Analysis
  - Potential Problem Analysis
- Situation Appraisal
    - The Definition of an Incident and a Concern
    - How to List Threats and Opportunities
    - Separate and Clarify
    - Set Priority
    - Plan Next Steps
    - The Role of Questioning in “Situation Appraisal”
  - Problem Analysis
    - The Kepner-Tregoe Definition of a Problem
    - How to Describe Problem Analysis
    - Identify Possible Causes
    - Evaluate Possible Causes
    - Confirm True Cause
    - Explain the role of questioning in Problem Analysis
  - Decision Analysis: The Definition of a Decision
    - How to Clarify Purpose
    - Identify Alternatives
    - Evaluate Alternatives
    - Make Decision
    - The Role of Questioning in Decision Analysis
    - How to Effectively Present Recommendations and Assess Recommendations
  - Potential Problem Analysis
    - The Definition of an Action and a Plan
    - How to Identify Potential Problems
    - Identify Likely Causes
    - Take Preventive Action
    - Plan Contingent Action and Set Triggers
    - The Role of Questioning in Potential Problem Analysis