Kepner-Tregoe's Problem Analysis Prework

Introduction

The purpose of this pre-workshop information is to prepare you to attend the KT Problem Analysis workshop. It includes workshop objectives, a description of the learning process, and instructions on how to prepare for the workshop.

What You Will Learn

The workshop is designed to build your critical thinking capabilities for analyzing problems. The workshop is based on a proven, systematic learning design that consists of the following:

- Exercises structured to help you examine your current concern resolution skills.
- Concept briefings and discussions about the steps in the process.
- Concept practice using scenarios, with instructor feedback.
- Concept application on work-related concerns, with instructor feedback.
- Plan for the continued use of this process back at work.

You will learn the concepts in full group, then practice and apply them individually or in small groups. This will enable you to test your understanding of the concepts and benefit from a variety of perspectives.

Personal Learning Objectives

In preparation for the KT Problem Analysis workshop, you will need to develop your own set of learning objectives. To help identify these objectives, ask:

By the end of the workshop, what do I expect to have learned?
What do I expect to be able to do differently when I return to my job?
How will I know this has been a valuable learning experience for me?
How will my success be measured in applying what I have learned back at work?

List your three to five most important personal learning objectives here:

Please meet with your manager to discuss and agree on these objectives before the workshop. You will be asked to share these objectives with the instructor and the other learners.

Work-Related Concerns

During the workshop, you will spend a significant amount of time applying the concepts and techniques to your work-related concerns. Please use the following questions to create a list of concerns. Once the workshop is underway, you will be asked to select concerns that can be best addressed by the problem analysis concepts.

Problem Analysis

Problem Analysis is a rational process for finding the cause of a positive or negative deviation. To prepare for Problem Analysis, ask:

What problems do I face that are confusing, unclear, tough, complex, or new?

What problems do I need to solve?

What problems will require me to recommend a fix?

What problems will I be involved in guiding or advising?

Examples:

- Customers receiving incorrect e-mail membership renewal prompts.
- High traces of benzene detected in our flavored water.
- Battery boxes have cracked scores.
- Machine #3 output is 7 percent above normal.

List three to five positive or negative deviations here:

Summary

Thank you for taking the time to prepare for the KT Problem Analysis workshop. Please bring this pre-workshop information to the workshop. We look forward to your attendance and participation.