

# PROBLEM SOLVING & DECISION MAKING

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[www.kepner-tregoe.com](http://www.kepner-tregoe.com)



When faced with problems, decisions, risks, opportunities and concerns, you need the right answers—and fast. For over 60 years, KT's Problem Solving & Decision Making workshops have been helping teams and individuals think clearly to: find the root cause of problems faster; make better decisions; manage risk and opportunity; prioritize and plan the resolution of concerns and ask sharper, more incisive questions. KT's instructors will ensure you're ready to use these skills back on-the-job to make an impact where you work.



## Key Benefits

Cut through the clutter & complexity to systematically find the root cause of tough problems and make decisions aligned with business priorities.

Discover the power of KT Clear Thinking and walk away with a framework that integrates easily with Lean, Six Sigma, 8D, ITIL and other methodologies.

Walk away ready to immediately apply these new skills back on-the-job.



## You will learn to...

Conduct root cause analysis (RCA) on complex problems.

Make tough decisions aligned with operational priorities.

Identify and plan for the resolution of high-priority issues.

Understand and proactively manage risks and opportunities.

Ask the right questions to find hidden insight.

**Audience:** Employees at all levels who are required to solve problems, make decisions, prevent or mitigate risks, promote or leverage opportunities, prioritize and plan the resolution of concerns will benefit from this workshop. Well suited for engineering, quality, operations, manufacturing, IT, customer service and maintenance.

## View Course Schedule

Americas | Europe | Asia-Pacific | Japan