Trouble Shooting Logic

Your only sustainable competitive advantage is your people

Build competitive advantage. Give them the best problem solving and decision-making training available anywhere, at any price.

FIRST STEPS
TRAINING & DEVELOPMENT

Trouble Shooting Logic is a comprehensive, integrated skill set that enables you and your people to effectively address the challenges facing your organization.

You will learn how to …

✓ Recognize priority concerns and develop sound strategies for addressing them;
✓ Solve complex problems;
✓ Make informed decisions when the best path forward is not clear;
✓ Anticipate future problems and avoid them;
✓ Anticipate future opportunities and capture them.

Trouble Shooting Logic

Core Processes

Status Assessment
Addressing Priority Issues
Your people learn how to scan their environment and identify the issues confronting the organization. They specify the manageable elements of each issue and prioritize these based on impact and timing. They then develop specific approaches to resolve each issue.

Deviation Analysis
Finding Root Cause
Your people learn how to solve complex problems by first defining and then accurately describing the problem. They identify, gather, organize and evaluate information to identify possible causes and to rule out causes that don't make sense. They test and verify true cause while avoiding costly, incorrect, time-consuming actions.

Choice Analysis
Making Informed Decisions
Your people learn how to clarify the reason(s) for the decision and the results expected. They form clear criteria that are then used to evaluate the alternatives available to them. They analyze the risks inherent in the choice and then choose the alternative that best balances the benefits attained with acceptable levels of risk.

Plan Implementation Analysis
Ensuring that Plans Aren't Derailed
Your people learn how to effectively protect or enhance a plan or project by deliberately identifying future threats and opportunities. They identify likely causes for each and develop actions to prevent the threats and promote the opportunities. They develop back-up actions to effectively recover in the event that the threat materializes and exploiting actions to maximize the opportunities.

Workshop Design and Typical * Agenda

The Trouble Shooting Logic workshop focuses on skill transfer and is based on proven principles of adult learning. In this highly interactive workshop, core concepts are presented clearly and systematically. After the instructor explains and demonstrates the new skill, participants practice using the skill through real-life, multi-position case exercises. The instructors coach participants in skill use and then thoroughly debrief the exercise to maximize the learning. After learning the concepts and skills associated with a particular TSL process, participants apply the process to current on-job issues, again with instructor FeedBack and support. Over half of the workshop is devoted to case exercises and on-job application.

- Concept Discovery & Discussion (approximately 11 hours)
- Practice (approximately 7 hours)
- On-Job Application (approximately 5 hours)

*As used in three-day TSL public workshops. Content and time frames for in-house workshops are customized to address your priorities.

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Day 1

Time	Activity
0	Introductions and Overview
	Deviation Analysis (DA) Introductory Exercise
1.0	DA Basics
2.0	DA Basics Practice & Debrief
3.0	
4.0	Lunch
	DA "Wording the Questions" Practice
5.0	
	DA Basics On-Job Application
6.0	
	Planning the Analysis Basics
7.0	DA On-Job Application
8.0	Debrief and Summarize

Day 2

Time	Activity
0	Introduce Objectives, Review Learning
	Questioning Skills Basics
1.0	DA Practice
	Analyze Likely Causes
2.0	DA Advanced Techniques
3.0	DA Practice
4.0	Lunch
	Status Assessment (SA) Core Steps
5.0	SA Practice
	SA On-Job Application
6.0	Choice Analysis (CA) Overview
7.0	CA Practice
8.0	Debrief and Summarize

Day 3

Time	Activity
0	Introduce Objectives, Review Learning
	CA Choice Statement
1.0	CA Values, Score, Down-Side Risk
	CA On-Job Application
2.0	Plan Implementation Analysis (PIA) Core Steps
3.0	PIA Advanced Techniques
	PIA Practice
4.0	Lunch
	PIA On-Job Application
5.0	DA Start-Up Deviations
	Conceptual Review (Entire Workshop)
6.0	On-Job Application (Participant Choice)
7.0	
	Planning, Commitments to Action
8.0	Closure

Learning Outcomes / Organizational Benefits

Following active participation in a Trouble Shooting Logic workshop, your people will

- ✓ Know the core steps of Status Assessment, Deviation Analysis, Choice Analysis and Plan Implementation Analysis
- ✓ More effectively gather the information needed to take appropriate action through focused questioning and perceptive listening
- ✓ Collaborate more effectively when addressing organizational issues by using a shared language and TSL processes
- ✓ Apply their new skills on your organizations issues, helping you achieve desired results, time after time after time.

Our Approach

Our approach to Performance Improvement involves the following four components:

Assessment and Agreement
We meet with key personnel to understand your needs clearly; we develop the learning intervention with clear objectives and measures to ensure that you achieve your desired results.

Performance Systems Analysis
We assist you to understand and modify current systems and practices so that learners are successful when they return to the job.

Custom Design
Every learning package is customized to address your priorities. We go in greater depth on the skills that provide the most return for your investment. We incorporate concepts / skills which are already working in your organization. We integrate content that your participants already know, linking it to the new concepts learned. The result is training that builds on existing knowledge with no gaps, no overlaps and no conflicts.

Professional Delivery
Our learning facilitators have advanced certification in training methodologies; many also have extensive experience working within organizations that typically choose to engage our services.

About First Steps

First Steps Training & Development delivers customized corporate training and employee development solutions for medium- and large-sized businesses nationwide. We teach the skills that today's leaders need to maximize employee productivity, with expertise in Performance Management, Team Development, and Advanced Trouble Shooting Skills.

Based on your needs, we develop the right mix of First Steps workshops, Train-the-Trainer, and On-Site Licensing packages to ensure that employees do the job on-time, right, the first time while minimizing your overall learning investment.

Our clients include Georgia-Pacific, BorgWarner Emissions/Thermal Systems, IBM Consulting, Dow Chemical, Baxter Health Care, and the W. K. Kellogg Foundation.

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For More Information on Trouble Shooting Logic, to Register for a public workshop, or for Inquiries regarding other services, please contact us.

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