

Structured Problem Solving for the Support Professional

Course Overview

Through presentation and interactive workshop exercises, this course explores the major areas that affect an analyst's or technician's ability to troubleshoot effectively. Often, analysts use an ad hoc approach to problem solving using their instincts and past experience to guide them. This approach is inconsistent and often wastes time and resources.

Structured problem solving provides a systematic approach to advance from the identification of a problem to the solution. It includes defining, describing, establishing possible causes, testing the most probable cause, and verifying the true cause. When integrated into the incident management process, analysts and technicians can leverage proper questioning skills, critical and creative thinking skills, knowledge capturing skills, and diagnostic skills to solve incidents and problems efficiently and accurately.

This dynamic course focuses on the value of a structured, consistent problem-solving process. Learn to harness your natural problem-solving skills and successfully apply them during applicable and energizing activities. During this two-day course, attendees will participate in a continuous workshop scenario intended to engage and embed each learning concept.

All HDI Courses include
a free subscription to the
HDI Industry Insider

What You Will Learn

- ▶ Resolve more incidents on your own
- ▶ Implement a structured and proven process for troubleshooting
- ▶ Explain the benefits of knowing and listening to customers
- ▶ Identify root causes
- ▶ Ensure your understanding of the customer's issue
- ▶ Use tools that can lead to greater service excellence
- ▶ Explain how structured problem solving integrates into the incident management process
- ▶ Leverage open- and closed-ended questions properly
- ▶ Capture information in a journalistic style
- ▶ Document specific types of details throughout the problem-solving process
- ▶ Generate knowledge documents with greater ease

Who Should Attend

- Technical support staff who need to learn how to resolve incidents and/or problems by following a structured problem-solving methodology
- Team leads and managers who want to support their team's ability to follow a structured problem-solving process

Course Prices



Public Classroom Training: Interactive, two-day course among peers.
Member Price: \$1,395 / Price: \$1,495



Virtual Classroom Training: Two days of live, instructor-led training delivered over the Internet.
Member Price: \$1,395 / Price: \$1,495



Onsite Training: A two-day course conducted at your company's site.
Call 800.248.5667 for pricing.

Register

Call: 800.248.5667 **Visit:** www.ThinkHDI.com/SPS

Course Outline

Structured Problem Solving for the Support Professional

Unit 1: Defining Structured Problem Solving

- ▶ The concept of structured problem solving
- ▶ Your natural approach to problem solving
- ▶ The structured problem-solving process
- ▶ Different applications of problem solving
- ▶ The concept of total contact ownership

Unit 2: Laying the Foundation

- ▶ Gathering information
- ▶ Understanding customer competency levels
- ▶ Listening as an art
- ▶ Documenting in the incident management process

Unit 3: Understanding and Enhancing Your Creativity

- ▶ Inhibitors to creativity
- ▶ Sources of creativity
- ▶ Brainstorming
- ▶ Enhancing creativity
- ▶ Thinking styles

Unit 4: Understanding the Structured Problem-Solving Process

- ▶ Obstacles to problem solving
- ▶ The value of categorization, prioritization, and documentation
- ▶ Knowledge management

Unit 5: Understanding Structured Analysis

- ▶ Root cause analysis
- ▶ Using flow charts
- ▶ Trend analysis

Unit 6: Enhancing the Customer Experience with SPS

- ▶ Total contact ownership
- ▶ Status updates
- ▶ Apply and verify the solution
- ▶ Close the incident/problem
- ▶ Follow up
- ▶ Continuous service improvement

Official curriculum of HDI.

HDI's official curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of their support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.

121 South Tejon Street, Suite 1100
Colorado Springs, CO 80903
800.248.5667 | Fax: 719.268.0184
www.ThinkHDI.com
©2015 HDI. All rights reserved.