HDI®

Structured problem-solving for the Support Professionals

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 and problem solve effectively. Often, analysts use an ad hoc approach to problem-solving using their instincts andpast 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 application of the application of 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.

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

Unit 1: *Defining Structured problem-solving*
Section 1: The concept of structured problem-solving
Section 2: Your natural approach to problem-solving
Section 3: The structured problem-solving process
Section 4: Different applications of problem-solving
Section 5: The concept of total contact ownership

Unit 2: *Laying the Foundation*
Section 1: Gathering information
Section 2: Understanding customer competency levels
Section 3: Listening as an art
Section 4: Documenting in the incident management process

Unit 3: *Understanding and Enhancing Your Creativity*
Section 1: Inhibitors to creativity
Section 2: Sources of creativity
Section 3: Brainstorming
Section 4: Enhancing creativity
Section 5: Thinking styles

Unit 4: *Understanding the Structured problem-solving Process*
Section 1: Obstacles to problem-solving
Section 2: The value of categorization, prioritization, and documentation
Section 3: Knowledge management

Unit 5: *Understanding Structured Analysis*
Section 1: Root cause analysis
Section 2: Using flow charts
Section 3: Trend analysis

Unit 6: *Enhancing the Customer Experience*
Section 1: Total contact ownership
Section 2: Status updates
Section 3: Apply and verify the solution
Section 4: Close the incident/problem
Section 5: Follow up
Section 6: Continuous service improvement

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