TROUBLESHOOTER-I EXPERT
- CERTIFICATE -

Online Module (x3), Text (1), &
Coaching to identify & resolve two problems

For MEMBERS only.

This **Troubleshooter-I Certificate** list reveals the complete self-paced Course of Study. Earn your certificate and improve your chances of success with your current employer and become more attractive in the wider job market, too. Get a leg up on your competition with this Expert Certification.
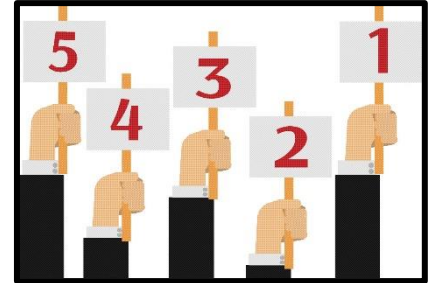
Access more information here:

- **Video** *(~2')*

- **Troubleshooter-I Certificate INTRODUTION article.** *(2 pages)*

- **Troubleshooter-I Certificate DETAIL article.** *(many pages).*
  Review this article if you want the details.

Full Course of Study
-Learning Modules ($989) -

1. **Problem Inventory** First of three courses (~2 hours). Learn how a team can identify specific / factual problems, determine what to group and what to separate, assign the needed logical analysis, and agree on the priority of each problem.

2. **Problem-Solving** The second of three courses (~2.5 hours). Learn how to fully describe a problem, set-up useful comparisons, develop a short list of high-quality potential causes, evaluate any list of potential causes to find the most likely cause(s), and then exactly what to consider in developing a test to verify the true cause of a problem.

3. **Tracking Root Cause** The third of three courses (~1.5 hours).   Learn the most useful definition of "root cause" and how to determine the causal sequence that created the problem. Evaluate the logical coherence of any causal sequence to find causal link(s) that should be reordered or removed.

4. **Systematic Problem-Solving TEXT** for working with your coach. Text sent upon completion of the Problem Inventory, Problem Solving, and Tracking Root Cause modules, includes 17 supplementary articles, and the most recent Problem-Solving Electronic Forms Template for creating and documenting your analysis, printing reports and collaborating online. **BPI** information for contacting your coach included. Please allow from one to two weeks for delivery.)

Full Course of Study
-Applications-

PREREQUISITE: first you must complete all three **Systematic Problem-Solving** modules & receive the **SPS** text. Register and pay for each coaching session to improve your skills working on current problems.

5. **E-mail Coaching** session package #1

PROBLEM INVENTORY practice

Skill building coaching and mentoring interaction. This coaching package includes from **1-3 expert feedback rounds** applying the Problem Inventory analysis to your current situation identifying several high priority problems for the 2nd and 3rd rounds of applications.

$299 Coaching Fee.

6. **E-mail Coaching** session package #2

PROBLEM-1 practice

Skill building coaching and mentoring #2. This second coaching package involves from **1-3 expert feedback rounds** of submission, review and coaching using one of the high priority problems identified in your Problem Inventory analysis.

$289 Coaching Fee.

7. **E-mail Coaching** session package #3-

PROBLEM-2 practice

Skill building coaching and mentoring #3. This third coaching package involves from **1-3 expert feedback rounds** of submission, review and coaching using a second high priority problem from your Problem Inventory analysis.

$279 Coaching Fee.