

Troubleshooter I Certificate - Introduction

Question: What could you possibly add to your **technical knowledge** and **years of experience** to dramatically improve your performance and career prospects right now?



Answer: A **thinking technology** distilled from the thinking of the best problem solvers and validated for over 35 years on-the-job.

We help troubleshooters get to the core of any problem, big or small, technical or service-based, faster and more directly than ever, even when the problem is a big hairy mess and is stumping all the experts!

Use a systematic process. The explosion of information, the pace of change and accompanying short shelf-life of relevant experience, make having a meta-strategy a critical career asset. Know what questions to ask and why. Make the best possible use of your knowledge, experience and judgment in a logical and focused manner. Do it naturally and with stunning results! Increase the value you bring to your organization ten-fold with an improved ability to guide your thinking and the thinking of others.

Troubleshooter I Certificate (continues)

STEP [0] - Recommended Prerequisite

Attending a live **BPI Critical Thinking** or **Systematic Problem Solving** workshop would be ideal. Just contact your organization's training administrator to find out about this possibility. But, if that option is not available you may complete the following online:

STEP [1] - Web-Based Training

Go online and complete the three modules of the **Systematic Problem Solving** web-based course. Gain an in-depth understanding of the *Problem Inventory*, *Problem Solving* and *Root Cause Tracking* processes. The WBT program includes key lessons, tests of understanding, feedback, and retest opportunities.

STEP [2] - ANALYZE THREE PROBLEMS with online coaching.

Apply these tools to three job-related problems, getting feedback and coaching via e-mail with a **BPI** expert using our electronic workbook and detailed coaching checklist.

OBJECTIVES

In the **Troubleshooter I Certificate Program** you will learn how to:

- Objectively define any problem.
- Know when to group or to separate problems.
- Follow a systematic process to fully describe any problem.
- Focus immediately on the highest quality potential causes.
- Quickly determine the most likely cause using the available facts.
- Test and verify the true cause.
- Systematically reveal the root.
- Verify the logical flow of your root cause analysis.

Go to our website (articles section) to **find out more**. Register with your email to join the Troubleshooter Members Only section. From there begin the online **Troubleshooter I Certificate** program when you want.

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