



KEPNERandFOURIE®

A Thinking Dimensions Global Company

Advanced Technical Troubleshooting Skills Series:

Complex Problem Solving for Teams

Deliver sprint outputs, “first time every time”

WHAT IT IS

The most obvious reason why teams are struggling to manage a multifaceted project environment like “AGILE” & DevOps is the lack of a common problem solving approach to encourage consensus and commitment!

Troubleshooting & Decision making skills performed by **team members** are about using effective, visible and user-friendly tools and templates to allow them to dig deeper into incidents and possible solutions in a structured and repeatable way. The most successful problem solvers are better at asking the right interrogative questions to the right SMEs.

They get specific practices right to ensure success:

- Identifying the **CORRECT STARTING POINT** – Problem solvers need to understand that the “devil lies in the detail”. When faced with multiple sprints the aim is to get all the stakeholders to agree quickly what the problem is and how to address it with the most appropriate/effective approach.
- Investigate all the **RELEVANT DIMENSIONS** represented in a problem situation – This approach ensures the team looks at all the relevant systemic elements from different and unique angles involved to arrive at the correct solution.
- Learning how to ask the **RIGHT QUESTIONS** from the right SMEs to get the right answers! Simply asking the right person uniquely structured questions will deliver the right answer, first time every time!
- Design the **MOST EFFECTIVE SOLUTIONS** to remove causes and finding unique solutions for seemingly unsolvable issues typical of multiple sprints and other unique Agile & DevOps situations.

The way to do this is through the use of templates and structured questions that will help you leverage what you already know about the problem situation. The “margin of excellence” however, is found in the investigator who understands and appreciates the usefulness of these tools and templates in a structured questioning environment and willingness to apply it – at every opportunity. We will demonstrate, and you will learn and apply these tools/templates with its unique worked questions during a two-day workshop. Addressing all the familiar challenges for today’s “real time” time pressured incident environments.



RESOLUTION PROCESSES

1. PriorityWise – How to find the core issues
2. ThinkingWise – How to find underlying reasons of a performance issue
3. CauseWise – How to find technical & root causes
4. SolutionWise – How to make a choice
5. SolutionWise (Max4) – How to develop an innovative solution
6. RiskWise – How to mitigate risks

ANTICIPATED OUTPUTS



What you would acquire in these two days!

- The realization that the team is only going to be as good as their ability to resolve new issues quickly, correctly and permanently.
- Well proven and tested problem solving tools and templates specifically designed for TEAM environments.
- Remove irrelevant information very early in the investigation process, which eliminates “trial & error” attempts.
- The absolute importance of asking the “right question from the right person to get to the right factual data”.
- The realization that a minimalistic approach with “relevant data” can provide much faster and more accurate answers than an aimless brainstorming or an extensive data analysis exercise.
- The understanding that alignment of stakeholder expectations and continual collaboration with same stakeholders could solve a multitude of problems pro-actively.
- A workable strategy to address each type of possible “TEAM” problem situation such as; lack of accountability, scope creep, vendor issues, role clarity, poor coordination, and poor control.

CONTENTS

Utilize the KEPNERandFOURIE® thinking processes and templates to:

- Identify the minimum requirements (Requirements Analysis) to address any problem or challenge through collaborative practices.
- Systematically identify the minimalistic data needed (Factor Analysis) to solve a problem or to design a new solution.
- Identify the correct information sources to provide critical inputs (SME Analysis technique), and how to extract the data from these resources.
- Engineer the ability to balance “level of change” with that of “system stability” (Best Balanced Choice) & (Priority Impact Analysis)
- Engineer consensus and buy-in at all levels of impact (Impact Buy-in Analysis) during a project’s lifecycle.



EARN
"PROFESSIONAL
PROBLEM
SOLVER"
CERTIFICATE &
16 PMP PDUs

FACILITATORS

Mat-thys Fourie

Dr. Mat-thys Fourie is currently chairman of Thinking Dimensions Global and Managing Director of KKEPNERandFOURIE and Thinking Dimensions USA and still works selectively with some of his clients. He is also co-author and co-designer of the KEPNERandFOURIE® methodologies.

Adriaan du Plessis

John Hudson

Bill Dunn

Robin Borough

Prasad Despande

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Andrew Sauter

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WHAT OUR CLIENTS ARE SAYING



About the TEAMS complex problem solving approach!

"The visibility provided by this approach is highly helpful with presenting findings and getting everybody on the same page early in the project process – extraordinary!"

PM: Local Investment Bank in New York, USA

"This approach is an easy way to systematically work through a problem with all stakeholders involved, even if they are contributing virtually."

Portfolio Director: – for Local Insurance Company in Sydney

"This approach has had an extraordinary impact on the utilization of Subject Matter Experts (SMEs). All we do now is identify the problem we would like to address and get our stakeholders to identify and nominate the best SME for the session. This approach resulted in fewer people attending meetings and having less meetings to arrive at a conclusion."

VP-Infrastructure Global Retail Bank

"All of a sudden we have a renewed dedication to solve problems and the only reason I can contribute to this is the fact that blame fixing & finger pointing has disappeared from our behavior"

PM - NSW Government Agency

IN-HOUSE OPTIONS



One of the more popular vehicles for assessing the tangible benefits of the KEPNERandFOURIE® "TEAMS" Complex Problem solving" approach is to deliver on-site training and on-the-job coaching. Bringing a workshop in-house gives you the opportunity for maximum customization and immediate return on investment.

This approach addresses your unique challenges and provides for a more personal learning experience as more than 50% of the workshop time is spent on your company issues. Participants address their own concerns at the workshop with facilitator feedback to improve performance even further.

For more information, please contact mat-thys@kepner-fourie.com

TOP 5 REASONS TO INVEST IN THIS WORKSHOP

1. Acquire a set of proven tools and templates to increase project staff confidence.
2. Reduced number of meetings to arrive at the same or improved conclusion
3. Developing a practice that would have an exponential impact on sprints & scrums.
4. Have a significant positive impact on all Team Management metrics as well as the socialization levels and "uptake" by project staff.
5. Improve cross-silo collaboration by at least 100%

KEPNERandFOURIE® Thinking Technologies traces its origins back to 1997. It was then that Dr. Chuck Kepner & Dr. Matt Fourie collaborated on the design and delivery of root cause analysis approaches for IT Professionals to some of the leading companies in the world. IT Houses that required – better, faster and more flexible techniques to improve up-time performance.

For more information, please go to:
<http://www.kepner-fourie.com/resources>

