

agileSSI Soft Skills Institute: agile Problem Solving (aPS)

Who should attend?

This course is designed for technicians, engineers, managers and other individuals requiring a more effective method of problem solving and troubleshooting, regardless of the nature of the issue.

Course Description

This course presents the three critical steps of agile Problem Solving (aPS), agileTCP's systematic approach to troubleshooting, including presentation and reinforcement of aPS fundamental methods and techniques.

Course Modules & Objectives

After completing this course, students will be able to:

- Apply a systematic approach to troubleshooting
- Eliminate "hit and miss" tactics
- Eliminate time spent on unsubstantiated issues
- Save money and time by eliminating unnecessary or costly repairs and downtime
- Document problem, possible solutions, and prepare documentation for root cause



Introduction: Overview

- Brain teaser
- Define troubleshooting
- aPS philosophy
- aPS overview
- Thinking outside the box
- Critical thinking
- Exercise

Module One: Discovery

- Why are manhole covers round?
- Expected behavior
- Current behavior
- Determine delta
- Vantage point
- Problem solving worksheet
- Problem statement exercise
- Documentation

Module Two: Deciphering

- Brain teaser exercise
- Check the obvious
- Brainstorm possible causes
- Use resources
- MindMap
- Risk versus probability
- Rank possible causes
- Narrow variables
- Document with worksheet

Module Three: Deduction

- Test/validate probable causes
- Root cause
- Techniques and tools

Module Review: Course Summary

- Competency test
- Wrap up

Self and Peer Reviews

Registration Information

- Prerequisites:
none
- Course Length: 4 hours
- Course Type: Instructor-led
- Course Number: ATCP.aPS.101

about agileTCP

agileTCP (www.agileTCP.com) is a knowledge management and training solutions company based in Austin, Texas that provides technology-driven solutions by working with clients to transform, control and package business intellect. Since 1996, agileTCP has been meeting and exceeding the training and knowledge management needs of companies worldwide. Our proven techniques, methodology and subject matter expertise have maximized business value for our clients, including increased operational efficiencies of over 80%, reduced training costs of over 40% and substantially increased revenue across our client base. For more information on agileTCP, please visit www.agileTCP.com or call 512-732-2223.