RAPID TROUBLESHOOTER
Skills for Finding, Fixing, and Preventing Problems

RAPID TROUBLESHOOTER (RTS) is an application-focused one-day workshop that teaches the skills needed to find, fix and prevent problems in fast-paced, process-oriented environments. The introduction and practice of informal questioning techniques ensures participants will more readily identify the root cause of problems and successfully implement corrective actions.

Today's business environment requires that companies achieve high standards of quality will maintaining high levels of productivity. This program is designed for those organizations where people must quickly identify the cause of a problem and implement corrective action effectively. After completing this program participants will be able to:

- Define and resolve problems by using a logical and systematic process to clarify information and determine root cause.

- Implement solutions by using a process to assure success and prevent future problems.

- Resolve challenges quickly by using informal questioning techniques to find, fix and prevent problems.

Rapid Troubleshooter delivers the following:

Focus On	Tools/Skills Learned	Leave Program With
Cause Analysis	Deviation Analysis Process Is/Is Not Questioning Stair-step Questioning	Skills and methods to quickly define problems and isolate root cause(s) when issues occur
Anticipating Problems	Anticipating Problems Process	Skills to sense obstacles and apply effective preventative and contingent actions to assure success
Quality of Solution X Quality of Implementation = Success		

RAPID TROUBLESHOOTER
Sustain The Impact

Speed and accuracy in identifying, resolving, and preventing problems has a direct impact on the financial results of any organization. Action Management's unique Sustain the Impact process is integrated into our Rapid Troubleshooter program and involves participants and their managers before, during, and after the workshop.

Consistent reinforcement of new concepts directly affects the speed with which someone begins using new information. Sustain the Impact strengthens the critical link between targeted training and effective management to improve on-the-job performance.

BEFORE	DURING	AFTER
• Correspondence with participant's manager to encourage identification of participant's specific development issues before the workshop. • Letter templates provided to manager for use in preparing participants for the workshop. • Customized talking points managers/trainers can use to encourage active participation in the training	• Application of content to critical issues identified by participants and their managers. • Demonstration and discussion of how to use concepts in numerous short-cut applications and informal uses.	• Participant materials designed specifically for easy reference. • Pocket card for quick reference. • Letter templates provided to manager for post-workshop reinforcement of key concepts. • Training reinforcement plans for managers. • Content for post-workshop training session. • Success story campaign.*

* When a participant submits a Success Story explaining how the Rapid Troubleshooter concepts were used to address a work challenge, the individual is awarded a personalized Certificate of Achievement plaque for making a positive, quantified impact in his/her organization.

If training programs cannot prove impact, why do them? Don't settle for just a positive training experience. Demand results!

Rapid Troubleshooter is a program that delivers quality you can see and results you can measure.