



Course Title **IT Troubleshooting Workshop**

Course Overview:

As a result of the programme participants will be able to:

- Understand and use a structured approach to Troubleshooting
- Know how to apply to their technology
- Have a choice and practice of different tools and techniques available
- Be able to solve issues using the IMPACT Cycle

This is a highly interactive and activity based workshop, you will get the opportunity to try out many techniques and understand how to manage the customer effectively in order to fully understand the issue, gain the right information and data in order to troubleshoot well.

Regardless of your technology, troubleshooting is a skill in itself, add troubleshooting skills to your technical skills and see the difference!

Target Audience: This workshop is aimed at IT engineers, however troubleshooting, is an extremely useful life skill and this workshop would be very useful to anyone who has to solve technical and engineering problems – all workshops can be tailored for your particular situation and organisation.

Duration: 2 days

Programme Modules

- Thinking about your thinking
- Introducing the IMPACT Cycle
- The Process of Elimination
- Problem Solving and decision making
- Various Techniques
- Precise Questioning
- How to implement into our day to day cases
- Practice sessions