

**Soft-Train**



*At Soft-Train  
Technology Works*

# Technical Competence (3 Days) ST00059

**COURSE GOAL:** To enable the student to demonstrate technical proficiency in problem solving, goal setting, and project management.

**PREREQUISITES:** None

**LEARNING OBJECTIVES:**

Upon completion of this course the student will be able to:

- Manage information flow.
- Diagnose problems and select appropriate tools for resolving them.
- Set goals that are specific and measurable.
- Utilize various decision making techniques to obtain consensus and take action.
- Choose among a variety of project management tools to help get projects completed successfully.

**KEY TOPICS:**

**I. Introduction**

- A. How to Use This Book
- B. The Target Audience of This Book
- C. Skills and Competencies for Your Personal Development
- D. Methodologies, Models, Tools, and Techniques

**II. Concept and Application of Book**

- A. Problem Solving
- B. Categories of Tools
- C. How to Select the Right Tool
- D. Overview of Tools
- E. Checklist for Problem Solving Processes to Identify Required Tool

**III. Diagnosis**

- A. Defining a Situation/Problem
- B. Black Box
- C. Helicoptering
- D. Stakeholder Items
- E. Information Gathering
- F. Tripod
- G. Octagon
- H. Creativity and Grouping of Information

**IV. Goals and Objectives Setting**

- A. Goal Catalogue
- B. SMART Goals
- C. Well-Defined Outcomes
- D. Goal Hierarchy
- E. Goal Grid
- F. Charter
- G. SNAP

## **V. Analysis and Synthesis**

- A.** Organizational Analysis
- B.** Span of Control
- C.** Powergram
- D.** Technical Analysis  
(System, Process, Data,  
Technology)
- E.** Process Analysis
- F.** Logical Data Relationship
- G.** Strategic Analysis

## **VI. Decision Making**

- A.** Decision Making Process  
Steps
- B.** The Decision Tree
- C.** Polarities Tool
- D.** Nominal Group Tool
- E.** Cartesian Coordinates
- F.** Risk Analysis
- G.** Prioritization Matrices

## **VII. Project Management Tools**

- A.** Roadmap
- B.** Gantt Chart
- C.** Action Steps and Reviews
- D.** Project Management  
Roles and Responsibilities
- E.** Accountability Matrix
- F.** Project Structure and  
Communication Plan
- G.** De Bono Thinking Hats
- H.** Booz Ball Evaluation