



MGT-131 - Analytical Thinking and Telecom Data Analysis

Description

This course is also available as a live distance learning course

A 5-day training course to provide participants with the knowledge, tools and best practices to successfully use analytical thinking methods and data analysis tools to solve problems.

Learning Outcomes

At the end of the course, participants will be able to:

- Implement a process for breaking down complex problems into their components and gain clarity around possible solutions
- Apply tools and techniques to improve overall analytical thinking and data analysis skills
- Use a structured and systematic approach to problem solving
- Analyze, report and provide management with better recommendations to solve problems

Topics

The training course will cover the topics given below. The course integrates exercises and case studies, as well as a series of 7 workshops where the participants actively work on real-life problems using the analytical approach. A kit of analytical thinking tools is provided in electronic form as a take-away.

The importance of analytical thinking and data analysis skills

- The reasoning process
 - Deductive reasoning
 - Inductive reasoning
- Sources of poor reasoning
- Advantages of using analytical thinking approach

The analytical problem-solving process

Frame the problem

- The problem statement

Break down the problem

- Logic trees and frameworks
- MECE (Mutually Exclusive, Collectively Exhaustive)

Formulate hypotheses

- Methods for hypothesis formulation
- Hypothesis validation
- Developing an issue diagram

Case study – Formulating hypotheses

Gather and analyze the data

- Identify the factors with most impact (80/20 rule)
- Design the analysis
 - Sources of data
 - Key considerations
 - Design a work plan
 - Execute the work plan – the ‘so what?’ approach
 - Analysis techniques and tools

Case study – Data gathering and analysis

Exercises - Data analysis

Interpret the findings

- Proving/disproving an hypothesis
- Challenges of interpretation

Design the solution

- Making recommendations to yield the most value
 - Corrective measures
 - Action plans
 - Forecast of expected results
 - Key indicators of success

Communicate the results

- On-going communication during the process
- Formal presentations
- Structure of logical presentation
- Tips for successful presentations

Implement and monitor the solution

- Measuring and tracking the results
- Variance analysis
- On-going monitoring and communication to key stakeholders

Practical Workshops

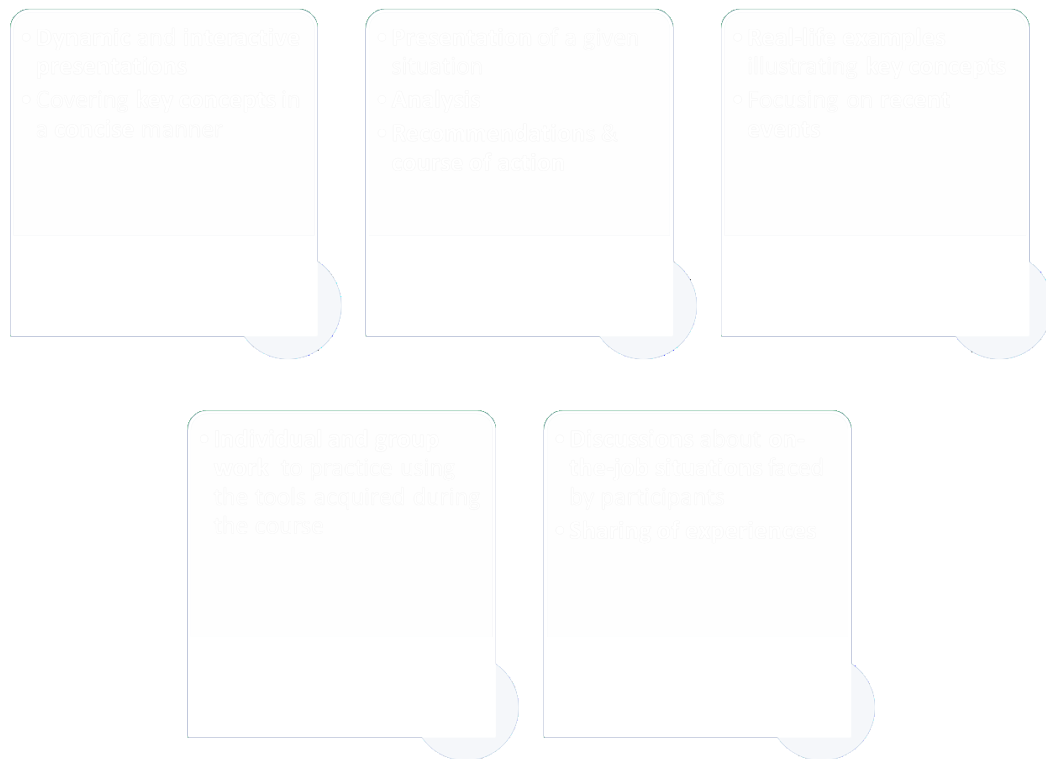
- Workshop #1 – Frame the problem
- Workshop #2 – Break down the problem
- Workshop #3 – Hypotheses formulation and issue diagram
- Workshop #4 – Analysis planning
- Workshop #5 – Result interpretation
- Workshop #6 – Design the solution
- Workshop #7 – Communicate and monitor the results

Target Audience

- Telecommunications personnel who wish to improve their ability to use analytical thinking methods and data analysis tools.

Methodology

A combination of engaging activities and dynamic presentations to stimulate and maximize participants' learning.



Location

A selection of Neotelis' training courses is held in various cities around the world. Please contact us at training@neotelis.com for the complete Yearly Training Calendar.



Neotelis can also deliver in-house sessions of this course specifically for your organization. Please contact us at training@neotelis.com for more information and a Proposal.

About Neotelis

Neotelis provides training, consulting, conferences and publications to the telecommunications industry worldwide. Its team of senior experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 120 countries around the world.

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