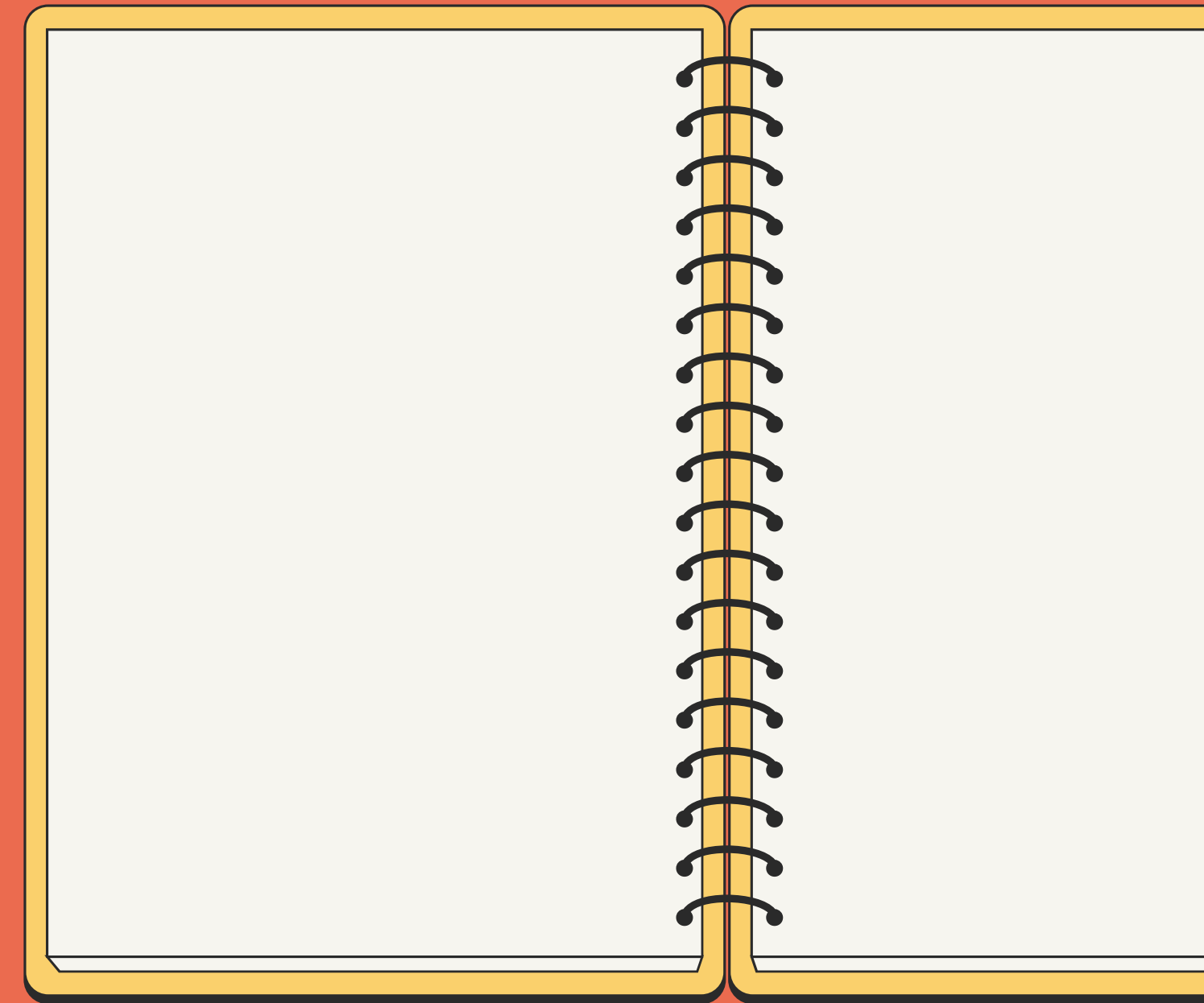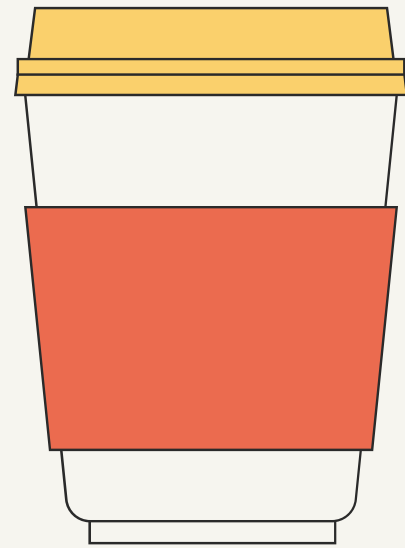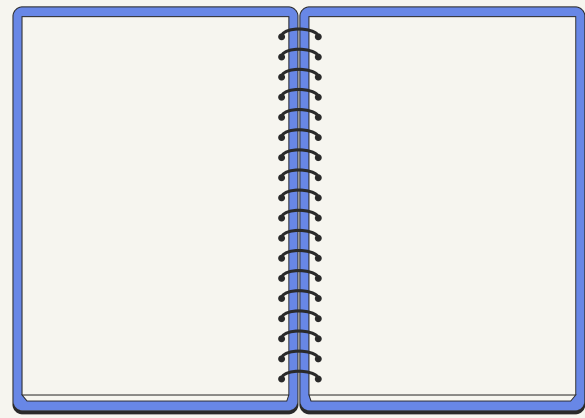THE DIAMOND, A FAULT-FINDING FRAMEWORK.

COURSE SYLLABUS AND PRICE GUIDE

Phil Chang

Welcome to
The Diamond,
a fault-finding
framework!

Phil Chang

I'm currently founder of Frein.

In order to answer the questions "How do you fault-find and how do you transfer these abilities to an up-and-coming FSE?", I developed The Diamond, a fault-finding framework.

I also provide onsite international technical services.

Offering organizations immediate plug and play service flexibility when short on resources.

I have worked in both service and support management.

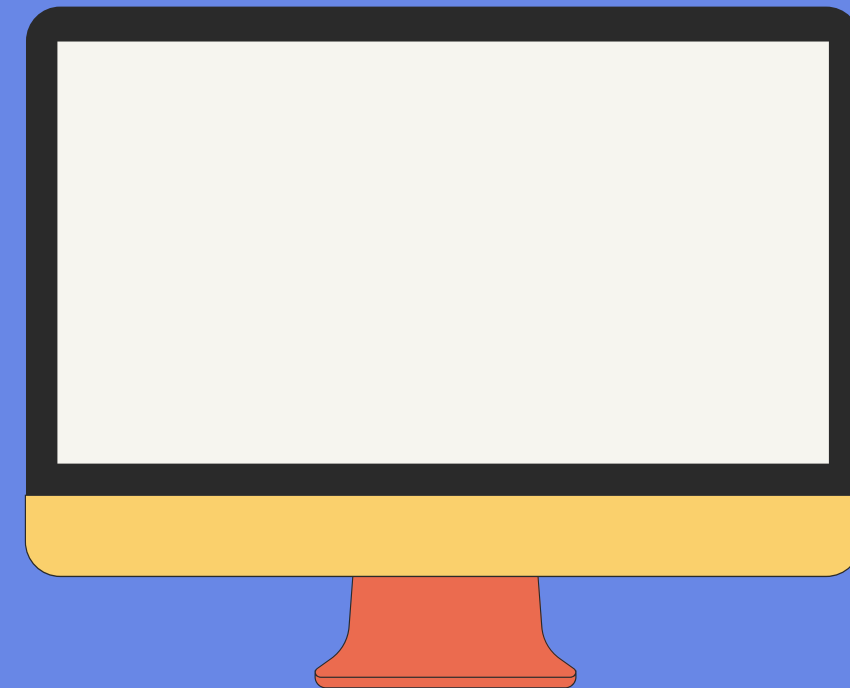I'm based in Sydney, Australia and I have lived in both Singapore and Thailand.
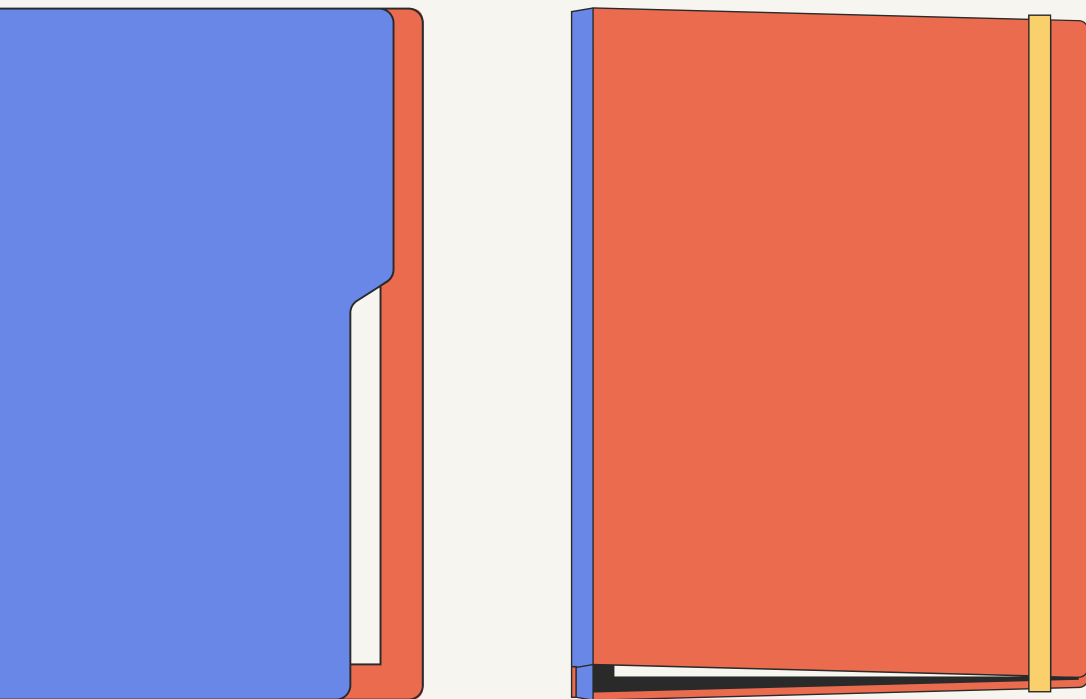
3 * 5 Hour Sessions Online

Other options are available upon request.

19 Topics

All topics are well linked to a holistic model.

Course Details
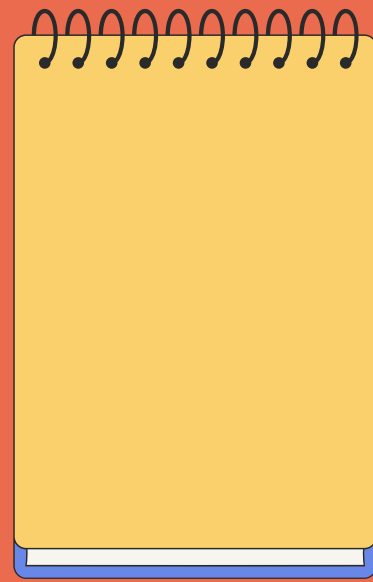
Course Overview

General Description

To better understand the process of fault-finding and to walk away with a framework that you can apply. It is to elevate fault-finding abilities by priming you and encouraging behavior change.
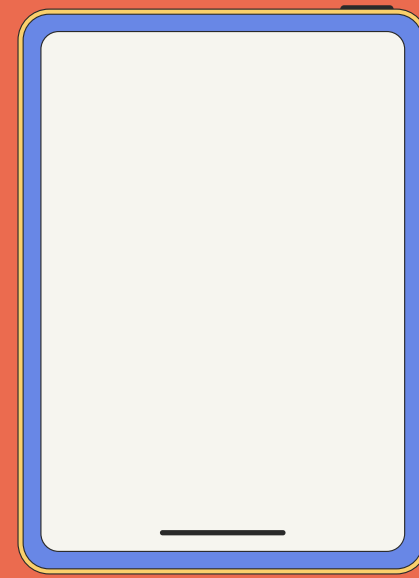
Prerequisites

A technical education, some fault-finding experience would be ideal, and completion of a product focused service training would be ideal. A willingness to participate and share knowledge and completed prework if assigned.
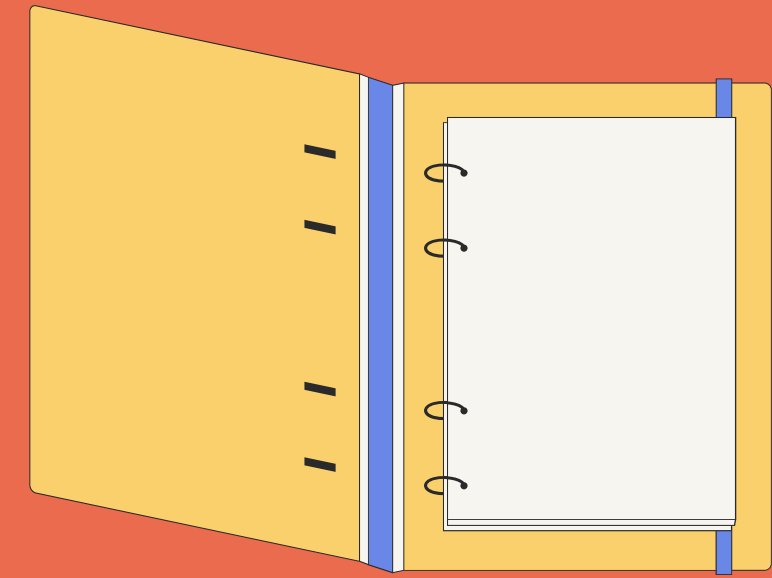
Course Objectives

Objective 1

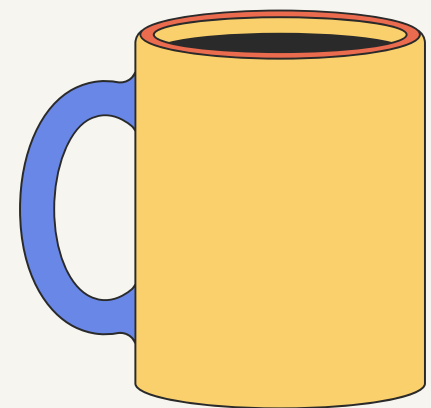To better understand the process of fault-finding.

Objective 2

To elevate fault-finding abilities.

Objective 3

To walk away with a framework that you can apply.

Price Guide

3273 AUD	2077 EUR

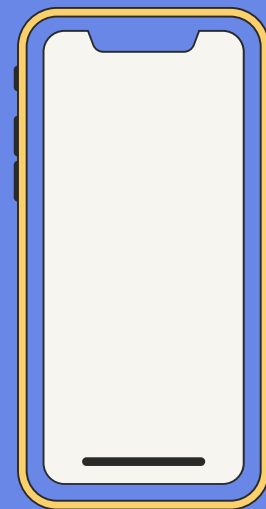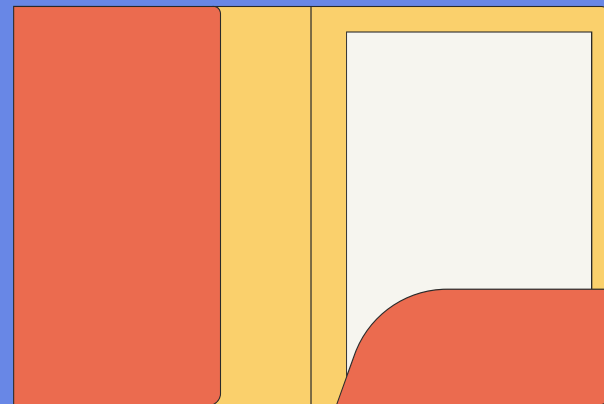| 2215 USD	3001 CAD

1836 GBP	2984 SGD

*Before applicable taxes

Course Policies

Attendance

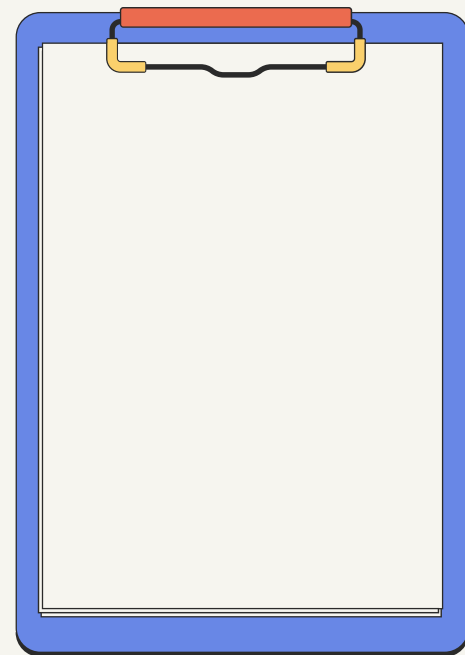100% attendance is required in order to be awarded a certificate of completion.

Communication Mandatories

This training is not for the passive minded. Participants are required to be active, having something to ask or something to contribute.

Use of Electronic Devices

Use technology to participate in training and to enhance your remote learning experience. For all other purposes, limited use of electronic devices during training is recommended.
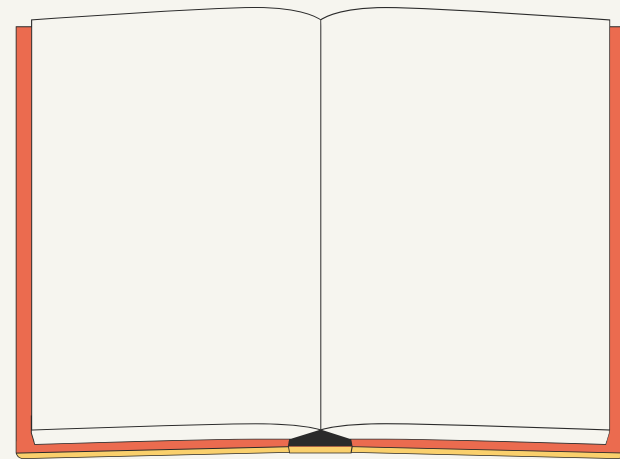
Discussion Topics
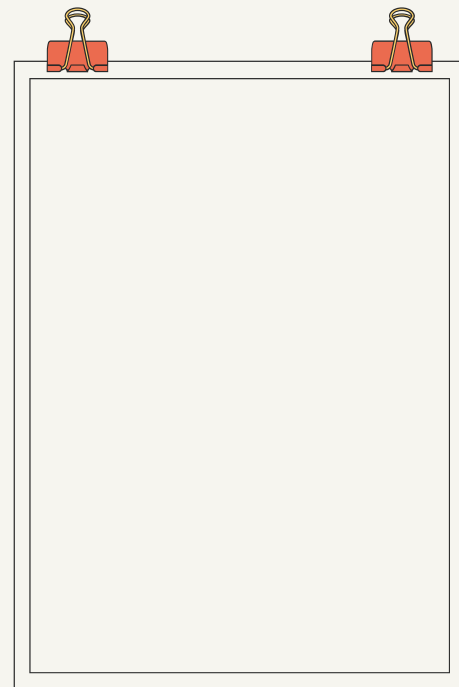
Discussion Topics

Discussion Topics

Discussion Topics

Contact Me
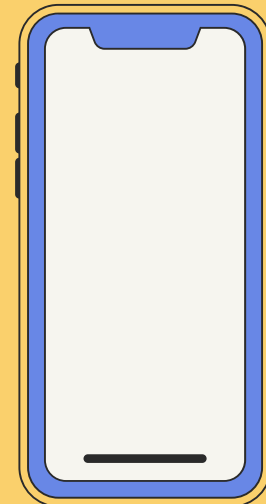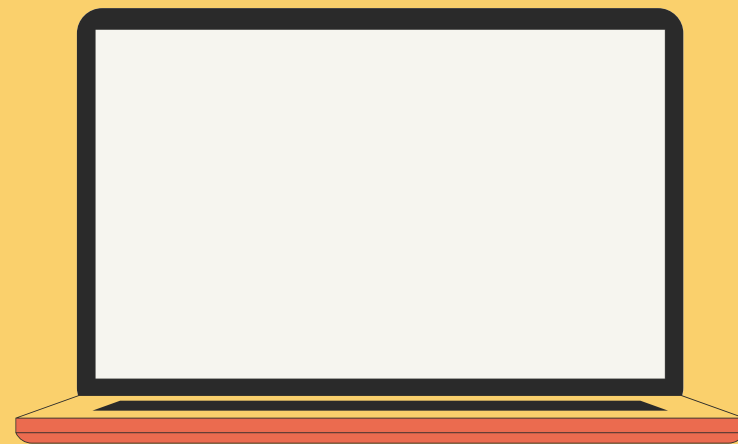
Email Address

phil@frein.com.au

Phone Number

+61 (0) 401 917 900

Consultation Hours

9 AM to 5 PM, Monday to Friday