



# PROBLEM SOLVE METHOD

## 1. Define the Problem Statement

Use the phrase “How to” or “I wish” at the beginning to make the problem statement action-oriented.

## 2. Background

Discuss issues and associated root causes. Identify business “hot spots”. Confirm that the problem statement is addressing the problem.

## 3. Generate Ideas

Now for the Creative part. Encourage all participants to contribute ideas. Worst and ideal scenarios. No idea is a bad one.

## 4. Select Ideas

Capture & put ideas onto flip charts. Problem owner & facilitator then filter to meet the design principles from the project stakeholders.

## 5. Benefits and Concerns of selected Ideas

Allocate benefits first & concerns second to each of the remaining ideas. This ensures the team think through the benefits properly before “attacking” ideas.

## 6. Overcome concerns

Capture ideas for how these may be overcome. Weigh up what effort is required to overcome the concerns. Isolate those that are unresolved for another problem statement.

## 7. Plan

Identify actions, timings and owners.

### When to use the problem solve method:

During projects and day-to-day operational activities, team members and staff become ‘stuck’ on problems. They become focused on the reasons for the problem; it’s origins and impacts, rather than being solution-oriented. When you need to move to solution mode quickly and as a team, the problem solve method helps you get there.

### What you get from using it:

Rapid development of an agreed set of change ideas with a head-start on a benefits case for each. An audit trail of why unreasonable suggestions and ideas were rejected.

### What to do next:

Send us a problem with which you or one of your team is currently struggling and we will arrange a brief session to walk you through the method. All you have to lose is a problem!