

PROBLEM SOLVING

Help teams with solving complex or intractable problems in a systematic way

THE VALUE OF THIS TOOL



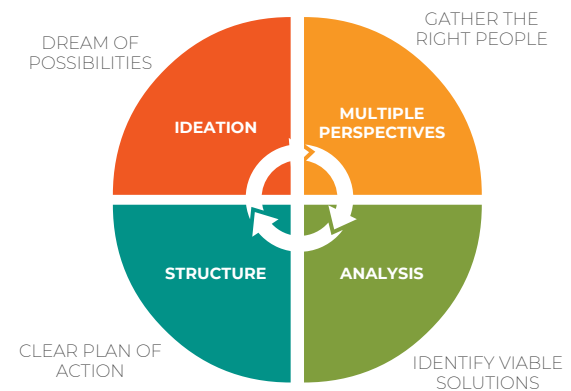
Get unstuck: Some problems don't present immediate solution and can waste time.



Team buy-in: Team members are more likely to buy in to a solution when they helped develop it



Better solutions: Complex problems often require nuanced solutions that are only accessible through a collaborative, structured process.



USE THIS TOOL WHEN

1

Someone **can't solve a problem by themselves** and need input from the team

2

Someone has a **potential solution** they want input or feedback on from the team

3

Brainstorming and critical thinking in a team setting will add value to the outcome

4

A problem has **multiple possible solutions** and no clear best option

THE PROCESS

STEP 1

Identify the problem

- Make sure you **understand** the core problem
- **Ask** questions as a team: “Why is this a problem?” “Are there underlying causes?” “Are there specific conditions?”

STEP 2

Ideate individually and as a team

- Create **space** for ideation as individuals and as a team
- **Don't criticise or analyse** solutions at this point. If you're ideating as a team, practice the “Yes and...” principle.

STEP 3

Get multiple perspectives from the right people

- Ensure you get input from a **variety of perspectives** and angles
- Everyone shares their ideas. Don't critique yet, just **organise and collect** any solution that is remotely viable

STEP 4

Analyse the options and decide which is best

- Group solutions and **form task teams** around each group of solutions to analyze which address the problem most effectively
- Allow time for **feedback, critique and input**. Conclude by **voting** on the best solution.

STEP 5

Craft an action plan that structures and clarifies

- **Set** clear goals, key actions, and milestones, and identify the champion and decider.
- **Iterate if necessary** to refine the solution by moving back to the ideation step and completing the cycle again