PROBLEM SOLVING CONSIDERATIONS

PHANTOM PROBLEMS ARE REAL PROBLEMS

Evolve Agility

WHAT IS YOUR PROBLEM DEFINITION?

❖ Don't leap to conclusions, but don't ignore your first impression
❖ Rule of 3: Until you can define the problem in 3 different ways, you don't really understand the problem.
❖ Don't be a solution hunting for a problem to solve

DO WE REALLY WANT TO SOLVE IT?

❖ People seldom know what they want until you give them what they ask for?
❖ Each solution is the source of the next problem
❖ Don't underestimate the effect of passage of time in dissolving the problem

01 **02** **03** **04**
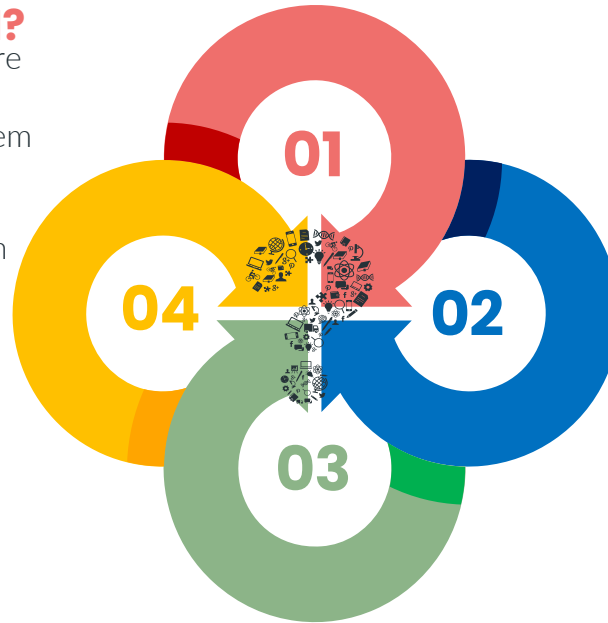
WHOSE PROBLEM IS IT?

❖ Don't bother trying to solve problems for people who don't have a sense of humor
❖ Don't solve other people's problems when they can solve them perfectly well themselves
❖ If its their problem, make it their problem

WHERE DOES IT COME FROM?

❖ The problem actually comes from the problem solver, more than half the time.
❖ "Step into their shoes" – Would you be similarly challenged?
❖ Who sent this problem? What are they trying to do?

Ref: Are your lights on? – Donald C. Gause, Gerald M Weinberg