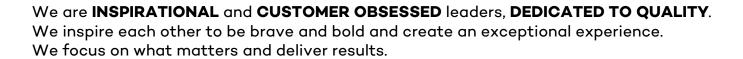
Leader Toolkit

Problem solving on a page



Why use this tool

Use this tool, with its organised approach to problem solving, to get positive action about what can be done about a problem, so that it doesn't happen again or happen at all.

When to use this tool

Use this tool when you see a problem developing or when you know you already have a problem.

How to use this tool

- 1. Define the problem using the prompts to describe what should be happening, but isn't ...or what is happening now and what it should be in the future.
- 2. Look at potential causes for the problem. It is very useful to get input from others who notice the problem and are affected by it.
- Get the facts determine what is relevant and what is not.
- 4. Identify alternatives approaches to resolve the problem. It is useful to keep others involved where appropriate.
- Select an approach that solves the problem. Let achievability, time available, ease, and success factors influence your selection.
- 6. Build your action plan and include names, dates, and tasks that need to be accomplished

Tips

- Share the tool with other team members, asking for their input
- Spend a lot of time defining the problem to be solved – more time on definition will save time when solving. Remember this is often where people struggle
- Don't be put off by the list of steps, after you have used this approach a few times they will become like second nature to you.

Problem solving on a page



1. Define the problem

What can you see that causes you to think there is a problem?

- Where, how and when is it happening?
- With whom is it happening?
- What is the impact/cost of the problem (ie \$, people, customers,
- Who are the stakeholders and who is the decision-maker? Use the **RACI decision-making tool**

3. Get the facts

Find out what has actually happened and contrast this with an assessment of what should have happened

- Try to understand the attitudes and motivations of all concerned
- Determine what is relevant and what is not

5. Select an approach that solves the problem

When selecting the best approach, consider:

- Which approach is the most likely to solve the problem for the long term?
- Which approach is most realistic for now?
- Do you have the resources/ time/ what are the risks?
- Make or recommend a decision

2. Potential causes for the problem

Write down your opinion on the cause and what you've heard from others?

■ Use the 5 whys tool to help you

4. Alternative approaches to resolve the problem

Identify possible courses of action

■ Brainstorm for solutions to the problem - remember do not pass judgement on the ideas

6. Build your action plan

Carefully consider "What will the situation look like when the problem is solved"?

- What steps will need to be taken to achieve this?
- Think carefully not only about how a thing is to be done but also about its impact on the people concerned
- Include names, dates, and tasks that need to be accomplished