

# Leader Toolkit

## Problem solving on a page



We are **INSPIRATIONAL** and **CUSTOMER OBSESSED** leaders, **DEDICATED TO QUALITY**.  
We inspire each other to be brave and bold and create an exceptional experience.  
We focus on what matters and deliver results.

### 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.
3. Get the facts - determine what is relevant and what is not.
4. Identify alternative approaches to resolve the problem. It is useful to keep others involved where appropriate.
5. 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, etc)
- Who are the stakeholders and who is the decision-maker? Use the **RACI decision-making tool**

## 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

## 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

## 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

## 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

## 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

