

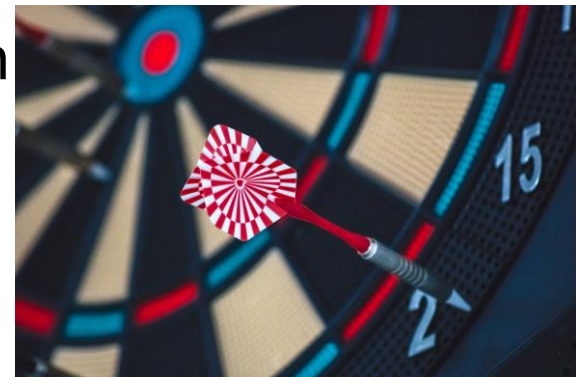


Problem Solving

Problem Solving

By the end of the Power Hour Expert session you will be able to:

- Explain what a 'problem' is
- Define a problem in specific terms, and use different techniques to identify the real issue(s)
- Explain different techniques that can be used to generate possible solutions, and identify when each might be useful
- Practice at least one of these techniques



Definitions

A matter or situation regarded as unwelcome or harmful and needing to be dealt with and overcome

A thing that is difficult to achieve

An inquiry starting from given conditions to investigate or demonstrate a fact, result, or law

A question to be considered, solved, or answered

A misgiving, objection, or complaint

Any situation or matter involving doubt or uncertainty

Alternatively...

**“Problems are like
opportunities with
thorns on them”**

Hugh Miller



Defining the Problem

"If I had 60 minutes
to solve a problem,
I'd spend 55
minutes defining it,
and 5 minutes
solving it"

Albert Einstein

Half the solution
to any problem lies
in defining it.

Dr. Phil

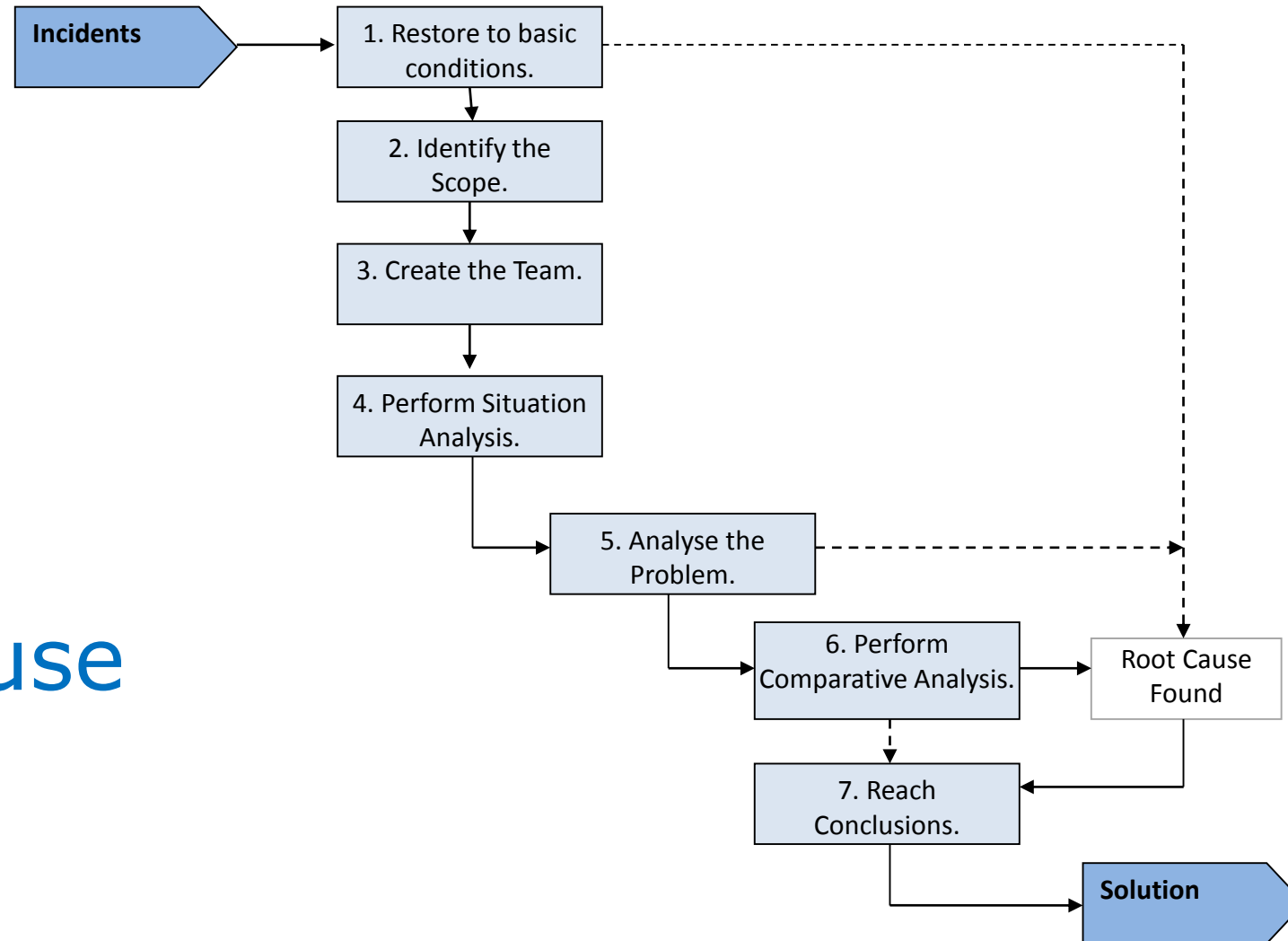


Root Cause Analysis

Taking time to identify the route cause enables us to:

- Clearly define the problem
- Explore (and eliminate) possible causes
- Identify options for resolving it
- Consider the risks and benefits associated with these actions

Root Cause Analysis



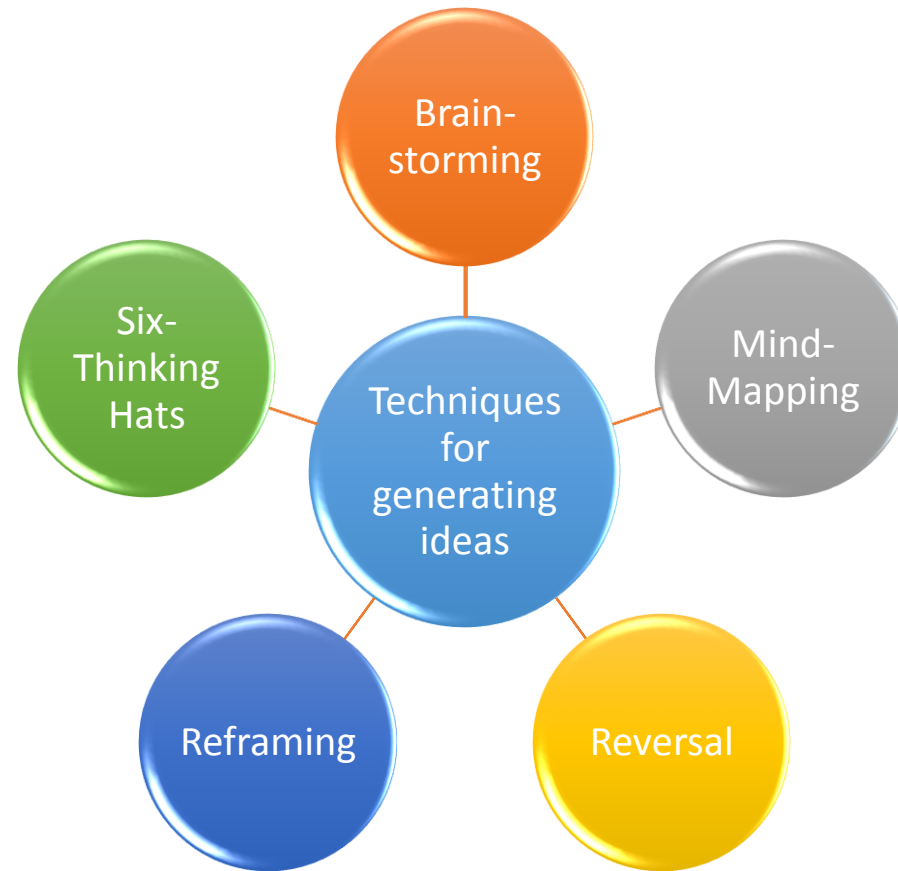
The 5 Whys

The Five Whys is a simple problem-solving technique that helps users to get to the root of a problem, or define a specific need quickly.



The 5 Whys technique involves looking at any problem and asking: 'why?', which will prompt another 'why?' and so on until there is no further need to ask 'why?' because the answer is discovered.

Identifying Possibilities



Make it Work at Work

What are you going
to **DO** as a result of
this Power Hour
Session?





Thank You
&
Good Luck