



PROBLEM-SOLVING

Solve any business challenge

RUN SHEET | 60 MINUTES | UP TO 30 PARTICIPANTS

<h3>INTRO</h3>	<ul style="list-style-type: none"> Facilitator intro. Activity: <ul style="list-style-type: none"> 'What's your problem?' – participants look at common 'life' problems and come up with a work equivalent. Highlights how we face problems all the time but we can be more logical with how we solve them out of work. Agenda set.
<h3>MAKING SENSE OF PROBLEMS</h3>	<ul style="list-style-type: none"> Share of the 'complexity theory' model to understand problems. There are 4 problem types: Simple, Complicated, Complex, Chaotic. Activity: <ul style="list-style-type: none"> In groups, participants now place the type of problem they identified earlier into the relevant category. This demonstrates that different types of problems need different approaches.
<h3>TECHNIQUES FOR PROBLEMS WITH A DEGREE OF CERTAINTY</h3>	<ul style="list-style-type: none"> For cause-and-effect problems we need to take an analytical approach. Activity: <ul style="list-style-type: none"> Participants have a go at the '5 Whys' technique or the 'Fishbone' technique. They can either work through an example problem or one of their own.

<h3>TECHNIQUES FOR COMPLEX PROBLEMS</h3>	<ul style="list-style-type: none"> With these problems, we need to test out a 'safe to fail' experiment and see what happens. Activity: <ul style="list-style-type: none"> Participants have a choice of 2 techniques to try out: 'Business Experiments' or '1-2-4-All'. They join a group dependent on which technique they want to try out. Each group reflects back on how they got on.
<h3>THINKING ABOUT ACTIONS</h3>	<ul style="list-style-type: none"> Everyone fills out action plans. Discussion around the 'Problem-Solving Toolkit' – a very full resources guide. Reflections – and how they can use what they have learnt in their roles.

