

Introduction: Key Takeaways

Problem Solving



Key takeaways

Core content



What is a problem?

- It's helpful to think about problems in terms of the **situations in which they arise**:
 - **In the moment**: Problems that you need to grapple with in real time
 - **Within a week**: Problem solving that you have a few days or a couple weeks to complete
 - **Problem-solving projects**: More formal, long-term efforts to solve a complex issue
- Other important aspects to consider are **problem categories**:
 - Does the problem require an answer that is purely **quantitative** or is it more **qualitative** in nature?
 - Does solving the problem require getting to a **single best answer** or developing **creative new ideas**?



Why is problem solving important?

- A rigorous approach to problem solving can help you get to **better answers**:
 - Think logically through all elements of a problem
 - Determine the most important aspects of the problem
 - Identify solutions and uncertainties
- Building your expertise as a problem solver can help you **develop new strengths**:
 - Reduce anxiety when you don't have an immediate answer
 - Arrive more efficiently at answers
 - Strengthen your reputation as a problem solver with senior leaders



How do I solve a problem?

- You will build problem-solving skills you can deploy in a variety of situations by practicing these approaches:
 - The **seven-step, hypothesis-led approach** to problem solving
 - **Advanced problem-solving techniques**