

**Cebu Technological University-Main Campus**

**Problem Solving 101**

**Chapter 2-Rock Bands and Root Causes**

When facing challenges, we shouldn't give up easily. Instead, we should try stepping back and figuring out the root cause of the problems and how we can overcome them. Just like how doctors treat their patients, they first ask questions and run through some tests to diagnose the situation and identify the root cause of the problem. After that, we can devise a plan to develop a solution.

**The process:**

Step 1: Diagnose the situation and identify the root cause of the problem.

1A List all the potential root causes of the problem. - We can make use of a logic tree that can also be transformed into a yes/no tree.

1B Develop a hypothesis for the likely root cause. - By determining your hypothesis and thinking through the reasoning that underlies it, you will be able to check whether it's right. From there, you can move on to making a sound decision that will lead to a productive solution.

1C Determine the analyses and information required to test the hypothesis. - In order to test our hypothesis, we need to do some research. This is where the information collection and analysis part of the problem-solving process comes into play. We are collecting information to make better decisions. By this, we can create a problem-solving design plan.

1D Analyze and identify the root cause. - We have to be very specific and break down possible root causes of a problem. By this, we can make targeted solutions and we may start to feel hopeful when we have a much better understanding of the root cause of the problem.

Step 2: Develop the solution.

2A Develop a wide variety of solutions to solve the problem. - We can make a wide variety of solutions for each specific problem we want to solve.

2B Prioritize actions. - We prioritize actions that have a high impact and the ease of implementation is easy. It is also good to ask help from others instead of solely relying on ourselves. Remember to prioritize your actions and then develop your implementation plan.

2C Develop an implementation plan. - Based on the previous steps we have conducted, we can finally implement our solutions with a higher success rate.

By following this simple guideline, we can be more optimistic about approaching and solving our problems. This helps break down the root causes of our problem, devise an action plan, and then implement our solutions where we have a higher confidence of fixing the issues.