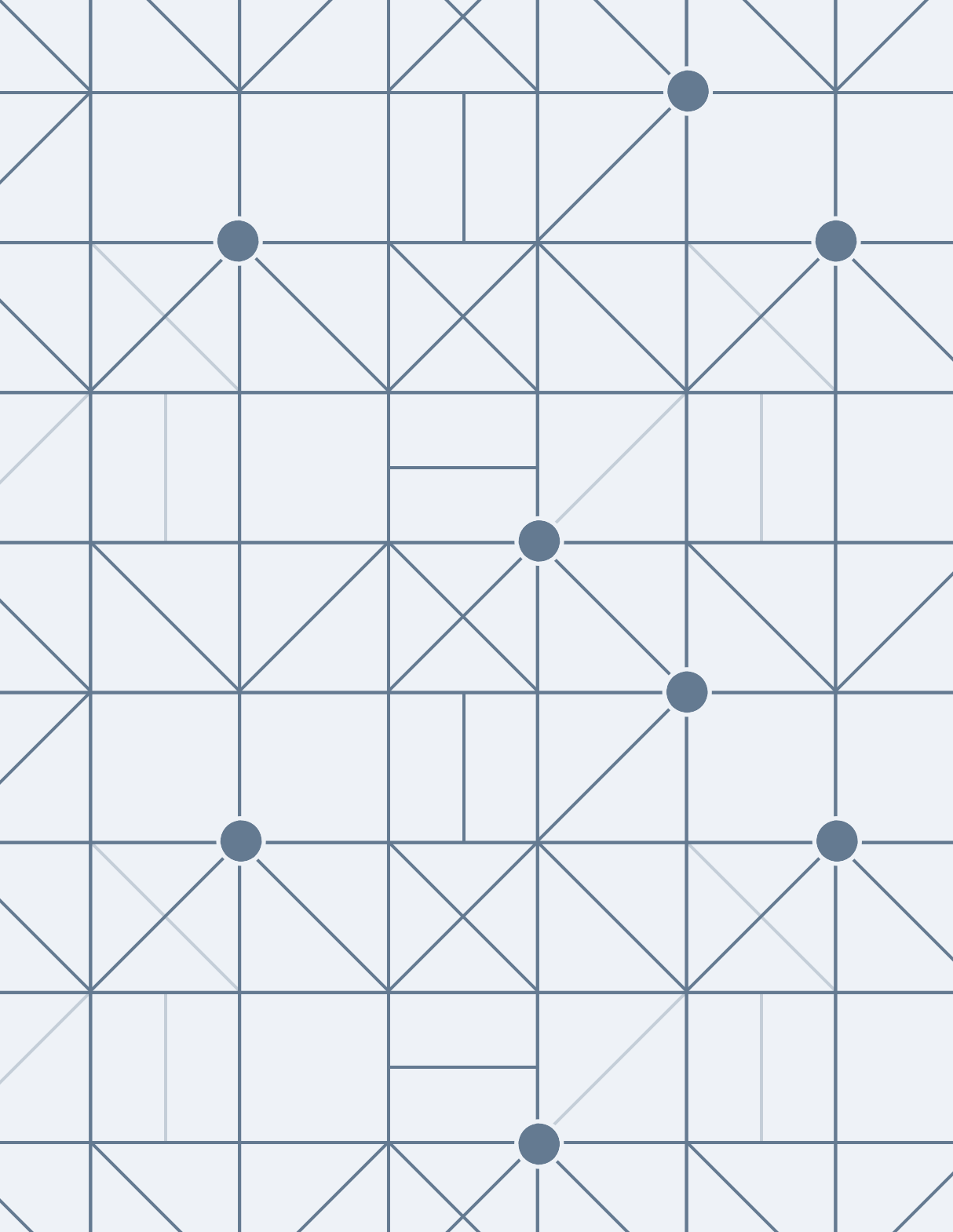


Critical Thinking

→ Uses fact and logic to evaluate ideas to decide the best solution

→ Converges around a solution

Creative Thinking

→ Generates many creative ideas

→ Diverges into many solutions

→ Involves Brainstorming

5 Step Problem-solving Process

1) Identify → What is the problem?
2) Analyse → What are the causes?
3) Explore → Possible solutions?
4) Select → Best solution?
5) Implement → What will success look like?

Solving Problems in an Agile Way

→ Clearly understand the problem

→ keep improving the solution

→ Tackle problems head-on

Problem Statement : Include key information about who, when, where, and what of the situation.

Is a problem worth solving ?

If you take no action, what is the most likely result ?

How does this result affect you ?

How will this result affect your colleague and org ?

If you take action, what are the risks and how big are they ?

Is it within your or your org's power to implement a solution ?

Do you own the solution ?

Can you define where the situation starts and stops ?

Analysing the Problem

The 5 Whys ?

Ask Why a problem occurred and continue asking why to the answer of the previous why. Repeat this until root of problem is reached.

Can be more or less than 5 Whys.

Exploring Solutions

- Do not try to focus on one approach
- Don't stop with 1 idea
- Listen to others' ideas
- Don't kill other ideas because they sound strange
- Always Brainstorm

Rules to Brainstorm
- Go for diverse quantity and not quality
- Expand and improve on other ideas
- Be creative with ideas
- Don't kill ideas and come up with alternatives

Choosing the best Solution

1) Identify the type of solution you're looking for
2) Decide who should select the best solution
3) Choose the solution that you will implement

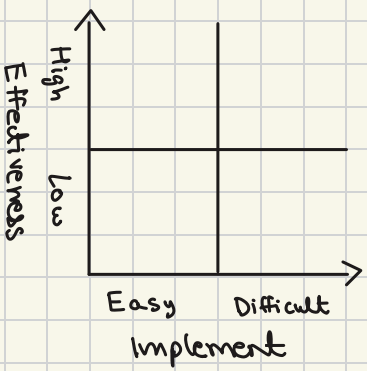
Any solution will belong to one of 5 types

1) Corrective Solution: Fixes the root cause of the problem
2) Adaptive Solution: Accommodates the problem (Workaround that doesn't fix the root cause)
3) Interim Solution: A temporary solution that buys you time until you find a better problem.
4) Contingent Solution: A backup Solution
5) Preventive Solution: Created and implemented before the problem occurs

Use the factors: Time, Quality, and Buy-in to choose who should choose the solution.

- How long till the solution needs to be implemented?
- How much of the problem is being solved by the solution?
- Highlights the fact of how much others need to commit to the solution

Use the ease and effectiveness matrix



Implementation

1) Establish the criteria for success
2) Determine what you will measure
3) Decide how you will memory

★ If a solution's outcome cannot be measured tangibly then you can't tell if its working properly.

Implementation Plan

Always includes:

- What needs to be done?
- What order
- Measurement Parameters
- Who will do it?
- When will they do it?