Navigating the Problem-Solving Process
Discussion Guide

Objective: Facilitate a discussion on the importance of using our new standard problem-solving process and how you and your team can use it in your everyday work to deliver Quality right, the first time.
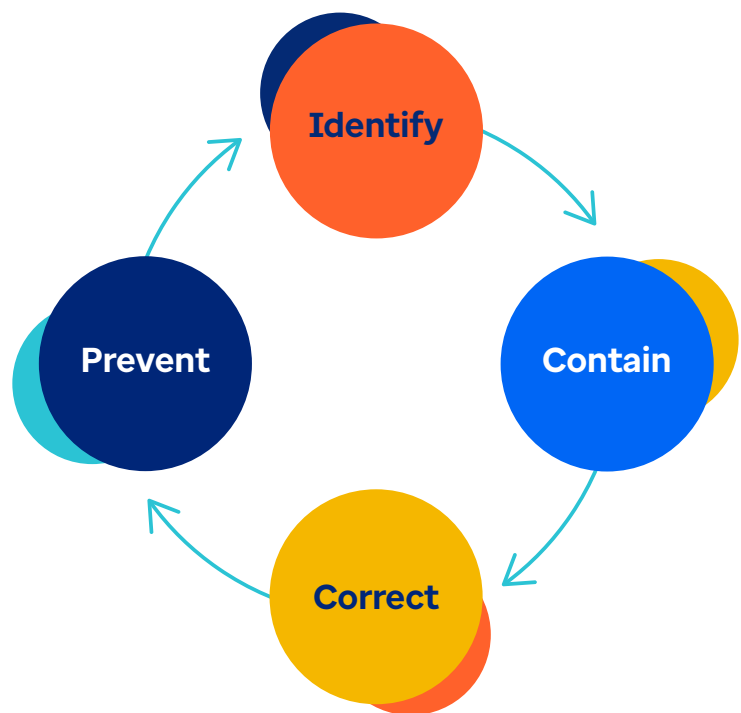
Preparation: These discussions are most beneficial when everyone has completed the Intro to Problem Solving learning experiences, but if that is not possible, encourage participants to complete them after the discussion.

Note for the Facilitator: Feel free to adapt this guide based on the specific context of the team and the desired depth of discussion. Each round should take about 15 minutes. You do not need to complete all the rounds at once.

Introduction

Welcome participants and express excitement about implementing the problem-solving process. Briefly review the four steps of the problem-solving process.

1. **Identify:** Identify opportunities for improvement, analyze the issues to determine priorities and plan to communicate with stakeholders.

2. **Contain:** Identify immediate and temporary fixes for those we serve and monitor the fix.

3. **Correct:** Determine the root cause of the issue and communicate cross-functionally to implement a permanent solution.

4. **Prevent:** Identify preventative measures, analyze the impacts of those measures, communicate across channels with stakeholders and evaluate the solution.

Discussion Points

Round 1: Share

1. Share any insights you gained from completing the Intro to Problem Solving learning experiences.
2. Share your action plan(s) for integrating the problem-solving process into your daily workflow. What steps can you take to ensure consistent application?
3. Share any challenges or barriers you anticipate in applying the problem-solving process. How do you plan to overcome these obstacles?

Round 2: Reflect

1. Reflect on a recent problem you encountered at work. How would you apply the problem-solving process you learned in the course to address this issue differently?
2. Discuss the importance of identifying root causes versus addressing symptoms in problem solving. Can you think of an example from your work where this distinction would have been beneficial?

Round 3: Explore

1. Explore the role of data and evidence in problem solving. How will you use data to support your decisions and solutions moving forward?
2. Consider the impact of effective problem solving on team morale and productivity. How can improving your problem-solving skills benefit those you serve, your team and the enterprise?

Round 4: Apply

1. Work with your team to apply the problem-solving process in your daily work.
2. Identify an opportunity for improvement in your team's daily work.
3. Progress through the steps of the problem-solving process.

   - Determine whether the issue is significant and solvable.

   - How can you work to contain the problem?

   - What is the root cause of the problem? What could be a permanent solution to the problem?

   - What can be done to prevent the problem from recurring?

Closing

1. Summarize key takeaways from the discussion.
2. Invite participants to continue incorporating the problem-solving process in their daily work.
3. Thank everyone for their active participation and commitment to embodying our core values.