Problem Solving from Beginner to Expert

No Shouting Required

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NORTHFIELD

improving
It's what we do. ™

online
business systems

CONQUEST

IcePanel

POLLARD
banknote limited

RICHARDSON

Ashleigh Lodge

Leader, Product Team

(Dev, UX, QA)

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OMG
ONOZ

40%
Clean
22
22
ecobee

OMG
ONOZ

DANGER
DANGER

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Stage 1:

HALP!!

Stage 2:

Halp?

Stage 3:

I got this!

What's your/your team's stage?

- Stage 1: new job, role, company?
- Stage 2: solve some, sometimes
- Stage 3: no problems when solving problems

Stage 1: HALP!

Stage 1: HALP!

Confidence +2

Confidence Boosters

Provide resources

Confidence Boosters

Set expectations

Confidence Boosters

Use timeboxing

Confidence Boosters

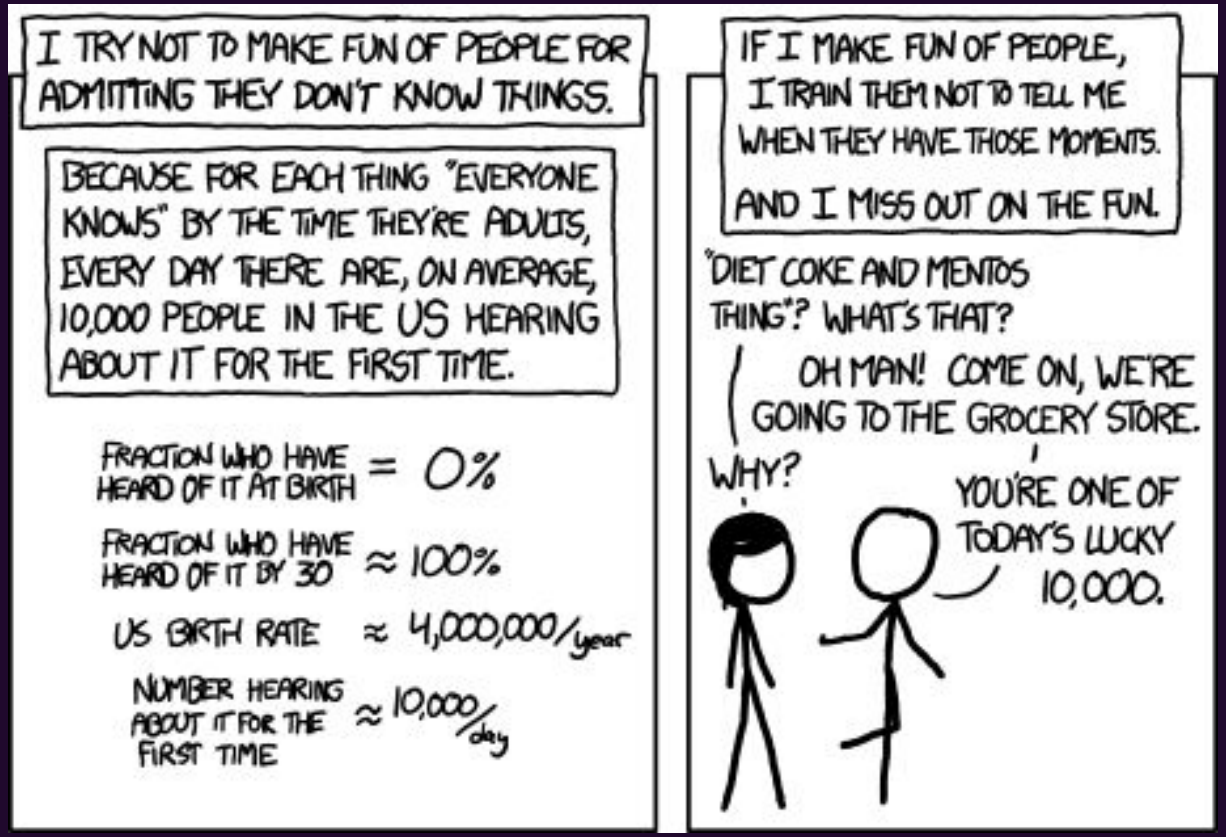
Find the right question(s)

Stage 1: HALP!

The right question(s)

The right question(s)

Ten thousand



https://xkcd.com/1053

The right question(s)

What you know

The right question(s)

- Easy, or difficult?
- History & decisions
- What if?

Stage 2: Halp?

Stage 2.1: Halp?

Fix it for me

Stage 2.1: Halp?

Question vs question

Fix it for me

What have you tried?

Fix it for me

Who have you asked?

Fix it for me

Which documents did you read?

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Stage 2.2: Halp?

Info Firehose

Info Firehose

Yes or no questions

Info Firehose

Share what you know

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Info Firehose

Interrupt & refocus

Info Firehose

Keep questioning

Info Firehose

Time for a pause

Info Firehose

Confidence +4

Stage 2: Halp?

The right answers

The right answers

Short & relevant, upfront

The right answers

Assumptions kill

Stage 3: I got this!

Stage 3: I got this!

Focused & ready

Stage 3: I got this!

End of the line

Stage 3: I got this!

Switch it up

Switch it up

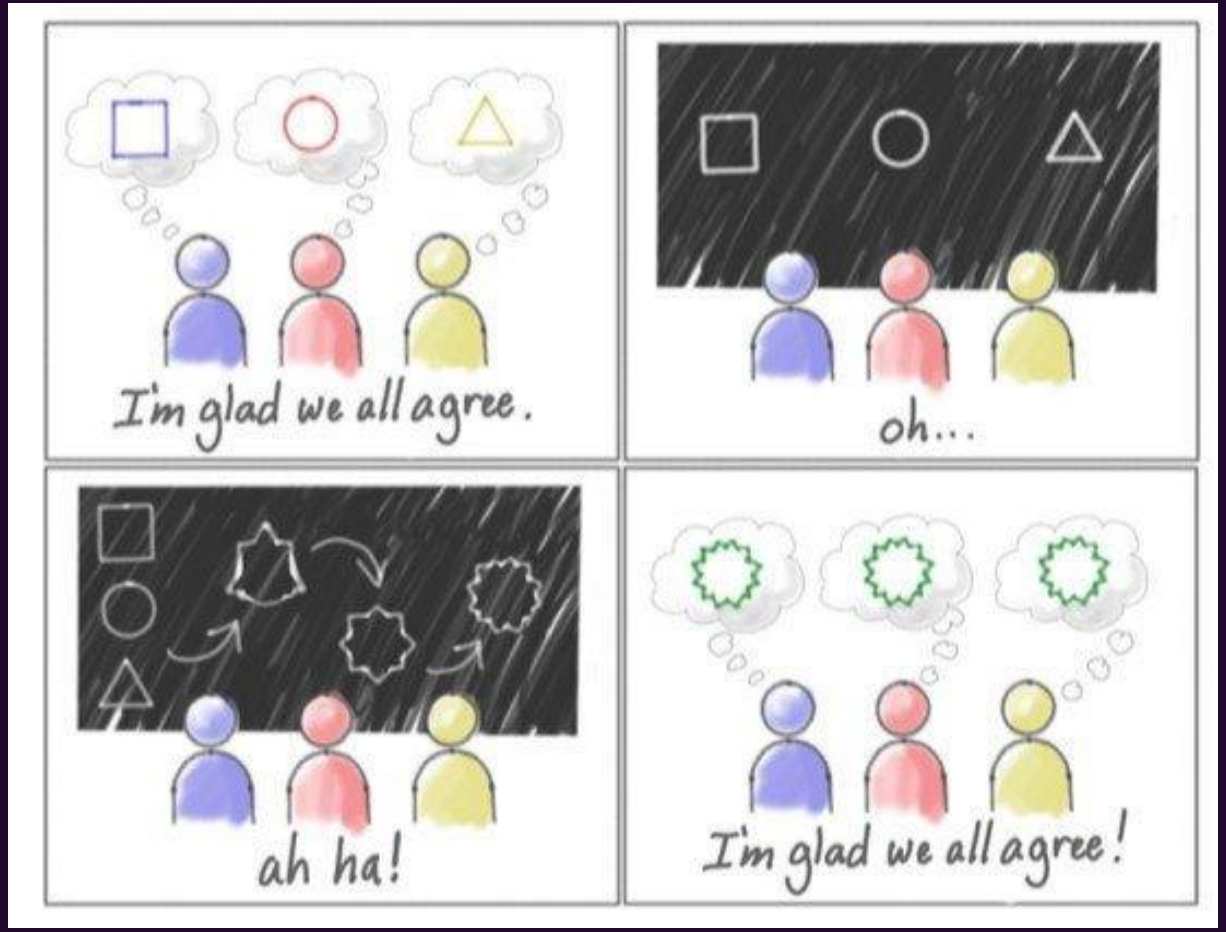
Meet people where they are

Switch it up

Show them the way

Switch it up

Ask the obvious question


I'm glad we all agree.
oh...
ah ha!
I'm glad we all agree!

WE GOT THIS TEAM!!
makeameme.org

Resources

- Asking good questions is hard (but worth it) by Julia Evans
- Asking questions is a superpower by Julia Evans
- How to get useful answers to your questions by Julia Evans
- How to answer questions in a helpful way by Julia Evans
- Rubber duck debugging from Wikipedia

AMA!

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