



Key Principles of

# Problem Solving





01

Ensures that **RIGHT PROBLEM** is getting solved



02

Provides a comfort that our **SOLUTION** is water tight



03

Helps in **UTILIZING RESOURCES** efficiently



04

Prioritizes **“ANSWER FIRST”** approach



05

Provides **CLARITY** within the team and external stakeholders

# Tiers of problem statements

Consulting landscape is defined as per the nature of problem statements they address

TIER	Type of Problem Statement	Corporate Consulting (Primary client - corporates)	Impact Consulting (Primary client - Govts, NGOs, Philanthropies etc.)
<b>Tier 1</b>	Open-ended statements	How to increase 15% profits for the company?	How to improve learning levels in a state?
<b>Tier 2</b>	Semi-structured problem statements	How to increase sales per employee KPI for the company?	How to streamline textbook delivery in the state?
<b>Tier 3</b>	Specific problem statements	Implement SAP in the HR department of the company	Developing a district scorecard to measure performance of the District education offices



# Principles to follow for Problem Solving

01

Deal with key issue first

05

Get team involved to reduce blind spot and to get buy in

02

Follow a step-by-step approach

06

Use first principal (80-20) when you don't have data or evidence

03

Break down problem so they become manageable

07

MECE

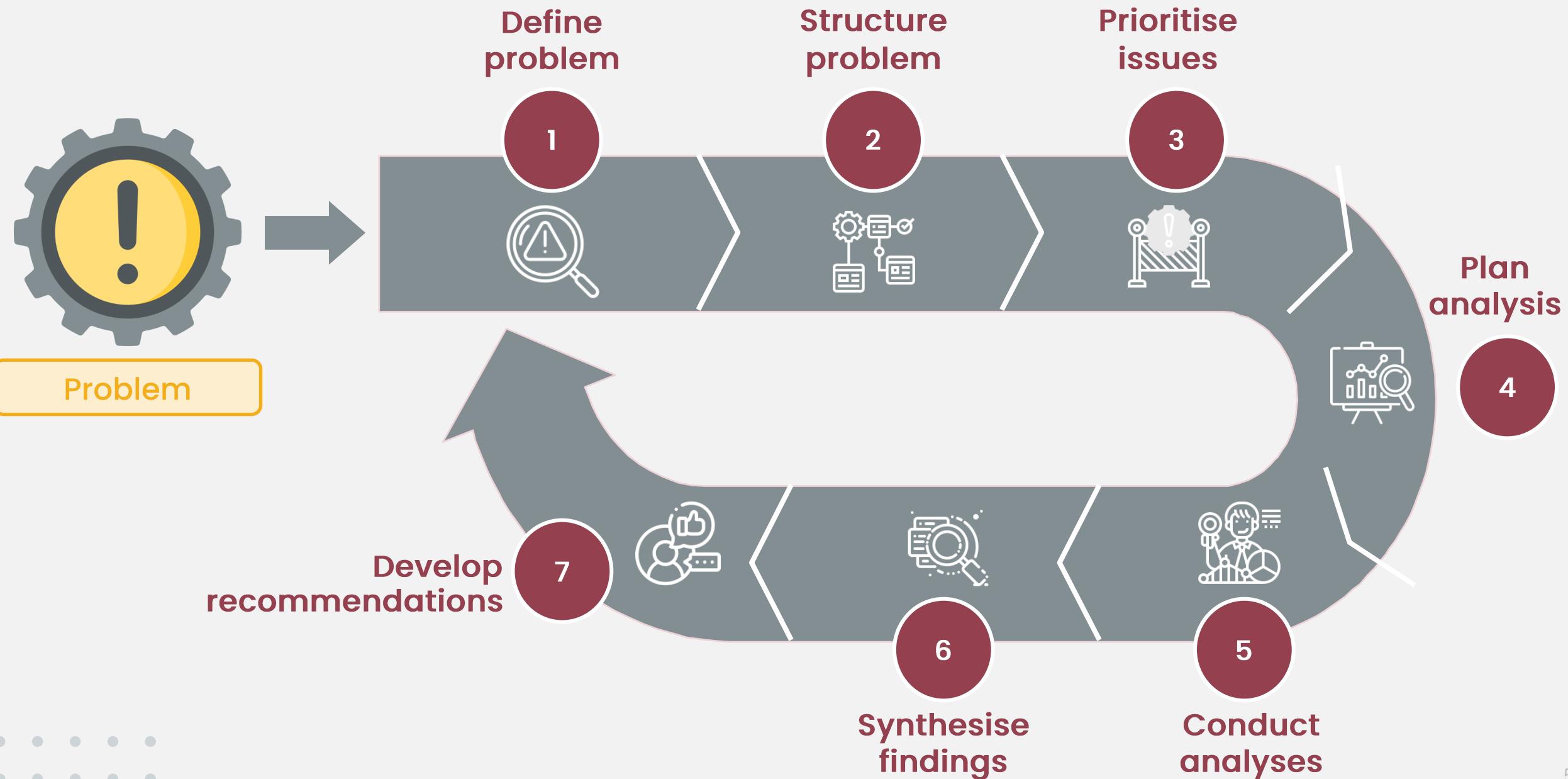
04

Focus on issues you have control over

08

Most importantly be excited to solve- attitude

# Problem Solving Process



## Step 1: Define Problem Statement

A good problem statement should be...

S

M

A

R

T

01

02

03

04

05

Specific

Specific, not too general

Measurable

Measurable via specific metrics or outcomes to evaluate success

Action-oriented

Provides clarity on the next steps

Relevant

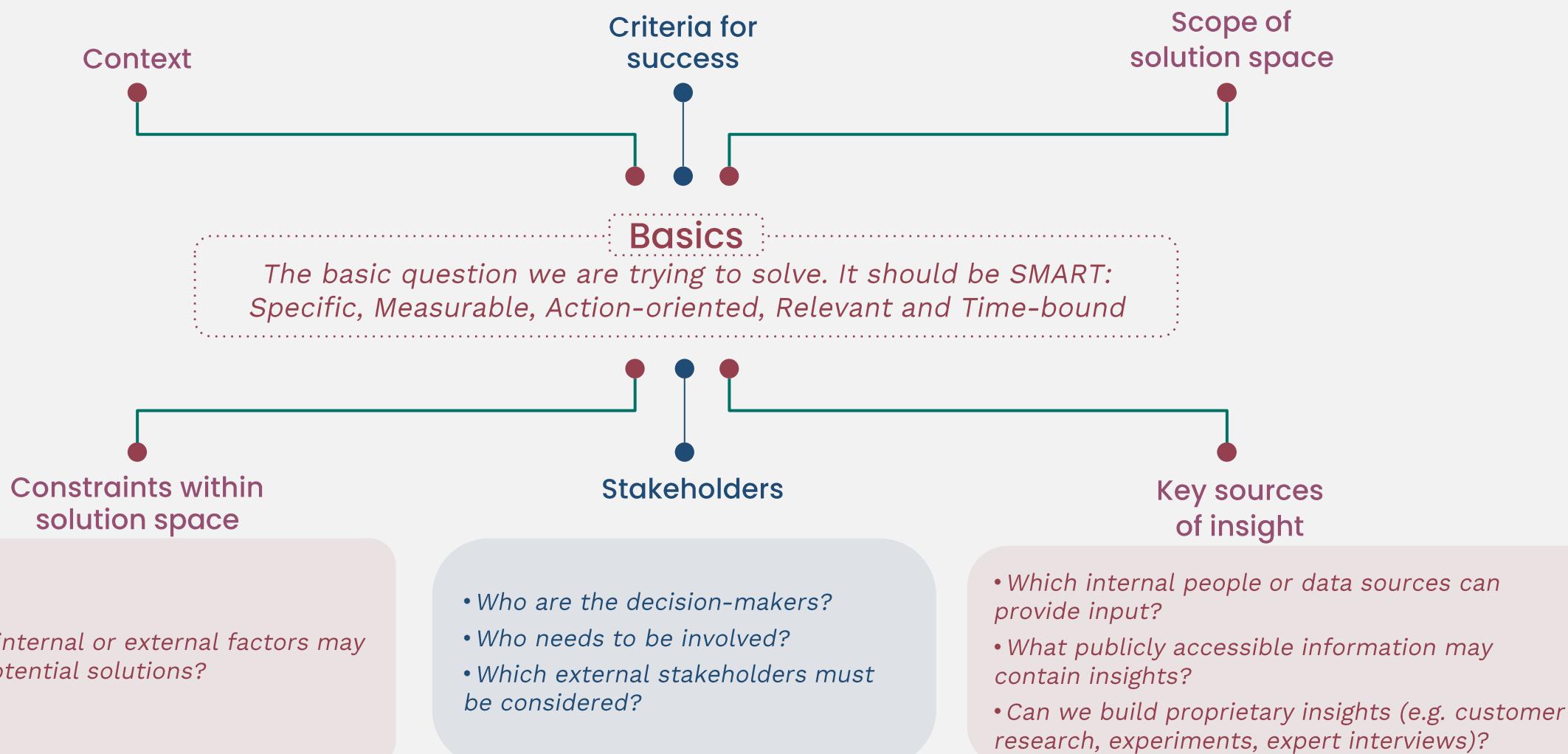
Relevant to the core problem and stakeholders

Time-bound

Should have a time range for the solution

# Problem statement worksheet

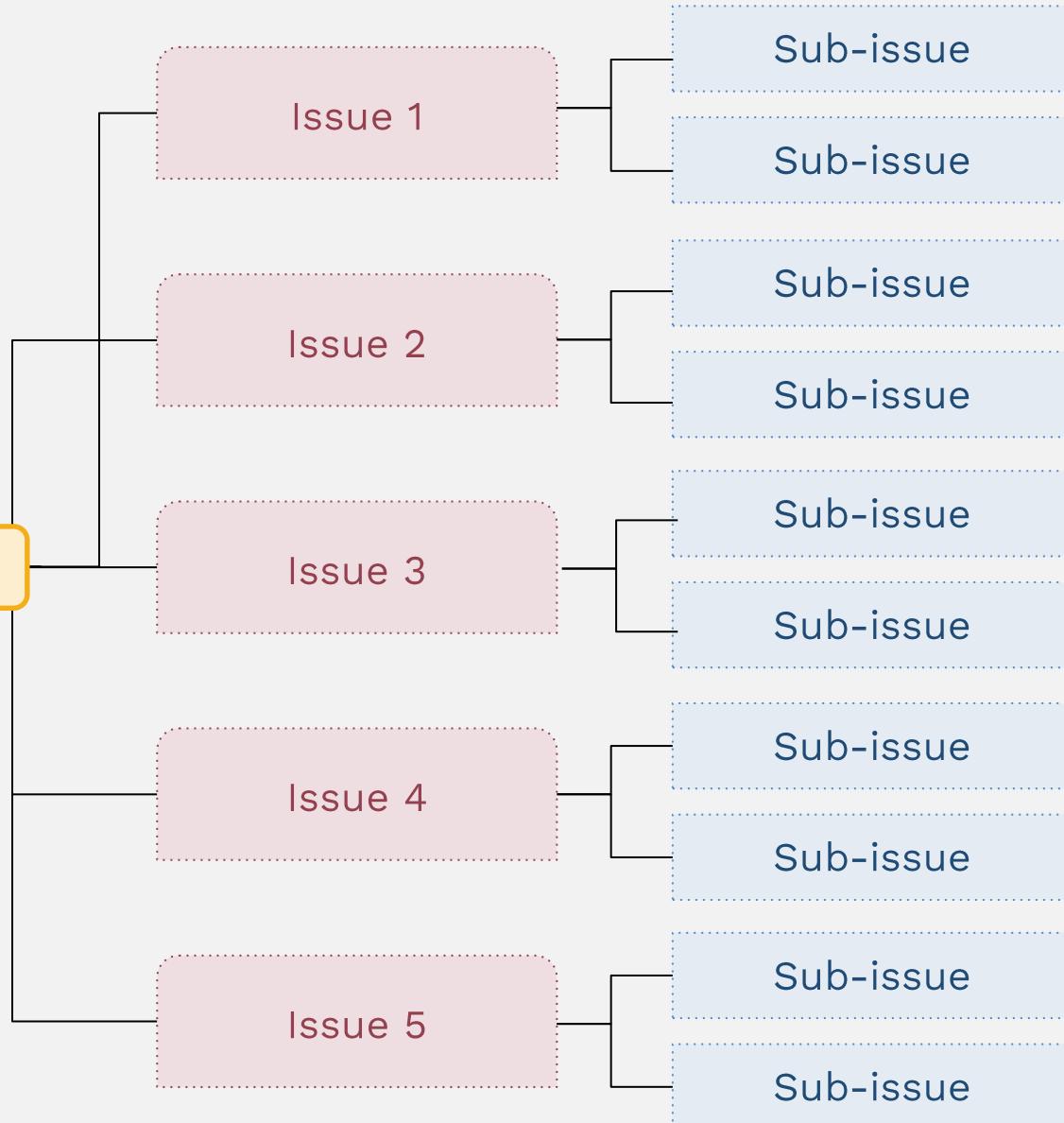
- What is the current situation?
- What has happened so far?
- Why is this problem being addressed now?
- What does a good final product look like?  
What are we trying to deliver?
- Are there non-tangible criteria for success (e.g. stakeholder ownership of the answer)?
- What will (and will not) be included in our problem-solving?



## Step 2: Structured logic trees



Problem



### Why are logic trees useful?

- Break down complex problems into digestible pieces
- Ensure integrity of problem-solving
- Build common understanding of problem-solving framework
- Help form early hypothesis and focus efforts

## Step 4: Plan Analysis

Incomplete issue tree – for illustrative purposes

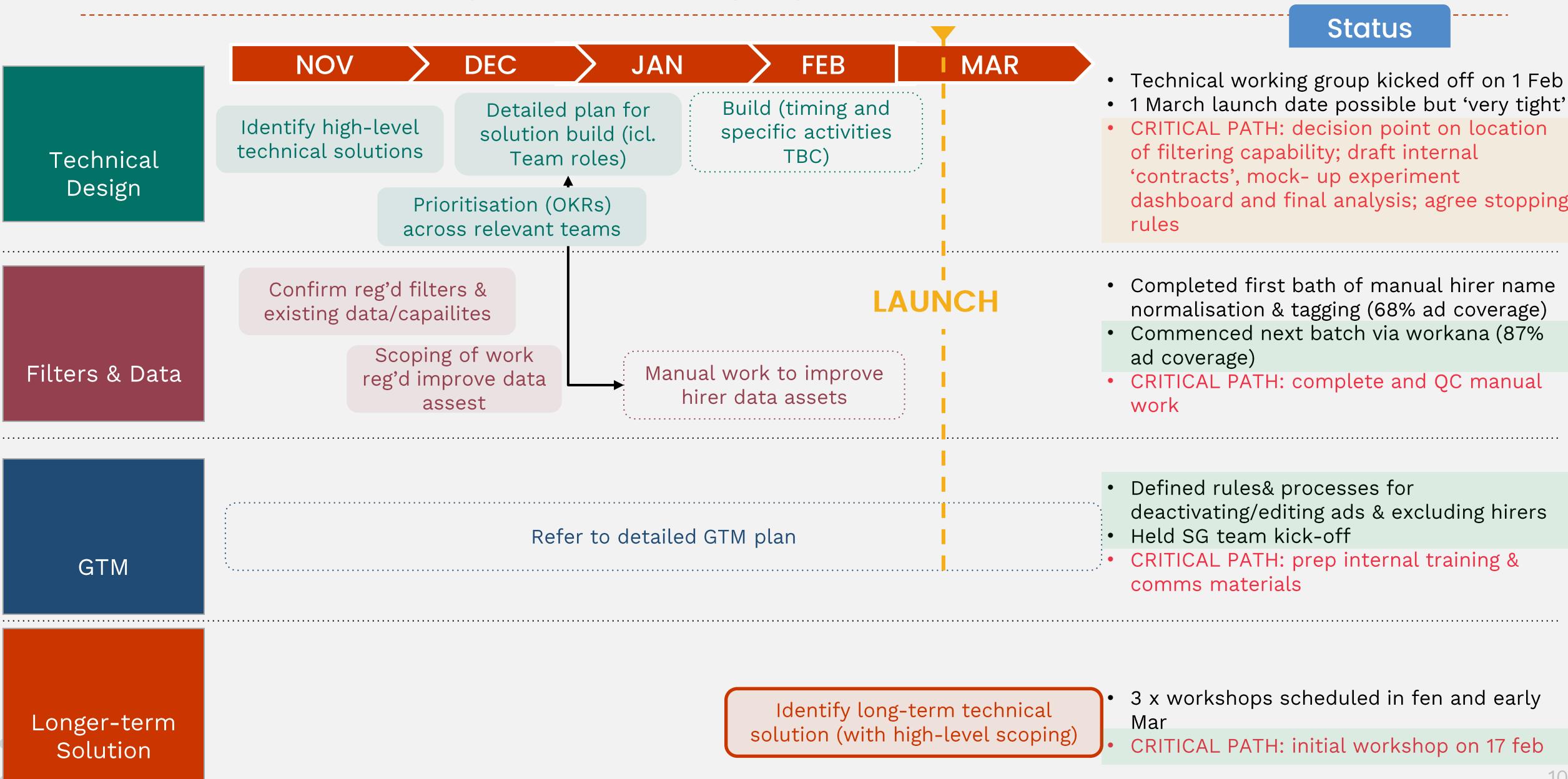
**How can Indian Cricket team win ongoing T20 world cup**



Analysis	End Product	Sources	Timing/Owner
▪ xx	▪ xx	▪ xx	▪ xx
▪ xx	▪ xx	▪ xx	▪ xx
▪ xx	▪ xx	▪ xx	▪ xx
▪ xx	▪ xx	▪ xx	▪ xx
▪ xx	▪ xx	▪ xx	▪ xx
▪ xx	▪ xx	▪ xx	▪ xx
▪ xx	▪ xx	▪ xx	▪ xx
▪ xx	▪ xx	▪ xx	▪ xx
▪ xx	▪ xx	▪ xx	▪ xx

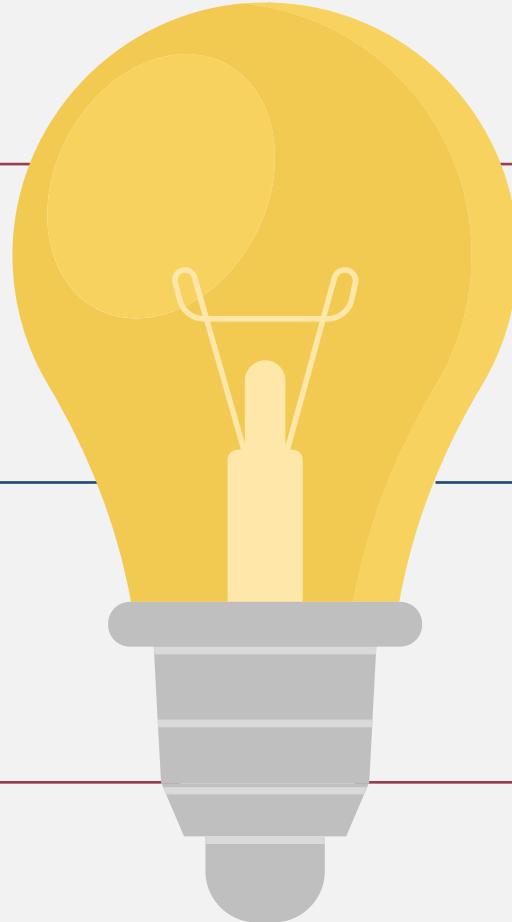
## Step 5: Conduct Analysis

Why is it important to regularly revisit and update work plans?



## Step 6: Important tips on synthesis...

*Ruthlessly de-prioritize the interesting but less relevant*



*Dot-dash storylines are far more useful than PowerPoint*

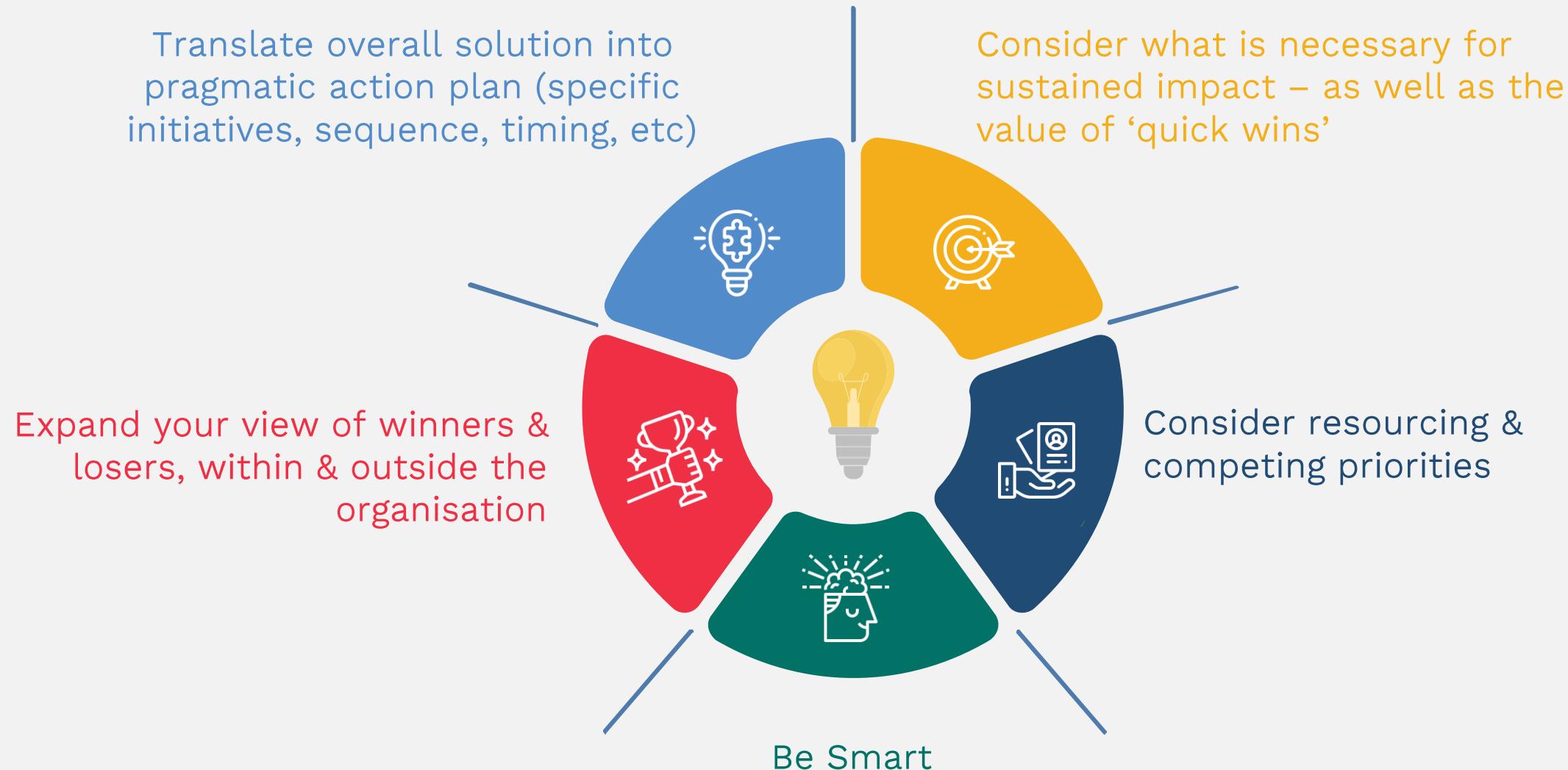
*Synthesis should happen throughout (e.g. 'Day 1 answer')*

*'So what' (synthesizing is not the same as summarizing)*

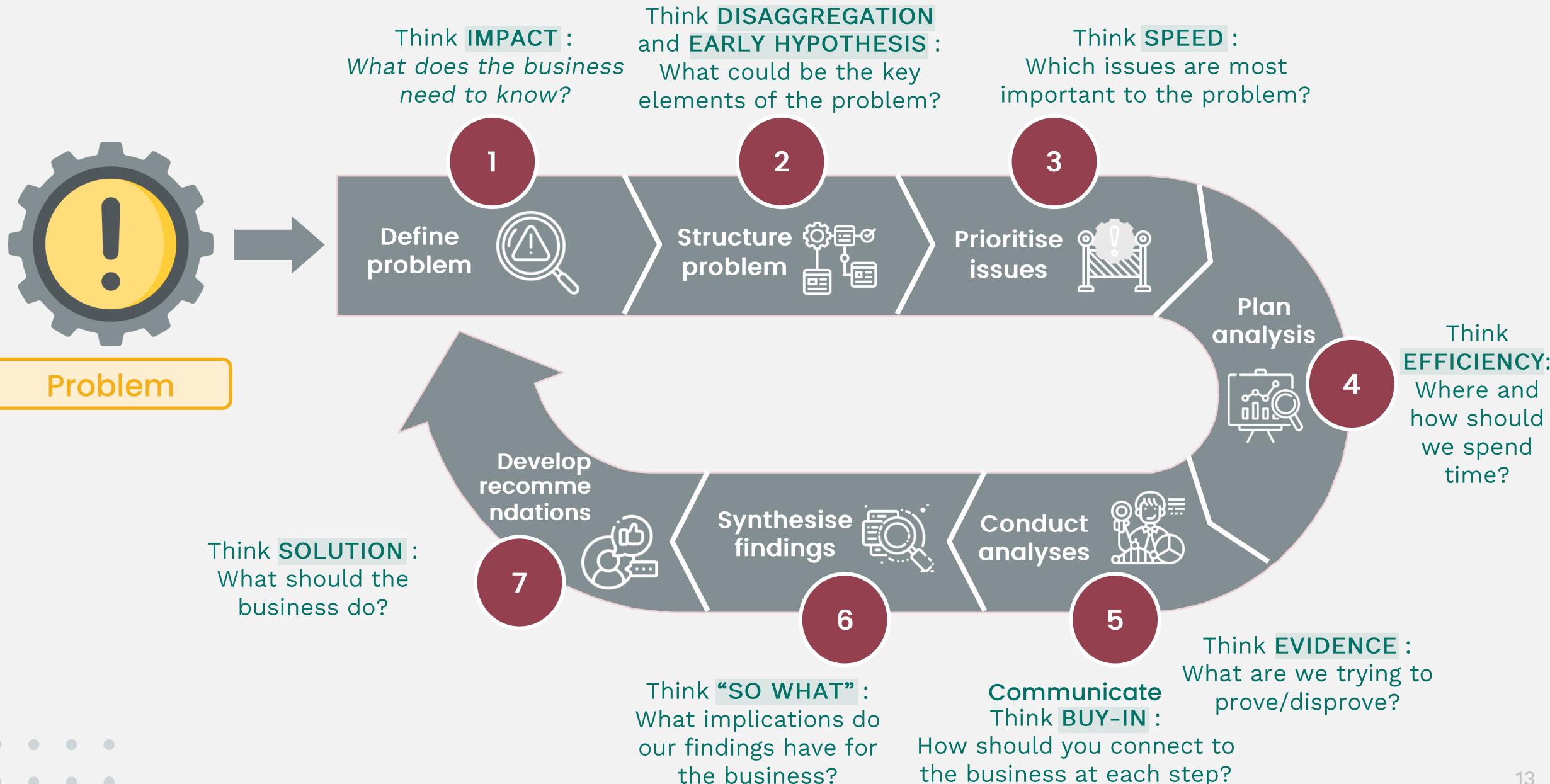
*Practice 'proposing' or getting the 'balcony view'*

*Use 3 magic methods (answer first, group ideas, order logically)*

## Step 7: Important tips on making recommendations...



# Problem Solving Process

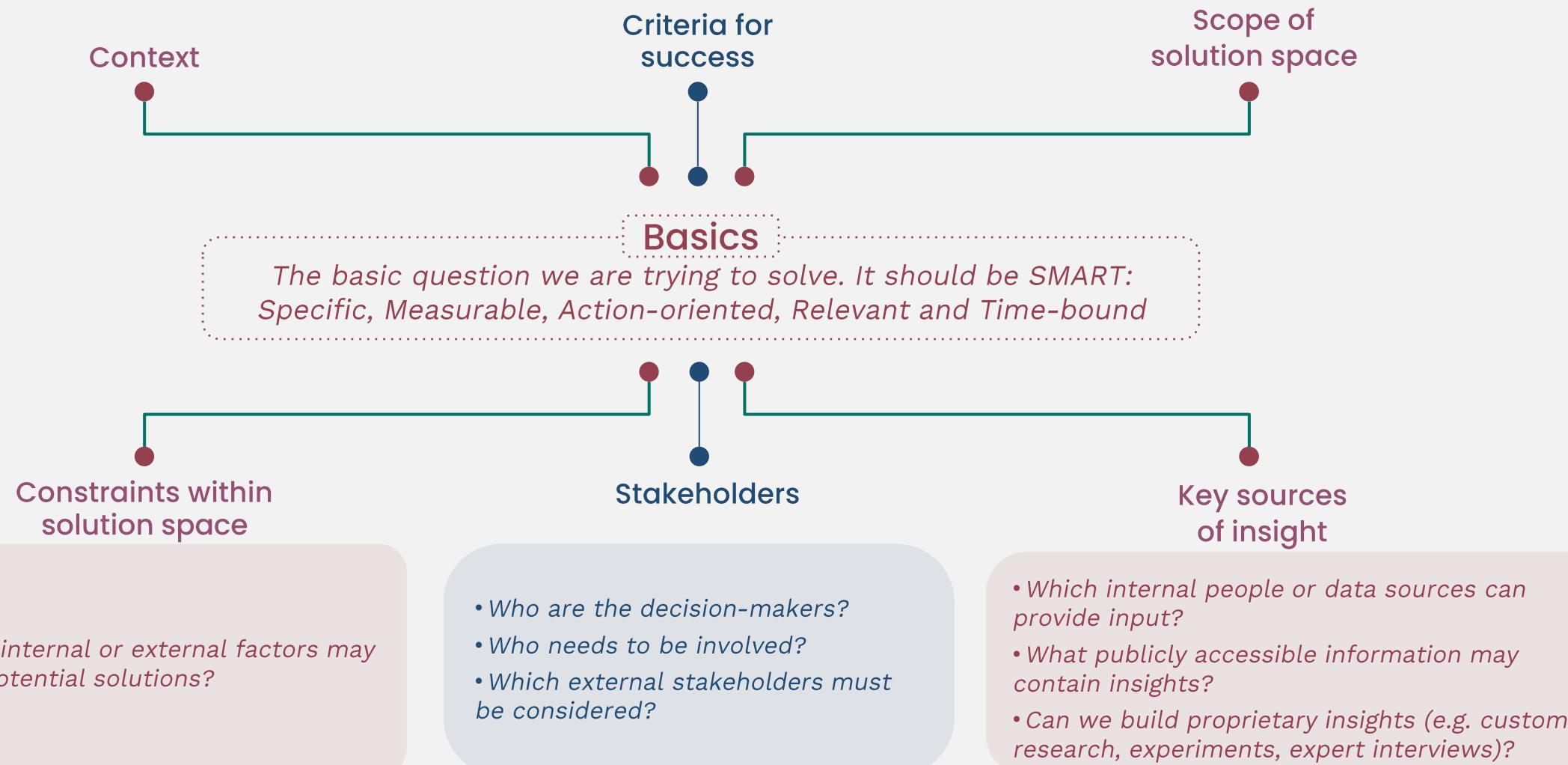


# Problem Statement Worksheet

- What is the current situation?
- What has happened so far?
- Why is this problem being addressed now?

- What does a good final product look like? What are we trying to deliver?
- Are there non-tangible criteria for success (e.g. stakeholder ownership of the answer)?

- What will (and will not) be included in our problem-solving?



## About GDI



# Our Work



Transforming the lives of individuals and communities for an equitable and inclusive world

01

## DIGITAL TRANSFORMATION



02

## PROGRAMME MANAGEMENT



03

## STRATEGY DESIGN



Work with government and large institutes to solve socio-economic environment issues impacting citizens' lives

Examples:

1. Improving the learning levels of students in Government schools
2. Increasing the income of farmers in the state

Work with government and impact sector leaders to provide programme management support

Examples:

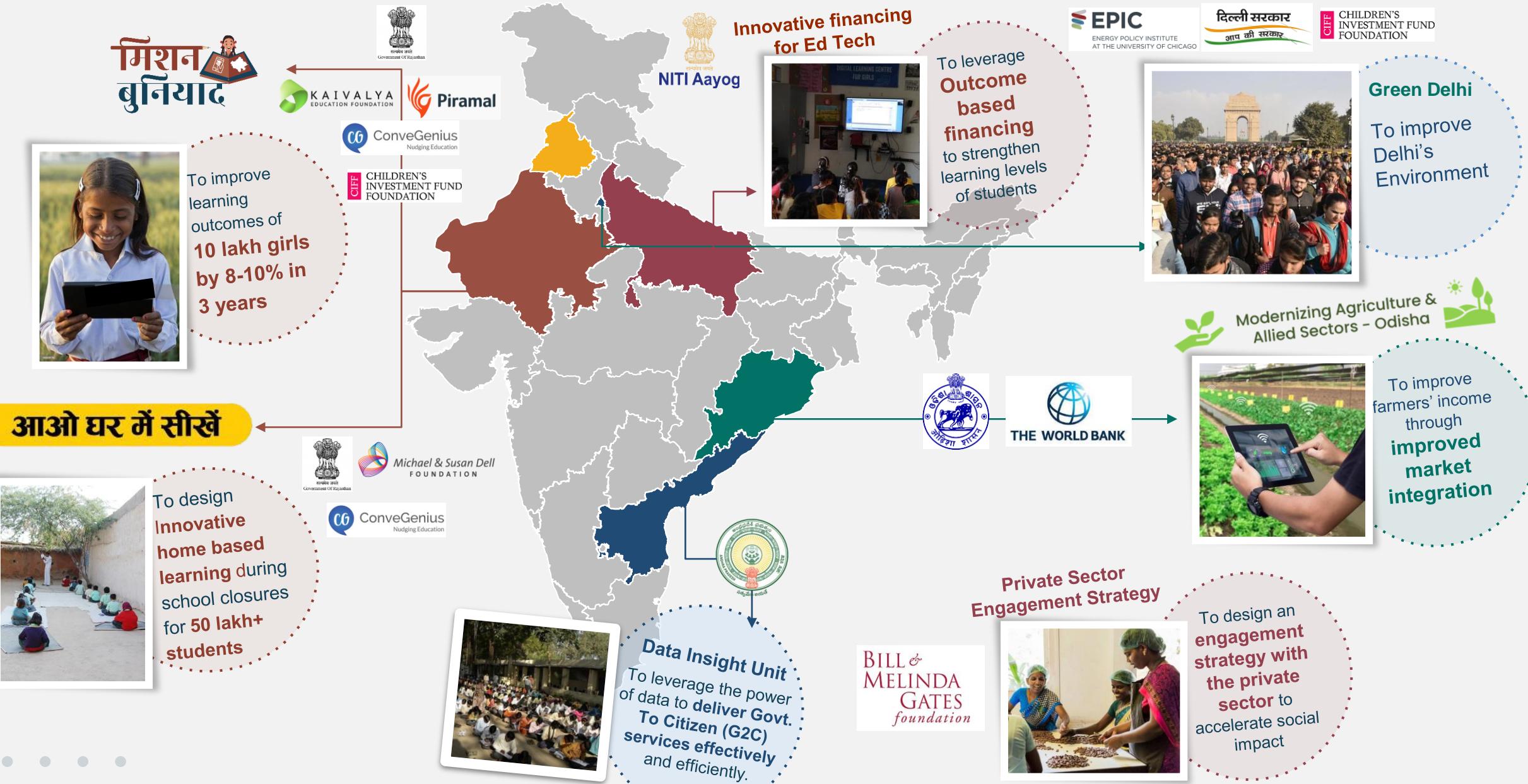
1. Streamline and manage fellowship programme for efficient delivery
2. Manage the delivery of pay-for-outcome based project

Develop strategies and insights that help leaders solve problems to achieve impact through well researched and data-backed evidence

Example:

1. Creating impact-oriented organization's growth strategy
2. Landscaping of scalable models for financial inclusion, employment generation etc.

# Summary of our current projects



## Government Partners



Government of the National  
Capital Territory of Delhi



## Philanthropes / Multilaterals



CHILDREN'S  
INVESTMENT FUND  
FOUNDATION

BILL & MELINDA  
GATES foundation



Michael & Susan Dell  
FOUNDATION



WORLD BANK GROUP

## Sector Expert

**EPIC INDIA**  
ENERGY POLICY INSTITUTE  
AT THE UNIVERSITY OF CHICAGO



ConveGenius  
Nudging Education

**KAIVALYA**  
EDUCATION FOUNDATION



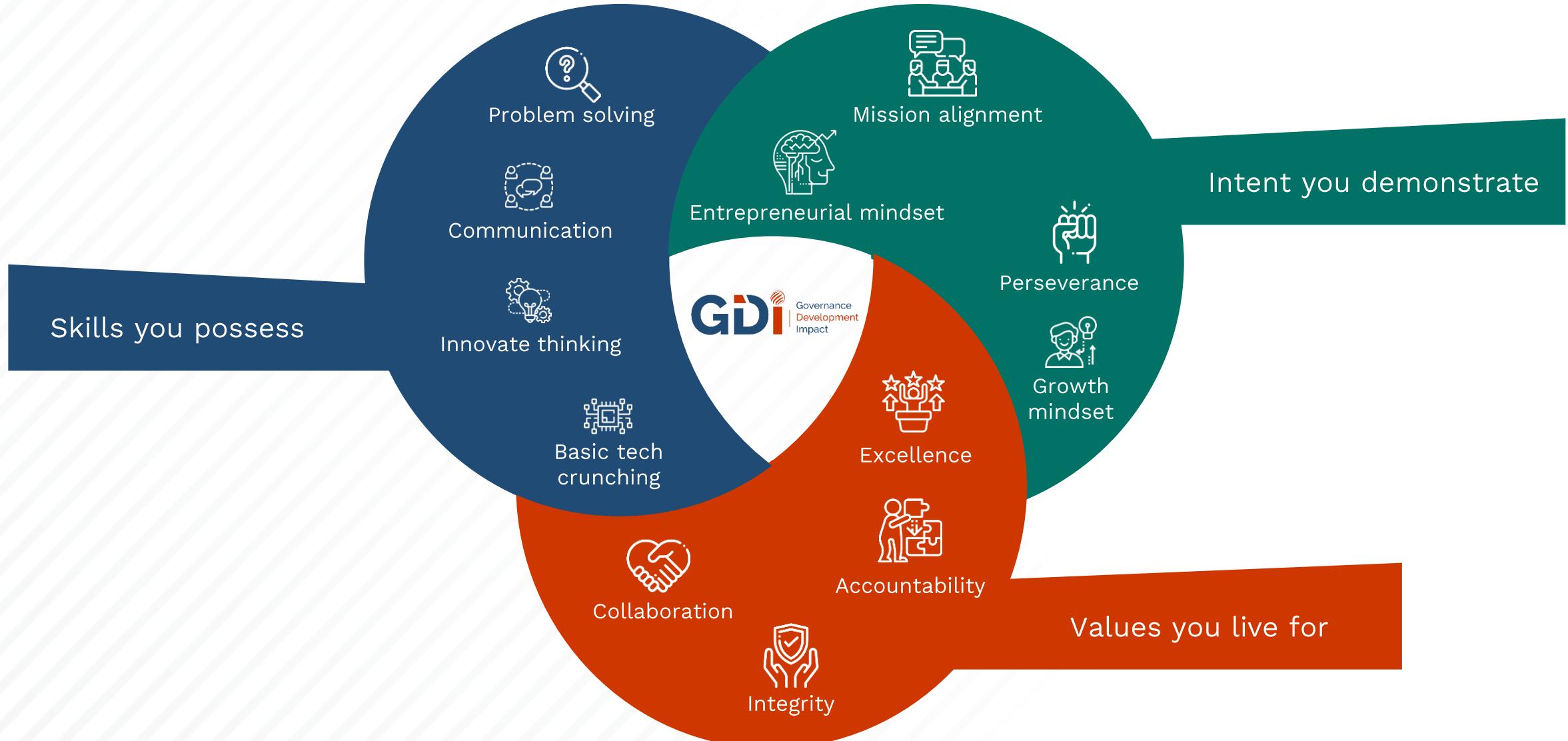
The International Centre for  
Evaluation and Development

**COSA**  
Committee On  
Sustainability Assessment

Join Us



# Are you the one we are looking for?



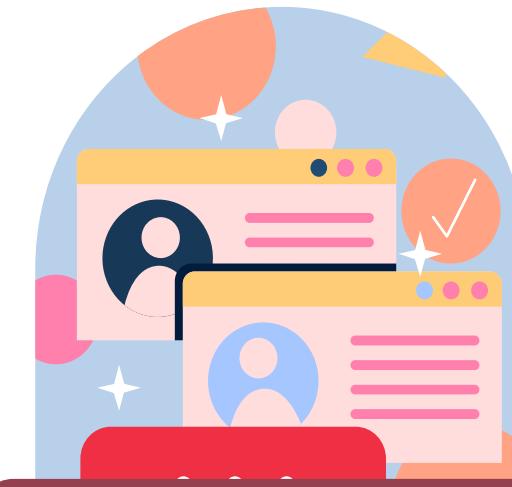
## Important dates for this recruitment



30<sup>th</sup> August  
Applications Open



4<sup>th</sup> September  
Masterclass with GDI



11<sup>th</sup> September  
#ChaipeCharcha with  
Industry Leaders



18<sup>th</sup> September  
Applications Close

Submission of recruitment form along with CV and statement of purpose



Concept note submission  
on a real life problem  
statement

**Round 01**



In-person  
Interview



Team  
Interaction



In-person  
Interview

**Round 02**

**Round 3**

**Round 4**

Find the Application form here:  
[www.gdipartners.in/join-us](http://www.gdipartners.in/join-us)

## Contact Us



[www.gdipartners.in](http://www.gdipartners.in)



[careers@gdipartners.in](mailto:careers@gdipartners.in)



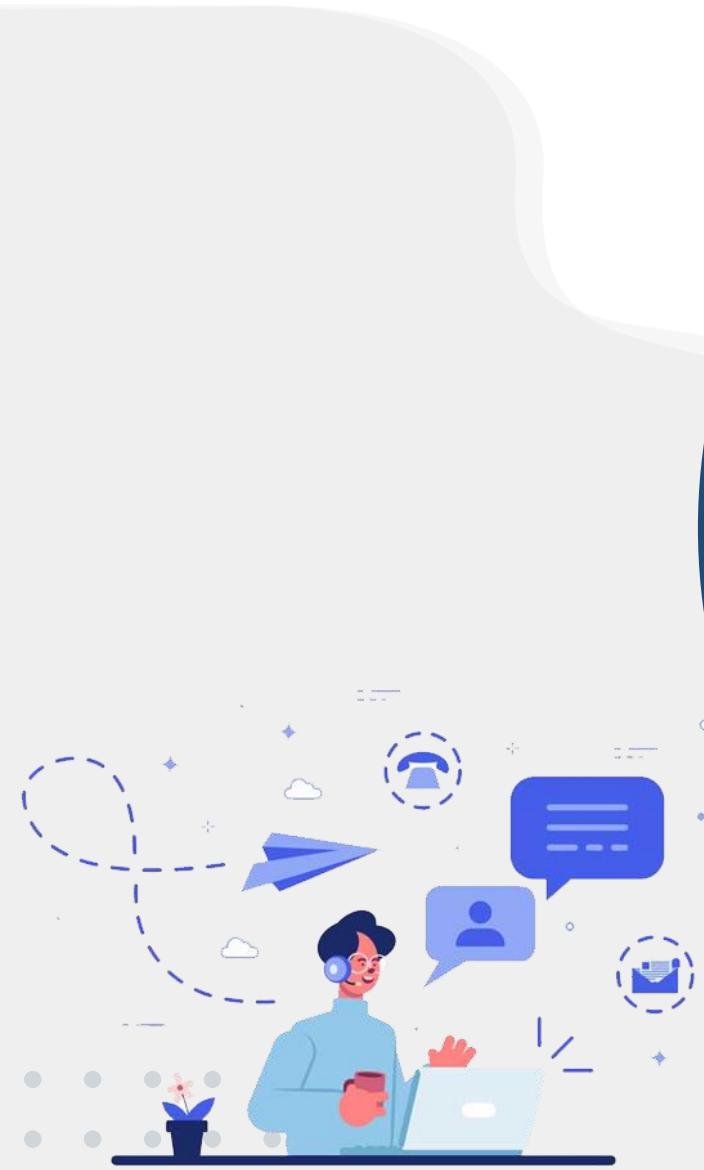
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New Delhi - 110065





We are Hiring @ **GDI**

Thank you