# **SCENARIOS**

**1: Decreasing User Engagement**

**Scenario**: "Our mobile app has seen a 15% decrease in user engagement over the past three months."

**Context**: Technology, User Experience

**2: Inventory Management**

**Scenario**: "The company is losing money due to improper inventory management, leading to frequent overstock and understock situations."

**Context**: Retail, Supply Chain

**3: Client Retention in Consulting**

**Scenario**: "Despite successful project outcomes, our consulting firm is struggling with client retention. Less than 40% of clients choose to engage us for a second project."

**Context**: Consulting, Client Relationship Management

Step 1: Identify the Core Issue

**Why**: To focus on what really matters, not just the symptoms.

**How**: Use questions like "What are we trying to solve?" and "Why is this a problem?" to drill down to the root.

| **Notes for Step 1:** |
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## Step 2: Set Clear Objectives

**Why**: A well-defined goal makes the problem more approachable.

**How**: Create SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound).

| **Notes for Step 2:** |
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## Step 3: Know Your Audience

**Why**: The solution must cater to those who are impacted by the problem.

**How**: Identify the stakeholders and consider their perspectives and needs.

| **Notes for Step 3:** |
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## Step 4: List Assumptions and Constraints

**Why**: Knowing your boundaries helps you to navigate possibilities.

**How**: Make a list of what you're assuming to be true and what limitations you may face.

| **Notes for Step 4:** |
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## Step 5: Frame the Questions

**Why**: Asking the right questions will guide your inquiry.

**How**: Formulate questions that, when answered, will help you reach your objectives.

| **Notes for Step 5:** |
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## Step 6: Craft a Prompt for Chat GPT

| **Draft your prompt in the space below, then input it into ChatGPT** |
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## Step 7: Next Actions

| **Read and reflect on ChatGPT’s response, then list 2-3 next actions to address your problem** |
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