






Problem solving lesson overview

To ensure that we can solve problems of varying complexity and context, we need to understand **how we solve problems**. This helps us to solve problems because it gives us an **intellectual toolset** that can be applied to any problem and ensures that we **correctly define problems**.

In this lesson, we'll **learn all about solving problems** using various toolsets and methodologies. By the end of this lesson, you will be able to **leverage problem-solving techniques** such as 5W2H, MECE, and design thinking to approach and solve various problems including wicked problems.

 Slide deck	 Exercise
 Video	 Reference card
 Knowledge questions	



Learning objectives

- Understand the different ways to approach and solve a problem in a structured, transferable, and logical way.
- Understand problem statements and be able to analyse and formulate them using the 5W2H method.
- Know the five ways to be MECE and how to apply logic trees and MECE to problems.
- Understand the five-stage design thinking process, how each stage is implemented, and how data can be leveraged in each of these stages.

