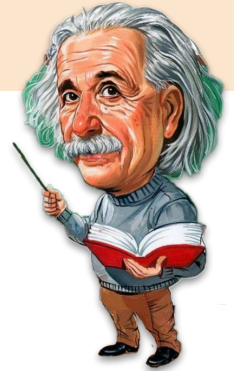


If I had 60 minutes to solve a problem, I'd spend 55 minutes defining it, and 5 minute solving it.



Top Skills needed by World Economic Forum (WEF)

Top 10 skills of 2025



Analytical thinking and innovation



Active learning and learning strategies



Complex problem-solving



Critical thinking and analysis



Creativity, originality and initiative



Leadership and social influence



Technology use, monitoring and control



Technology design and programming



Resilience, stress tolerance and flexibility



Reasoning, problem-solving and ideation

Type of skill

- Problem-solving
- Self-management
- Working with people
- Technology use and development

Source: Future of Jobs Report 2020, World Economic Forum.

Just how important **'Problem Solving Skills'** is in today's VUCA world can be estimated from the fact that 5 of the top 10 skills needed for future are related to Problem Solving!!!!



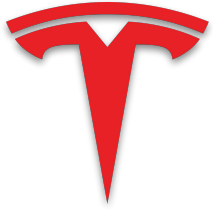
** VUCA is an acronym for Volatile, Uncertain, Complex and Ambiguous

What is Problem Solving?

- It is a **cognitive psychological process** of solving complex situations (also called problems)
- It is a process of **moving towards a goal** when the path to that **goal is uncertain**
- Can be viewed as a tool that can **add to the growth** not just personal but also for the society
- Makes you more **valuable**. The complex problems you solve, society attaches more value



Examples of Problem Solving



TESLA

*World's transition
to electric cars*



Microsoft

Empower every person



Bring the world closer



*Organize world's information
and make it universally
accessible*



*Serve consumer through
online and physical stores*

How does problem solving helps?

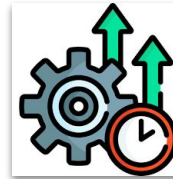
Add value to Organization and Society



Move to a higher level and grow



Improves Productivity



Makes you smart and gain confidence



Having Fun with Problems Solving

Do not get intimidated by the word | Take it as **Challenge**

Encourage asking questions | **Explore** options

Think Differently | **360 degrees** | **Creatively** |
Out of Box

Inculcate the Problem Solving **Mindset** and **Attitude**

Engage in PS Games | Role Plays | Activities

Take lead | Be **Proactive** | **Act** | **Start** from areas you know



The Staircase Campaign by Volkswagen

Suppose you've just taken the subway, and you need to climb up to street level. To exit the station, you can either take the stairs or the escalator. Which one do you use? Although the extra bit of exercise is the healthier choice, many people choose the escalator because of its ease.

Can we change people's behaviour for the better?

The Staircase Campaign by Volkswagen

In 2009, Volkswagen wanted an innovative way to promote its new environmentally-friendly BlueMotion Technologies brand, which emphasized fuel efficiency. Volkswagen partnered with the ad agency DDB Stockholm to devise a creative ad campaign.

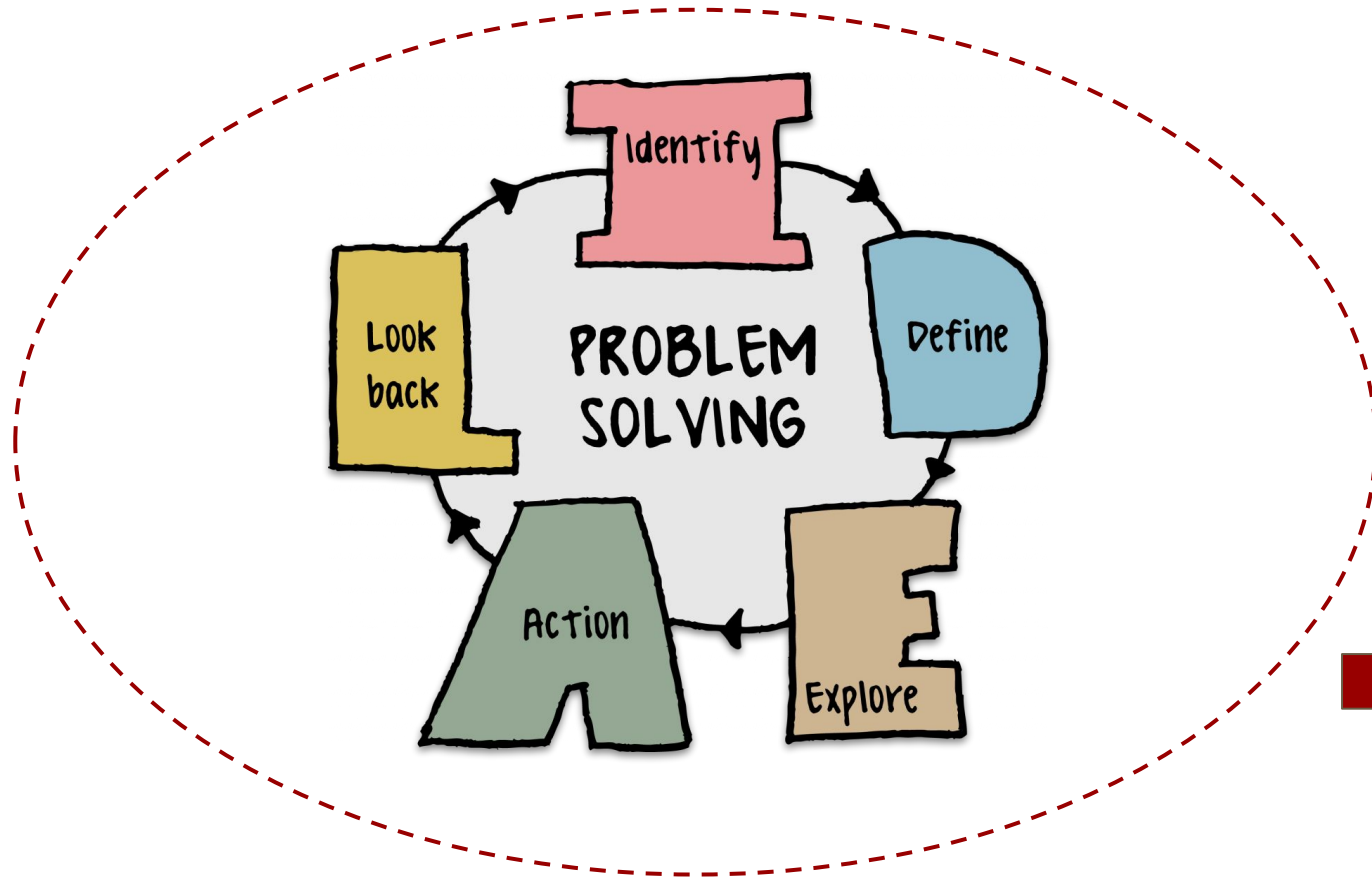
They dubbed their marketing campaign “The Fun Theory,” based on the idea that “fun is the easiest way to change people’s behavior for the better.”

The Staircase Campaign by Volkswagen



It isn't that they cannot see the solution, it is that they cannot see the problem.

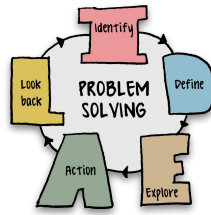
Steps in Problem Solving



*Asking the
right
questions at
each step is
the Key*

Identify

- Ask the right questions and analyze the situation carefully to learn more about the problem
- Collect information through research and previous experience. Sometimes you would need to analyze the same situation from different perspectives to have a holistic view
- Look for indicators or triggers or underlying causes to probe deeper. Differentiate between symptom and a real problem.
- Look problems in terms of goals and barriers. Split bigger problems into smaller, manageable and easy to define
- Talk to stakeholders who are impacted. Take notes, combine research insights and create a working definition



A Negative Profit and Loss Statement

CONDENSED CONSOLIDATED STATEMENTS OF OPERATIONS (Unaudited)

(In millions)	13 or 14 Weeks Ended		Fiscal Years Ended	
	February 1, 2014	February 2, 2013	February 1, 2014	February 2, 2013
Net sales	\$ 5,267	5,770	\$ 12,543	\$ 13,543
Cost of sales	3,594	3,801	8,154	8,592
Gross margin	1,673	1,969	4,389	4,951
Selling, general and administrative expenses	1,275	1,294	4,010	4,041
Depreciation and amortization	101	110	388	407
Goodwill impairment	378	—	378	—
Other income, net	10	(13)	(37)	(53)
Total operating expenses	1,764	1,391	4,739	4,395
Operating (loss) earnings	(91)	578	(350)	556
Interest expense	(105)	(130)	(524)	(480)
Interest income	1	4	7	16
(Loss) earnings before income taxes	(195)	452	(867)	92
Income tax expense	12	212	169	53
Net (loss) earnings	(207)	240	(1,036)	39
Less: Net earnings attributable to noncontrolling interest	3	1	3	1
Net (loss) earnings attributable to Toys “R” Us, Inc.	\$ (210)	239	\$ (1,039)	38

Thank You!