

Rule 33: Problem Solving is a Team Sport

Step One: Define the Problem

Use brainstorming technique to identify every possible cause. Choose a problem definition that seems most likely after your research and analysis.

Step Two: Gather Facts and Data

Find others who have successfully solved such a problem. How was this accomplished.

Step Three: Brainstorm Solutions

List as many solutions you can- use the brainstorming rules.

Step Four: Pick the Best Solution

Step Five: Implement

Create a plan to implement the solution

Step Six: Evaluate

Define the criteria for success

After Action: Compare this results of such process to problem solving that just sort of happens, or when you just make the call. How does using a process pay off for the team? Compare the approaches for results.

