

How to solve problems

By Sue Cammish



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Synopsis

The problems employees face range from day-by-day minutiae through to strategic issues. If all managers enhance their problem solving skills it benefits the individual, the team and the organization through increased efficiencies and effectiveness, constant innovations and continuous improvements. This article provides a framework for solving problems of all types and magnitudes.

How to ...

How to create an effective problem-solving framework

How to set clear problem solving objectives and generate ideas for solutions..

How to evaluate and select the best solution to a problem.

Sue Cammish

Sue is an international management educator, performance coach and business consultant, and has successfully worked in these areas for some twenty years. She works with individuals, teams and organizations and helps them in any stage of the journey from defining their issues through to successful implementation of the chosen strategy. Sue has worked extensively throughout the USA and Europe.

Introduction

In organizations things go wrong; plans fail to deliver, change strategies fail, customers complain, competitors produce new and cheaper products, you lose market share, people make poor decisions, staff morale lowers...the list is endless.

Problems arise from multiple sources. Things happen to us that we see as problems. We create problems for ourselves. Other people give us problems. And so on.

We often assume there is a simple, single and identifiable cause and that there is one right answer to the problem. We'll discover that this is sometimes the case; however many problem causes are complex, arise from multiple causes and can have many solutions.

The purpose of this article is to provide a framework, which will support you when you have problems to solve. An example, about poor attendance at a meeting, has been used to demonstrate the framework and to illustrate its use.

'The biggest problem in the world could have been solved when it was small.'

Witter Bynner