



Bejabers!

INTRODUCTION

So, what is a *problem*? I bet you've been told to call them situations or opportunities - as a problem is *negative*. Yet, solving a problem provides you with a chance to improve systems, processes or behaviours. From this, you should then make both short- and long-term gains in the way you, or your team, operates

THE FIRST KEY

You do, of course, have to make sure that you solve the *right* problem! Don't waste time solving the *wrong* problem or what you *think* is the right one. Make sure your thoughts and evidence are both accurate

USING QUESTIONS TO DEFINE AND STRUCTURE YOUR PROBLEM

Here are 17 key questions to help you to analyse and consider the problem(s) you are dealing with:

1. **WHAT** exactly has happened?
2. **WHAT** are your reactions to this?
3. **WHERE** does the problem occur?
4. **WHO** does the problem concern?
5. **IS IT** actually your problem or somebody else's that is merely affecting you?
6. **WHEN** did the problem occur? Or, when does it occur (for recurring problems)?

7. **HOW** long might it last?
8. **DOES** it require immediate action?
9. **WHY** is this a problem?
10. **Why** did it happen in the first place?
11. **Why** are you involved in it?
12. **WHAT** factors are needed to help you clearly define the problem?
13. **HOW** does each of these factors affect the outcome of any decision you make?
14. **HOW** much control can you personally exert over each of these factors?
15. **WHAT** other things can determine the condition of each of these factors?
16. **WHAT** impact does your feelings, beliefs, preferences, values, have on the way you consider each of the factors?
17. **WHAT** conditions will help to determine the outcome of this problem-solution?

CONCLUSION

Of course, this list is neither complete, nor are all the questions appropriate in every situation. However, it will act as a starting point to allow you to generate the questions specific to your situation



A Few Wise Words

The only thing that overcomes hard luck is hard work
HARRY GOLDEN

If you can find a path with no obstacles, it probably doesn't lead anywhere
FRANK A CLARK

About your author



Gordon Veniard is an experienced trainer, presenter and speaker. If you have any thoughts or questions about decision-making, please email him at

gordon@thevenworks.com

PRESENTED BY



www.businessinfluencer.com



www.customer-moments.com



www.thevenworks.com

CONTACT US FOR ALL YOUR TRAINING OR DEVELOPMENT NEEDS

© THE VENWORKS WEB GROUP 2008

Please feel free to copy and distribute this article with our compliments

