DTD Episode 94 Show Notes

Learn a Super Simple Team Problem Solving Strategy

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Today I want to share a quick problem solving strategy that can work with your team. It works nicely with the simple process improvement strategy I shared in episode 13. Here's the link if you haven't listened to it already or need a refresher: http://goo.gl/MDv646

I once had a client with a major problem. They ran out of boxes and were unable to finish their work. At first glance it would seem that they just needed to order more boxes. Upon analysis, however, they learned that the real issue was that people were moving the boxes and not scanning them in or out. There were plenty of boxes they just weren't in the right spot and no one knew where to find them. Totally different solution is required to fix this problem.

Often a problem has many underlying issues or challenges causing it.

So, the first step to problem solving is to bring your team together with all of their wonderful perspectives and knowledge to brainstorm causes for the problem.

Successful Problem Solving

- See Everyone as an Expert
- Leave Job Titles at the Door
- Have the Right People There
- Include Everyone in the Process

Team Training
Kirsten E. Ross

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Problem-Solving

- Define the Problem
- Analyze the Problem
  - Identify underlying issues/causes?
- Generate Several Possible Solutions

Once you have a list of possible causes discuss briefly and then vote. Vote until you have it narrowed down to the top 2 or 3.

Multi-Voting

- Used to Narrow Long List to 3-5 Outcomes
- Easy Way to Include All Participants
- Cast Votes - Each Item that Receives 50% or More Moves on
  - Round 1 – Vote as Many as You'd Like
  - Round 2 or more – Vote limited to ½ the # of items

Next, it's time to brainstorm solutions for the top 1 to 3 main causes.

Repeat the same process. Use multi-voting to narrow the list to the seemingly best solutions.

Once you've narrowed it down it's time to put a game plan in place to implement the proposed solutions.

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