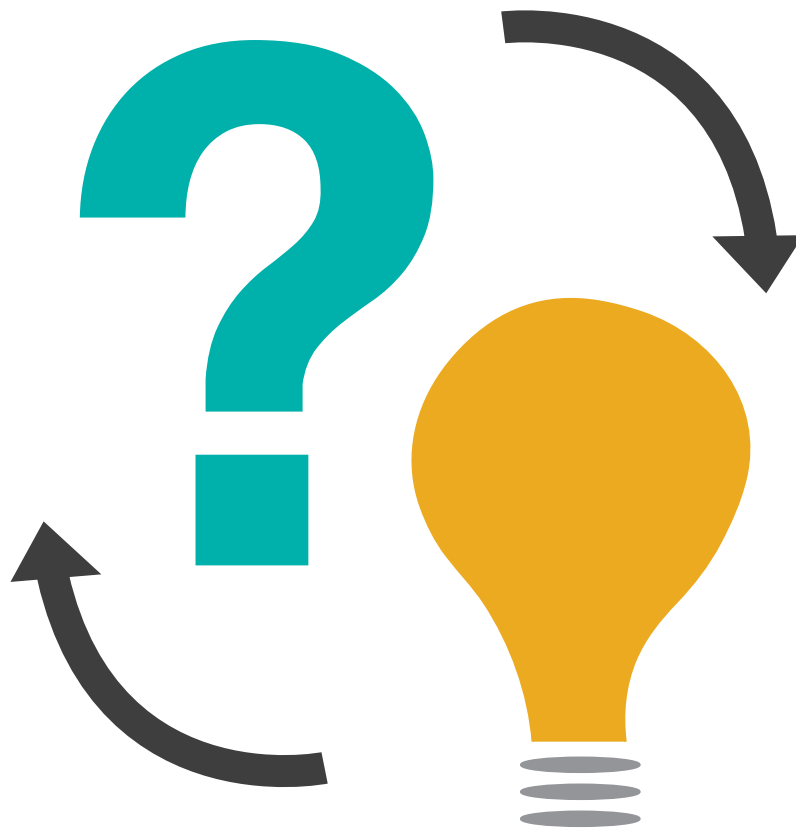# PROBLEM SOLVING MODEL WORKBOOK

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PROBLEM SOLVING STEPS

1 IDENTIFY THE PROBLEM

2 BRAINSTORM

3 IDENTIFY YOUR VALUES & STYLE

4 ANALYZE AND SELECT OPTIONS

5 CREATE AN ACTION PLAN

6 EVALUATE

This workbook can be used as a model for developing creative solutions to organizational problems. This process may be used with a group of any size.

IDENTIFY THE PROBLEM

WHAT PROBLEM ARE YOU TRYING TO FIX?
Use this space to identify a problem you would like your group to address.

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BRAINSTORM RULES

1.
NO DUMB IDEAS

There are no dumb ideas. Period. It is a brainstorming session, not a serious matter that requires only serious solutions.

2.
NOT A DEBATE

Don't criticize other people's ideas. This is not a debate, discussion or forum for one person to display superiority over another.

3.
BUILD ON IDEAS

Build on other people's ideas. Often an idea suggested by one person can trigger a bigger and/or better idea by another person. It is this building of ideas that leads to out of the box thinking and fantastic ideas.

4.
QUALITY VS. QUANTITY

Reverse the thought of "quality over quantity." Here we want quantity; the more creative ideas the better.

Taken from Six Sigma Brainstorming Rules

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BRAINSTORM RULES

Please use this box to note your team's brainstorm ideas.

IDENTIFY YOUR VALUES & STYLE

My organization's

VALUES

STYLE

GAP ANALYSIS

QUESTION	ANSWER
Where are you now? *What does the problem look like now?*	
Where do you want to be? *If the problem was fixed tomorrow what would it look like?*	
How do we get there? *What steps do we need to take to get to the solution?*	

ANALYZE & SELECT OPTIONS

ANALYZE OPTIONS

BENEFITS	**RISKS**
Option A:	*Option A:*
Option B:	*Option B:*
Option C:	*Option C:*

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IMPLEMENT AN ACTION PLAN

OBJECTIVE *(List of Objectives)*	TASKS *(What you need to do to achieve this goal?)*	TIME FRAME *(By when, or how frequently will this task be completed?)*	RESOURCES NEEDED *(What resources do you need for each task? e.g. money, people, or tools)*

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EVALUATE

☐ Re-examine your original goal. Did you get to where you wanted to be?

☐ Are you getting the desired results?

☐ How are your employees, customers, or vendors responding to the change?

☐ Did you fix the problem?

NOTE: *If your solution was not as successful as you hoped, you can start this process again to find a new solution.*

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