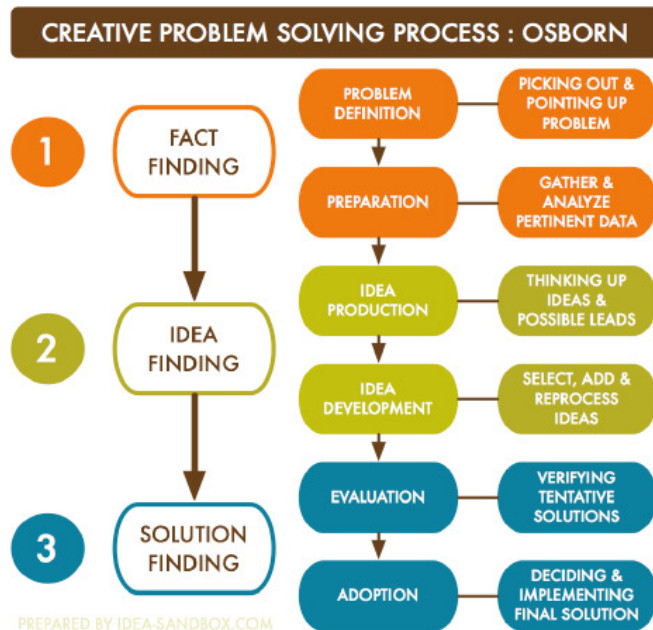


Problem Solving



One's ability as a Project Manager to effectively execute each project management phase and be proficient in the necessary project management knowledge is essential. Understanding the project phases and key project management knowledge then is the base line.

*But there is also parallel and underlying need - if you will, a need that is right to the point of being an **effective** project manager. Your ability to **think** as well as lead your team in the process of solving problems, generating alternatives, and finding better means and cost efficiencies is at the heart of effective project management."*

Edward de Bono

Many problems, particularly non-urgent problems, should be treated as issues and almost every issue is a 'problem' requiring a solution. The differentiation is whilst every problem has to be resolved (the focus of this white paper) only significant problems should be documented in the issues management system (the focus of WP1089)¹.

Also, before starting to apply problem solving techniques, it is important to be sure you are dealing with a problem. There are many situations that require a **decision** that are not problems - problems, even *big problems* that will require significant effort and intellect have a right answer and can be solved with the application of the right amount of effort and skills; other types of decision do not have a 'right answer' but still need a decision these types of decision are discussed in WP1053². The challenge in problem solving is to make the time and resources available to reach the right answer.

Whilst there are many different approaches to problem solving, most include the following basic steps:

- **Investigate the problem:** Find out when, why and how it occurred and its impact.
- **Understand the nature of the problem:** There are several aspects to this, one is understanding the 'big picture' there is a difference between building levees on top of the banks of a rising river and building houses on high ground (but you may not have options – New Orleans exists below the Mississippi river levels). Also look to see you are dealing with a one-off problem or a systemic fault; if similar events have occurred three or more times it is a pattern – fix the system.
- **Define the problem:** state exactly what the issue is that needs resolving. Do not assume that everyone understands the problem, take the time to clearly document the problem and explain its impact. If you cannot clearly document the problem, it will be difficult to solve it.

¹ For more on **Issues Management** see: https://www.mosaicprojects.com.au/WhitePapers/WP1089_Issues_Management.pdf

² For more on **decision making** see: https://www.mosaicprojects.com.au/WhitePapers/WP1053_Decision_Making.pdf

- **Identify the root cause (or causes):** Resolving a symptom will not resolve the problem. If you cannot define the root cause you have not taken your investigation far enough³. This may involve breaking the problem down into smaller component ‘problems’ and then solving each in turn.
- **Define the solution space:** Decide precisely what problem you are trying to solve to create boundaries for the idea-generation process. This helps generate a broader range of ideas that are focused on ‘the problem’ and have real potential to move towards a solution.
- **Prioritise it:** Problems occur all the time, focus urgent attention on problems that are both important and urgent (ie, show stoppers)⁴.
- **Engage the right people:** Effective decision making requires the right people with the right skills and experience. This may include employees who have direct experience of the problem as well as other stakeholders and managers. There should be a clearly defined levels of authorisation and empowerment, linked to an escalation route for decisions depending on the magnitude of the problem to be solved.
- **Generate options:** use brainstorming and other techniques to generate a range of solutions⁵. Make the problem as real as possible to the people who will be generating the ideas by observing the individuals who are affected by the problem and who will also be affected by the solutions. Don’t be afraid to bring in outside expertise and perspectives to create the widest range of ‘good’ options.
- **Diverge before you converge:** Start by creating many different ideas, one option is to ask the participants to write down as many ideas as they can individually for five to 10 minutes. This gives introverts a chance to maximize their contribution, and having lots of ideas on paper before the discussion begins prevents the group from rallying around any specific solution too soon. Use a common framework for each idea that includes the resources or processes needed to make it a reality; and how the solution will ‘solve the problem’. This allows an ‘apples-to-apples’ comparison of the ideas.
- **Be strategic:** consider the consequences of each option on the organisation’s objectives and strategy. What’s easiest in the short-term may not be best in the longer-term.
- **Identify the best solution:** Choose the solution that solves the root cause in the simplest way⁶ with an acceptable level of risk⁷ (remembering every solution has some degree of risk).
- **Make your decision and act on it:** carefully consider important decisions but once made, act immediately by communicating the actions needed to make it happen. Remember many problems do not have a ‘right answer’ but still need a decision⁸!
 - **Plan the implementation and the evaluation** – Gain commitment and don’t make the situation worse! And make sure you know how you will know if the solution has been implemented successfully.

³ For more on **root cause analysis**, see: https://www.mosaicprojects.com.au/WhitePapers/WP1085_Root_Cause_Analysis.pdf

⁴ For more on **prioritisation tools** see: https://www.mosaicprojects.com.au/WhitePapers/WP1062_Ranking-Requirements.pdf

⁵ For more on **brainstorming and idea generation** see: https://www.mosaicprojects.com.au/WhitePapers/WP1068_Data_Gathering.pdf

⁶ The Law of Parsimony states that the simplest or most elegant solution is likely to be the best. This is derived from Ockham’s Razor, a problem-solving principle developed by Franciscan Monk William of Ockham in the 1300’s. His ‘razor’ states that when seeking an answer to a problem, among competing hypotheses that predict equally well, the theory with the least assumptions is the best one.

⁷ Design of experiments can be used to gain insight into which options have the greatest potential to influence the outcomes. The technique uses mathematical modelling to assess which variables are most important or which combination of variables creates the optimum outcome. The information is a guide; it is not a precise answer.

⁸ Problems requiring decisions range from ‘wicked problems’ and dilemmas through conundrum and mysteries to ‘simple problems’, for more on **decision making** see WP1053: https://www.mosaicprojects.com.au/WhitePapers/WP1053_Decision_Making.pdf



- **Implement the solution** – Either ‘do it’ or embed the solution into the project plan. Change management approvals may be needed depending on the circumstances.
- **Review the implementation** – Gather lessons learned.
- **Validate the problem is resolved** – monitor the outcome to ensure that the problem is resolved as expected. If the problem or a related symptom still exists, you have another problem to solve.
- **Ensure transparency and accountability:** but don’t ‘blame’ people - every decision has the potential to be wrong in hindsight. .
- **Evaluate the overall process and outcomes** – for ‘lessons learned’ and future preventative actions.

Generally, **not** making a decision is worse than making one that’s not 100% correct⁹, you can adjust your aim later; see: *Ready, Fire, Aim* by Gerry Riskin. To give yourself the best chance of successfully solving the problem there are four key stages you need to work through sequentially, each are covered in more detail below:

1. Define the problem, this includes identifying the real issue, placing the issue in context and formulating the ‘challenge’ you wish to overcome.
2. Organise current knowledge to search for solutions. The more you know, the less risky any selected option for solving the problem.
3. Implement the solution by leading the necessary change¹⁰.
4. Review and maintain the resulting assets created by implementing the solution.

Research by the Georg-August University in Germany suggests groups are up to 30% better at performing judgement tasks than the individuals. This supports conclusions made in James Surowiecki’s *The Wisdom of Crowds* (Doubleday, 2004). The probable reason for this is because group members learn from each other during the problem-solving exercise.

Toyota's 'A3', 8 step problem solving methodology

1. Clarify the problem
2. Break down the problem
3. Set a target
4. Analyse the root cause ‘the cause of the cause’
5. Develop countermeasures
6. See the countermeasures through
7. Monitor both the results and the process
8. Standardise successful processes

Source: Extreme Toyota; John Wiley & Sones Inc.

The A3 Report

Background	Future State & Countermeasures
<ul style="list-style-type: none"> - Why do we need to work on this? - Context - Importance 	<ul style="list-style-type: none"> - Actions being taken to address the issue (what, who, when) - Quick fixes (Containment actions) - To Be process map
Current State	Impact
<ul style="list-style-type: none"> - Problem statement/definition - As Is process map - Scale of the problem (data) 	<ul style="list-style-type: none"> - Results achieved - Trend graph (before/after)
Objective	Follow-up
<ul style="list-style-type: none"> - Target level of performance - Desired outcome 	<ul style="list-style-type: none"> - Actions still required (what, who, when) - Learning points to share
Root Cause Analysis	
<ul style="list-style-type: none"> - Fishbone diagram - 5 Whys - Data (Pareto, Scatter diagram) 	

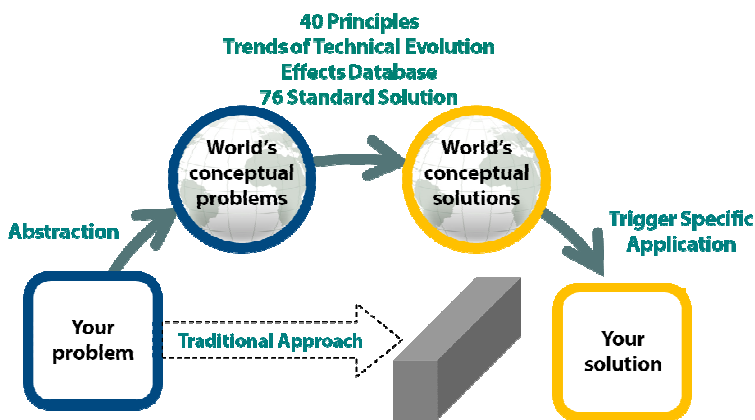
⁹ See PMI’s *Capturing the value of project management through decision making*. Download from: <https://www.mosaicprojects.com.au/PDF-Gen/Decision-making.pdf>

¹⁰ For more on *leading change* see: https://www.mosaicprojects.com.au/WhitePapers/WP1078_Change_Management.pdf



TRIZ

TRIZ (sometimes TIPS) is a problem-solving, analysis and forecasting tool derived from the study of patterns of invention in the global patent literature. It includes a practical methodology, tool sets, a knowledge base, and model-based technology for generating innovative solutions for problem solving¹¹.



TRIZ can be used for problem formulation, system analysis, failure analysis, and patterns of system evolution. One of the earliest findings from the research on which the theory is based is that the vast majority of problems that require inventive solutions typically reflect a need to overcome a dilemma or a trade-off between two contradictory elements. The central purpose of TRIZ-based analysis is to systematically apply the strategies and tools to find superior solutions that overcome the need for a compromise or

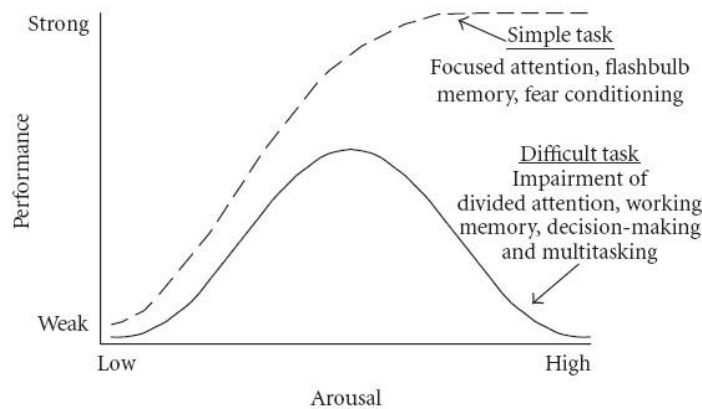
trade-off between the two elements. The research produced three primary findings:

1. Problems and solutions are repeated across industries and sciences;
2. Patterns of technical evolution are also repeated across industries and sciences;
3. The innovations used scientific effects outside the field in which they were developed.

TRIZ practitioners apply all these findings to create and to improve products, services, and systems

The effect of stress

Stress is also a factor! Researchers have found a qualitative difference in how people make judgments under stress¹². The *Yerkes-Dodson principle* suggests that some level of arousal (stress) is beneficial but high levels of stress will impair the ability to solve complicated problems. And in 1993 Dornier and Pfeifer found that the problem-solving patterns were different for individuals under stress.



¹¹ For more on **TRIZ** see: <https://en.wikipedia.org/wiki/TRIZ>

¹² Applying mindfulness can help reduce stress and improve the quality of decision-making. Mindfulness is the intentional, accepting and non-judgmental focus of one's attention on the emotions, thoughts and sensations occurring in the present moment.



They found that:

- Stressed subjects tended to focus on the general outline of the problem, while non-stressed individuals relied on in-depth analysis.
- Consequently, stressed subjects made fewer errors in setting priorities whilst non-stressed subjects controlled their operations better.

Everyone reacts differently to stress and a problem can be a cause of stress in itself. Understanding how your team and you are reacting is important consideration when attempting to solve problems.

Work out the real problem/solution

The perceived problem, is often only a symptom, solving the symptom leaves the root cause unresolved and can actually make matters worse as you reinforce the root problem in place. If you think in terms starting with 'the problem' the natural next step is to think in terms of 'the solution' – and off you go solving whatever has been defined as the problem. If the problem is not clear, this can lead to the pursuit of a 'solution' that is not actually solving the problem. Then the solution generates its own momentum and life irrespective of its ability to solve the problem.

A better option is to define your desired outcomes – exactly how things will be different in the future. Not just that the problem has been solved but clear definitions of new end state with everything working 'just right'. From this position a valuable outcome can be crafted focused on the root cause of the issue.

Peter de Jager advises '*never latch onto the first problem description you come across*' and uses the following example. You walk into someone's office and they complain their PC is not working. You immediately notice the PC is not plugged into the power outlet. The description of the problem defines the type of solution and could include:

- The PC is not plugged in –
- The user did not notice the PC was not plugged in –
- The user did not know enough to check if it was plugged in –
- PCs aren't smart enough to plug themselves in –
- PCs need to be plugged in –
- Plugs are too easy to unplug –
- Power outlets are on the wall and not on the desk where we need them –

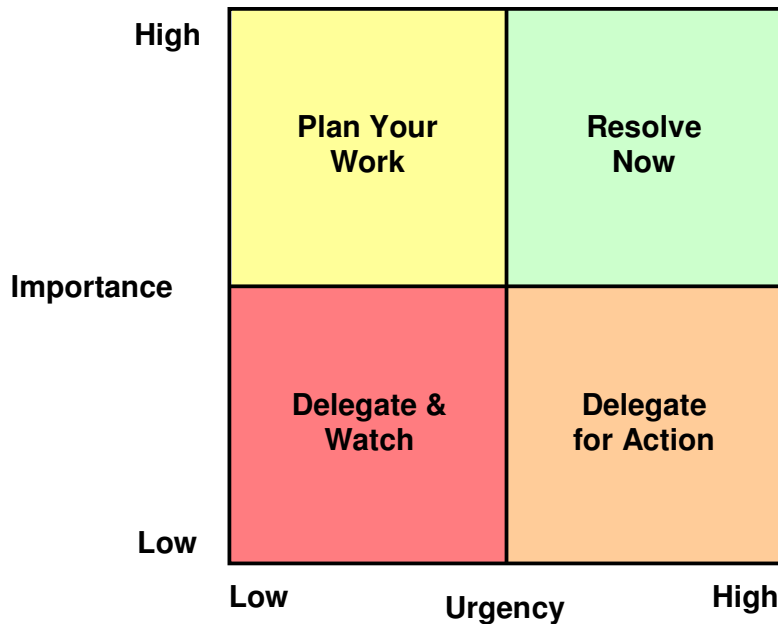
Each of the above statements leads to completely different solutions from a quick fix to training to redesigning furniture to inventing a totally new way to power PCs. Before solving the problem it is important to gain consensus on what the problem definition is (or definitions are) – all of the above insights have value some are quick and easy to solve, others need more time but may create far more value. Latching onto the first definition of a problem, particularly if it comes from the person with the problem rarely provides the best answers. Get the right definition and you are 90% of the way to the right solution.



The Urgent / Important Matrix

Problems can be categorised by their urgency and importance. This matrix separates problems into 4 categories:

- **Urgent and important** problems must be resolved now. These are critical and also support your goals so make a decision to solve them¹³.
- **Urgent but not important** problems tend to be generated by others. Because you don't really want to spend much time on tasks not connected with your goals delegate their solution to a competent assistant.
- **Important but not urgent** problems that need to be resolved before they become urgent. Ensure you allow adequate time to resolve them.
- **Not urgent and not important** issues are probably not real problems. Definitely delegate their solution to a team member. Keep a watching brief just in case the problem escalates in importance or urgency.



- Urgent tasks are deadline based. This is usually driven by others. The sooner the task needs completion the more urgent it is.
- The importance of a job drives how much 'time' you want to spend on it. Notice that this is independent of 'urgency' and is what you want to do.

The Socratic method of thinking

Socrates developed an effective process for questioning widely held beliefs (ie common sense) to arrive at a better understanding of the true situation. The discussion of courage outlined below is reported to have taken place between Socrates and two Greek Generals (Nicias and Laches) sometime after the battle of Plataea in 479 BC. In this battle, the Greek army had initially retreated (to cause the enemy to break ranks) before courageously defeating the Persians.

¹³ For more on **personal time management** see WP1054: https://www.mosaicprojects.com.au/WhitePapers/WP1054_Personal_Time_Management.pdf



The Socratic method of thinking	
Stages in the Analysis	As applied to courage
1 Locate a statement confidently described as common sense	Acting courageously involves not retreating in battle.
2 Imagine for a moment the statement is false – search for situations or contexts where the statement would not be true	Could one ever be courageous and yet retreat in battle? Could one ever stay firm in battle and yet not be courageous?
3 If an exception is found, the definition is either imprecise or false.	It is possible to be courageous in battle and retreat. It is possible to stay firm in battle and not be courageous
4 The initial statement must be modified to take the exception into account.	Acting courageously can involve both retreat and advance in battle.
5 If one subsequently finds exceptions to the improved statement, the process should be repeated.	

This analytical approach can be adapted to defining and understanding the root cause of problems and to test the validity of hypotheses and potential solutions before implementing them.

Conflict¹⁴ and turf wars don't help anyone!

To reframe a problem that could lead to conflict, honour the truth on both sides of the debate¹⁵.

- **Embrace 'And'** – Eliminate either/or thinking by harnessing the power of 'and'. 'And' enables us to consider ideas different from our own, leading to solutions that either/or thinkers would have missed.
- **Make Peace With Ambiguity** – Fear is a primal instinct needed to survive, and fear holds us in the either/or mindset. Our brain locks on to what we believe to be true, and, as a result, we expend energy defending it, which prohibits us from hearing any other sides to the argument. Most solutions to dilemmas are in the grey areas between black and white, there may be no perfect answer! Accepting ambiguity allows a joint exploration towards the best 'truth'.
- **Allow Other Perspectives** – In order to achieve your objectives, you must consider the objectives of others. While it's easy to become consumed your own goals, ignoring the goals that are driving someone else prohibits you from working as a team to get what you both want.
- **Seek Higher Ground** – Seeking higher ground requires us to look beyond the conflict or issue at hand to see the bigger picture, considering the full context of the situation. It involves elevating our minds above the thinking that there are only two choices and allows the creation of a different choice — one that helps everyone achieve what they really need.
- **Discern Intent** – Proposed solutions are based on what someone believes is the best way to solve a problem. Whether or not you agree with their solution, it's critical that you try to understand their intent. Chances are their solution wasn't derived from any intent to harm you, the project or the company.
- **Elevate Others** – Help others to elevate their thinking by going beyond the narrow questions focused on blame to more expansive questions that allow us to all think more deeply. Elevating our thinking allows

¹⁴ For more on **conflict management** see:
https://www.mosaicprojects.com.au/WhitePapers/WP1041_Managing_Conflict.pdf

¹⁵ Based on ideas in *The Triangle of Truth The Surprisingly Simple Secret to Resolving Conflicts Large and Small* by Lisa Earle McLeod, Perigee; January 2010



us to think more creatively, assimilate multiple ideas, uncover the core truths behind proposed solutions and, naturally, solve conflicts more effectively and without the drama.

- **Be The Peace** – Go beyond being a peacekeeper and instead be a peacemaker¹⁶. Rather than simply keeping the conflict under wraps, learn how to embrace other ideas and assimilate conflicting ideas into a solution that far surpasses either idea.

Using SOAP¹⁷

Decisions usually have to be made with between 40% and 80% of the information needed to make a certain decision. Applying **SOAP** helps clean up the process: You use SOAP in the order of the letters and write down the information gathered at each step:

S = Subjective information; ideas, insights, opinions and feelings (these are important).

O = Objective information; measurable observable data.

A = Analysis of all of the information. Combine both the subjective and the objective.

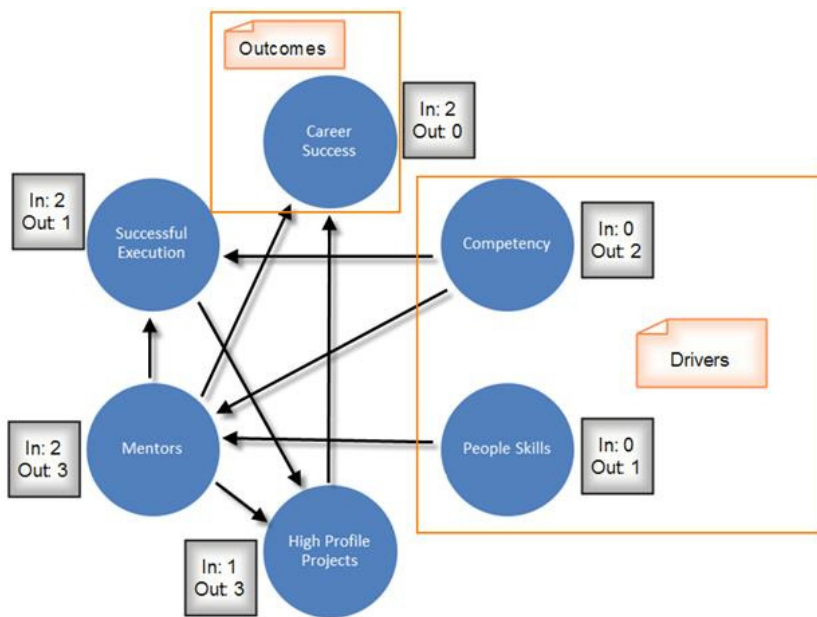
P = Plan your action. And then implement (you're ready so Fire and adjust your aim later).

Dissolving Problems

R.L. Ackoff developed the idea of dissolving problems by zooming in or out. Rather than focusing on the problem zoom out and look at the whole system¹⁸ in perspective. This may allow parallels with similar systems to be identified and solutions developed using ideas from these similar systems.

Zooming in or out shifts the boundaries. Rather than focusing on a dispute within the project team (bounded by the project delivery system), ask the protagonists to see their role in the program, the department or the whole organisation. This shifts perspective, and by reimagining the boundaries, allows the problem to be re-imagined. Zooming out, reveals the mega boundaries and relationships.

An interrelationship digraph can help understand the relationships:



¹⁶ Effective peacemaking requires high levels of EQ and SQ- **Social and Emotional Intelligence**, for more see: https://www.mosaicprojects.com.au/WhitePapers/WP1008_Emoional_Intellegence.pdf

¹⁷ SOAP was developed by Prof. Laurence Weed, University of Vermont.

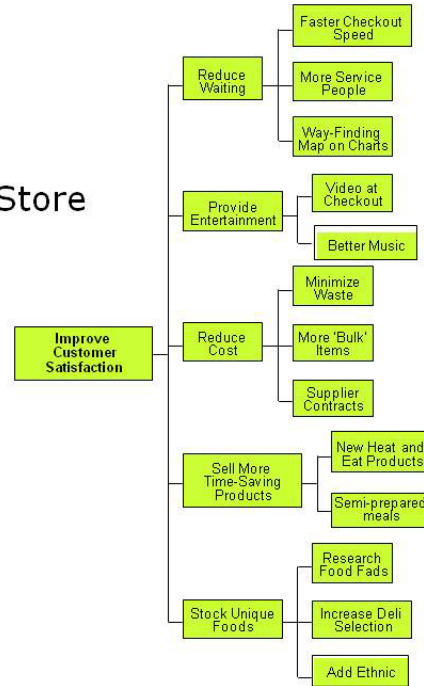
¹⁸ For more on **systems thinking** see: https://www.mosaicprojects.com.au/WhitePapers/WP1044_Systems_Thinking.pdf



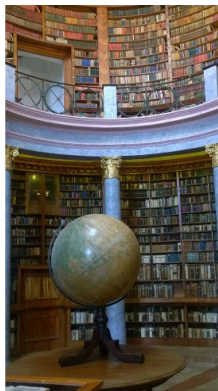
Zooming in defines sub-boundaries and can be used to define the sub-issues that need resolving, a structured 'tree diagram' can be very useful in segregating decisions and issues into manageable elements.

These shifts allow new perspective and helps break down established positions based on the original set of boundaries (or frames). This changes the feedback loops being experienced by the protagonists and allows more construction options to be developed¹⁹.

Improving Customer Satisfaction in a Grocery Store



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¹⁹ See: Ackoff R.L. (2006) *Idealised Design*. Wharton Business School Press.