

Wroten & Associates

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Problem Solving Techniques

"We are continually faced by great opportunities brilliantly disguised as insoluble problems."

- Lee Iacocca

Problem solving, whether in the workplace or at home, can be a challenging process. Problems that occur can be easy or difficult, large or small, and simple or complex. In the workplace problem solving may be the center of what you do every day. Problems create opportunities for change and improvement. A fundamental part of every manager's role is finding appropriate ways to solve problems. It is an important skill that can make a huge difference in achieving success in the workplace.

Having a good process to use when approaching a problem can help you solve problems quickly and effectively. Here are four fundamental techniques that will help you successfully find resolutions to the challenges you face. The first step is to **define the problem**. You can investigate the problem by asking those involved or those who have successfully dealt with a similar problem in the past. **Dissecting the problem** is essential to ensure you are dealing with the real problem and not its symptoms. For example, if someone's performance is substandard you may assume the person does not have the ability to perform the job. However, if you look deeper the real problem might be an unreasonable workload, lack of training, or lack of motivation. The next step is **generating ideas for a solution**. The key here is to be flexible in your approach to the problem, looking at it from as many perspectives as possible. Generate a range of creative solutions to the problem to increase the likelihood you will find the best possible solution. The final step is **implementing solutions**, this involves a great deal of planning and preparation. An action plan that outlines who will do what, when, and how will be important to implement the solution successfully.

Problem solving is an exceptionally important workplace skill. Good problem solving skills are important if you're going to be successful in your career!

Wishing you a successful and positively inspired month!

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