Problem Solving:
25-Minute Problem-Solving Team

When faced with a problem, don’t solve it alone. Create a “Problem-Solving Team” made up of a diverse group of people waiting in the wings. Call them together and follow this process to get input from them:

- You define the problem. 2 minutes
- They ask questions to clarify the problem. 4 minutes
- You define the criteria boundaries (resources, timelines). 2 minutes
- All define the root cause of the problem. 4 minutes
  (May need a cause-and-effect diagram if complex.) (add 10 minutes)
- Brainstorm solutions (be creative; all ideas welcomed). 8 minutes
- Prioritize and select (apply criteria). 5 minutes
- Thank everyone for their input.
- Follow-up and evaluate the results.

Asking others for their opinion is seen as a personal honor.