Teams and Problem Solving

**A Problem or a Decision**

Will solving it deliver a Team Objective: is it the right problem to solve?

**Difficult/Easy Important/Urgent**

**Team Involvement Process**

Do you need to make a decision?

What kind of decision do you need to make?

**Tell/Sell/Participate/Delegate**

**Define Problem**

**Problem Analysis**

- 5 Y’s
- Facilitations skills
- Critical Examination
- Facilitation process

**Idea Generation**

- De Bono’s Thinking Hats
- Brainstorming
- Mind Mapping
- Fishbone

**Evaluation/Selection** – decision making stages

- A rational approach
- Criteria to filter ideas
- An intuitive approach

**Implementation & Review**