

The Power of Process Thinking: Steps to Problem Solving Success

What's the problem anyway? The pessimist thinks there are too many problems around here while the optimist sees that all as opportunities, sound familiar?

Problem

A perceived gap between the existing state and a [desired state](#), or a [deviation](#) from a [norm](#), [standard](#), or [status quo](#). Although many problems turn out to have several solutions (the means to close the gap or correct the deviation), difficulties arise where such means are either not obvious or are not immediately available.

Opportunity

Exploitable set of circumstances with uncertain outcome, requiring [commitment](#) of resources and involving [exposure](#) to [risk](#).

(definition by www.businessdictionary.com; problem or opportunity)

Resolving problems and creating opportunities may be intrinsically related, however, it is best to address both individually. One problem may have only one root cause, resolving it opportunistically may create chaos and have unrelated consequences. As well as in today's environment processes are mapped out.

Extended data collections are not always available to dedicated resources, so to determine a team leader familiar with the situation and equip them with a problem resolving process may go a long way.

Here are seven-steps for an effective problem-solving process.

1. Identify the issues.
2. Structure the problem, find the root cause and contributors, prioritize
3. List the possible solutions (options)
4. Evaluate the options.
5. Select an option or options.
6. Agree on contingencies, monitoring, and evaluation.
7. Implement

Equally important to the problem-solving process are the selection of team members to cover all the necessary skill set.

1. Being impartial and objective
2. Being analytical and systemic
3. Being imaginative, creative curious, have courage and be ingenious
4. Having dedication, commitment and perseverance
5. Having a sense of adventure
6. Being enthusiastic and patient.

Contact us if you wish to review or implement a problem solving process at info@chvgroup.com