

# MILESTONE

*Providing Stepping Stones  
Along the Path to Success*



A WOMAN-OWNED  
SMALL BUSINESS

SUCCESSFUL  
PROBLEM-SOLVING  
PROCESS

In this Milestone, we will look at seven steps to the successful problem-solving process.

***Define the problem or state what is wrong.***

Gathering detail as to what is wrong helps to give a proper definition. This process helps with detail by pointing out signals or signs and testing each signal for validity. It is a shame for someone to invest many hours trying to solve a problem which is distorted or slanted by one's view.

***Collect data and gather information***

Potential risks are the bottom line to any solution given to solve a problem. These risks can be minimized only after information has been gathered concerning the problem. Some of the data gathered should involve what decisions have been made thus far concerning the problem.

***Seek and coordinate opinions***

Opinions should be gathered from all levels of contact to the problem if the problem cannot be solved quickly. For example, if a company is having a problem with shipping out widgets, then every manager involved in that process should give input. This input should be listed, tested, or discussed. Unworkable ideas can be discarded. It is foolish to not seek out input from capable onsite employees.

***Analyze each alternative***

Each solution will have risks. These risks can come with the way the solution is carried out and its future success. Listing all the reasons why the alternatives will not work can be beneficial toward solving the problem and give new insights. It is possible to solve some of the small concerns and then be able to implement the entire alternative.

***Make a decision and gain commitment***

The best decision will normally float to the surface and can be distinguished from other fatal solutions. In order to bring this about: 1. Narrow down the alternatives and discuss each with the group to gather more information. 2. Gain commitment from those involved to implement the solution. 3. Know the worst possible scenario to mentally prepare for the future. It is hard for one to make a decision unless he/she has weighed each decision by the potential outcome.

***Make plans to implement the new strategy***

Coordinating this situation means gathering the needed manpower to bring about the change in a quick and painless process. Many in this stage will put together small groups or committees who will oversee different aspects of the task. To implement change the following must be accomplished: dates must be set, list all the steps to the process, list any materials/supplies needed, and determine how the process will be monitored.

***Evaluate and make adjustments***

Evaluating and making adjustments is a never-ending situation. Once a problem has been solved, one must make sure it has not been replaced with another one of equal or greater depth. Looking after vulnerable areas will guarantee that a problem will be removed or noticed as soon as it surfaces. This limits the amount of destruction if a problem does come about.

Join Dr. Mathis on Friday, August 27 for our free *Project Health Check-up* webinar. If you cannot attend, a replay link will be sent out after the webinar. To register, go to **[www.themathisgroup.com/webinars](http://www.themathisgroup.com/webinars)**.

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PROJECT HEALTH  
CHECK-UP

FRIDAY, AUGUST 27  
10:00 - 11:00 AM CST

1 PDU

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# EFFECTIVE PROBLEM-SOLVING - 1 DAY

## *Moving Ahead with Creative Solutions*



**Course Description:** This one-day course will give a step-by-step process for creating, solving, and implementing solutions to problems. This course will give input not only on processes, but also on ways to prevent failure and who should be on the Problem-Solving Team. Each participant will understand numerous ways to brainstorm problems to come up with the best solution.

### **Course Objectives:**

#### **Objective 1: Discuss benefits of problem-solving**

- Classify who should be on the problem-solving team
- Evaluate why participation helps solve the problem faster
- Identify why people are frustrated with problem-solving
- Review what influences the problem solving-experience

#### **Objective 2: Define the problem-solving processes**

- Assess the resources needed to fulfill the plan
- Examine creative solutions
- Compare what to do if you inherit a goofy solution
- Develop a SWOT Analysis
- Evaluate the four steps to Force Field Analysis
- Discuss the benefits of Force Field Analysis
- Define contingency planning and examine the crisis correctly

#### **Objective 3: Evaluate how to implement the solution**

- Discuss seven keys to problem-solving implementation
- Identify the seven reasons for implementation failure



A WOMAN-OWNED SMALL BUSINESS (WOSB)



*Providing quality, customized training and consulting services that inspire, educate, and equip organizations to be better tomorrow than they are today.*

**DR. KEITH MATHIS, PMP, PMI-ACP, CSM**  
**WANDA MATHIS, M.ED. PMI-ACP**

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