

A Woman-Owned Small Business

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A Letter from Kim

In a previous newsletter, we looked at seven steps for successful problem solving. We found that one must Define the problem and state what's wrong, Collect and gather information, Seek and coordinate opinions, Analyze each alternative, Make a decision and gain commitment, Make plans to implement the new strategy, and Evaluate and make adjustments.

Just as important as knowing how to handle problems, is knowing what **not** to do when a problem arises. When we are faced with a problem a plethora of emotions vie for position. We need to examine our behavior toward the problem to see which are acceptable and which need to be adjusted.

In this *Messenger*, we will discuss seven behaviors that will invariably block the problem-solving process.



Behaviors that Block Solutions

1. The inability to distinguish the problem

In order to solve the problem at hand, you must be able to distinguish what the problem is. You have to wade through everything surrounding the problem so that you can find the root. Only then will you be able to uncover the best solution.

2. The inability to detail and clarify the problem

Once you find the cause of the problem, dig deeper to find all the details associated with it. You must clearly define the problem in order to be able to solve it. Without a clear understanding of what is going on, you will not be able to get to the bottom of the situation.

3. The inability to take responsibility for a problem

Without taking responsibility for the problem, it will never be solved. Passing the blame to



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Behaviors that Block Solutions continued

another person will not resolve the situation. It only delays resources that could be used in a constructive manner.

4. The inability to do individual thinking

Being dependent on others to solve problems for you will waste precious time waiting for changes to take effect. By taking the situation into your own hands and making the needed decisions, you will solve problems much faster.

5. The inability to take action

If you are unable to follow through with the changes that are needed to fix the problem, all your efforts up to this point are futile. Just knowing what the problem is, and even knowing how to fix it, are useless unless you are willing to act.

6. The inability to receive others' suggestions

Other employees often have excellent ideas that are different from your own. Letting an ego get in the way can be detrimental in solving a problem. Just because you did not think of the idea does not mean that it should be tossed out the window and not taken seriously. Work together to solve the situation in the best way.

7. The inability to critically evaluate progress

While the situation is in the process of being resolved, you still must monitor everything carefully. Monitor if the solution is working and achieving the desired results. If another solution is needed, discovering that early on will prevent wasted time.

There are several biases in solving problems. Recalling frequent bad situations, rejecting personalities rather than ideas, being overconfident about a quick solution, and getting caught up in the hindsight trap are all examples of biases that you may have.

Knowing what behaviors and biases to avoid will facilitate in quicker and more efficient handling of a situation. It will keep everyone's morale up, and there will be trust and communication between employees.

Seek out ideas from everyone, not just those who have a direct involvement with the job. Sometimes good ideas come from unlikely sources.

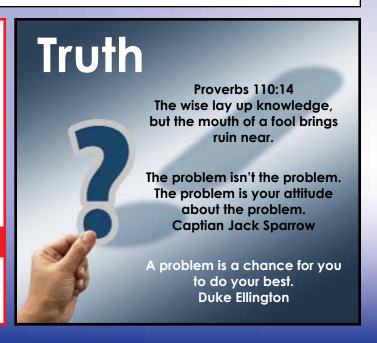
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STUDENT

Spotlight

We want to recognize students who have successfully passed the PMP® Exam.

What is your favorite food? **Tacos**

What is your favorite movie?

Dirty Dancing

What are your favorite hobbies?

Drinking (hahaha), anything outdoorsy!

Congratulations, Lori Bartlett!

What was the best thing about the PMP® Exam Prep Boot Camp?

I really enjoyed Keith and the rest of the class. Very informative.

How do you think the PMP® Certification will help your career?

Well I'm about to get a promotion already so that is exciting!

How could we make our class better?

I can't think of anything so that's good! haha!

What was the most challenging thing about the Boot Camp?

The long days and the excessive amount of information being thrown at you all at once.

Please write a recommendation about our class.

This class is well worth it. If it wasn't for the boot camp there is no doubt in my mind that I wouldn't have passed the test the first time. The certification questions are not black and white answers, you have to train your mind to look at project management the way PMI® does, that can't be done by just reading a book on your own. Keith does an amazing job preparing you!

Just For Fun

It's time for the Stanley Cup Playoffs! Our family (well. . .my husband) loves watching hockey. In honor of the playoffs, can you match the NHL cities with their team?

CITY	TEAM	Сіту	TEAM	TEA	MS
Anaheim Arizona Boston Buffalo Calgary Carolina Chicago Colorado Columbus Dallas Detroit Edmonton Florida Los Angeles Minnesota Montreal		Nashville New Jersey New York New York Ottawa Philadelphia Pittsburgh San Jose Seattle St. Louis Tampa Bay Toronto Vancouver Vegas Washington Winnipeg		PREDATORS SHARKS STARS BLUE JACKETS DUCKS PENGUINS BRUINS JETS MAPLE LEAFS OILERS ISLANDERS KRAKEN CANADIENS BLUES COYOTES CAPITALS	KINGS SENATORS DEVILS CANUCKS GOLDEN KNIGHTS RED WINGS HURRICANES SABRES BLACKHAWKS PANTHERS FLAMES FLYERS LIGHTNING AVALANCHE WILD RANGERS
				CAPITALS	RANGERS



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This course is not a boot camp to prepare for the exam but is a means to guide those in the early stages of seeking the PMP® certification. We will help individuals focus on pre-learning content, select proper documentation, complete as much of the application as possible, and select an Authorized Training Partner from Project Management Institute (PMI®).

This Mastermind Group goes through the PMP® exam content objectives and allows participants to take mockup PMP® exam questions, vocabulary tests, and receive an Exam Memory Chart to assist them in passing the new 2021 test.

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