



A WOMAN-OWNED SMALL BUSINESS

800-224-3731

wanda@themathisgroup.com
keith@themathisgroup.com
kim@themathisgroup.com
www.themathisgroup.com

9515 N SPRING VALLEY DR
PLEASANT HOPE, MO 65725

FAX 417-759-9110

The Messenger

May/June 2022

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



PMP® EXAM PREP CLASSES

You pass or we pay for the 2nd and 3rd test

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.

PMP, PMI-ACP, and the Authorized Training Partner logo are registered marks from Project Management Institute, Inc.

2022 BOOT CAMP DATES

June 21-24	Live, Virtual PMP®
Aug 29-Sept 1	Live, Virtual PMP®
October 24-27	Live, Virtual PMP®
December 5-8	Live, Virtual PMP®

Visit www.themathisgroup.com

YOU PASS OR WE PAY

Truth

Proverbs 110:14
The wise lay up knowledge,
but the mouth of a fool brings
ruin near.

**The problem isn't the problem.
The problem is your attitude
about the problem.**
Captian Jack Sparrow

**A problem is a chance for you
to do your best.**
Duke Ellington

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
Anaheim	_____
Arizona	_____
Boston	_____
Buffalo	_____
Calgary	_____
Carolina	_____
Chicago	_____
Colorado	_____
Columbus	_____
Dallas	_____
Detroit	_____
Edmonton	_____
Florida	_____
Los Angeles	_____
Minnesota	_____
Montreal	_____

CITY	TEAM
Nashville	_____
New Jersey	_____
New York	_____
New York	_____
Ottawa	_____
Philadelphia	_____
Pittsburgh	_____
San Jose	_____
Seattle	_____
St. Louis	_____
Tampa Bay	_____
Toronto	_____
Vancouver	_____
Vegas	_____
Washington	_____
Winnipeg	_____

TEAMS

PREDATORS	KINGS
SHARKS	SENATORS
STARS	DEVILS
BLUE JACKETS	CANUCKS
DUCKS	GOLDEN KNIGHTS
PENGUINS	RED WINGS
BRUINS	HURRICANES
JETS	SABRES
MAPLE LEAFS	BLACKHAWKS
OILERS	PANTHERS
ISLANDERS	FLAMES
KRAKEN	FLYERS
CANADIENS	LIGHTNING
BLUES	AVALANCHE
COYOTES	WILD
CAPITALS	RANGERS



FREE VIRTUAL PMP® MASTERMIND GROUP: THE ROAD TO PMP® PREPARATION

SEPTEMBER 12-16

The Project Management Professional (PMP®) certification is the most sought-after credential in project management, and individuals attempt daily to pass the exam without success. This PMP® Exam Prep Mastermind Group attempts to help those desiring a PMP® gain a better understanding of the process.

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.

This five-day course requires a commitment of one hour each day from participants. Each participant receives coaching, counseling, and guidance that helps make better decisions when preparing for the PMP® test. All discussions and suggestions will align with the current test and objectives.

For more information and to register, go to
www.themathisgroup.com