



A WOMAN-OWNED SMALL BUSINESS

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The Messenger

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A Letter from Kim

Everyone has the challenge of trying to fix problems for themselves and others. At home, school, and the office, problems are everywhere. Strengthening your problem-solving skills in the workplace will help you to reduce worker problems, strikes, walkouts, lost revenues, and decrease setbacks.

It was once a common thought that those in authority would solve the problem or have all the answers. That is no longer the case. Usually, the employees have a better view of the problem and solution due to the fact that they are closer to the problem than corporate executives. When allowing employees to tackle the problem, you must be careful to not limit their thinking. Putting restrictions on how employees attack a problem situation could be fatal to its resolution. Do not be afraid of their suggestions just because it is new or would result in a change of the current system.



Let's look at seven steps in the successful problem-solving process.

Problem-Solving Process

1. Define the problem or state what is wrong

Gathering detail as to what is wrong helps give a proper definition. This process helps with detail by pointing out signals or signs and testing each signal for validity.

- Give detail - Enhances the problem and gives detail to the real solution
- Explain & expand the problem - Specifies exactly what is happening and to whom.
- Read the sign and signals - Prepare a list of possible causes which are bringing about this situation
- Test each signal for validity - Expands what is known about the problem and helps to eliminate some of the potential causes. Move away from generalities into deep, detailed facts.

2. 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.



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Problem-Solving Process continued

3. Seek and coordinate opinions

Opinions should be gathered from all levels of contact to the problem if it 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 can be gathered quickly and non-workable ideas are discarded. However, it is foolish to not seek input from capable onsite employees.

4. Analyze each alternative

It is guaranteed that each solution will have risks. One way to analyze the alternatives is to play that “What If” game. Ask what will be the outcome, the price tag, the effect on others? Will this change or make the present problem go away? You should also list reasons why the alternative will not work which can give new insights.

5. Make a decision and gain commitment

The best decision will normally float to the surface and can be distinguished from other options. Have a group discussion concerning the best possible decision. Narrowing down the alternatives and discussing each allows more information to be gathered. With this method, there are fewer surprises and less loss in the long-term. Gaining commitment from those involved can help implement this quicker and increase the potential for success. Each decision has strengths and weaknesses. Discussing the worst possible scenario can help one mentally prepare for the future. It is hard to make a decision unless each potential outcome is weighed.

6. 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 the change the following must be accomplished: Dates must be set, List all the steps of the process, List any materials or supplies that must be ordered, and How will the process be monitored and followed up?

7. 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 arise. Checking out possible causes can be looked at as quality control.

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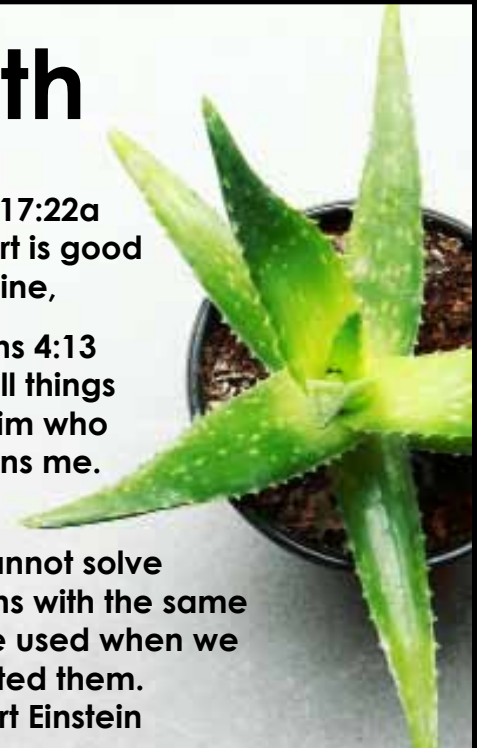
YOU PASS OR WE PAY

Truth

Proverbs 17:22a
A joyful heart is good
medicine,

Philippians 4:13
I can do all things
through him who
strengthens me.

We cannot solve
our problems with the same
thinking we used when we
created them.
Albert Einstein



STUDENT Spotlight

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

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

My hope is that my PMP® Certification will open many new doors for me. The knowledge I learned from this process will carry me forward as well.

Congratulations, Justin Clutter!

What was the most challenging thing about the Boot Camp?

It's fast, but I had prepared for several months prior to going in.

Please write a recommendation about our class.

This class is a great "last step" for passing the PMP® exam. It gives you some perspective on real world situations that you may not have encountered before. Keith is very much in-tune with what it takes to pass the exam and a tremendous resource for anyone striving to become certified.

How could we make our class better?

Including access to PMI's exam simulator would be a great tool. Drilling on these questions helped me tremendously in the days before my exam.

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

I attended a virtual boot camp and I believe the camaraderie between the attendees and Dr. Mathis was a real sticking point for me. We each had the same goal and the break out discussions really drove that home. I never felt like it was me against the world. It was very much a team goal over those four days and I learned a lot from the other participants.

Just For Fun


This Memorial Day, take a moment to remember those who sacrificed their lives for our country.



Memorial Day Facts

1. It honors the men and women who died while serving in the U.S. military.
2. Memorial Day began as a response to the Civil War
3. Memorial Day was originally known as Decoration Day.
4. In May 1868, Major General John Logan made the day official. He declared that the holiday should be observed on May 30. He chose that date because flowers would be blooming all around America and would be abundantly available for decorating soldiers' graves.
5. One of the earliest commemorations of the holiday was organized by recently freed slaves.
6. In 1966, the federal government declared Waterloo, New York, as the official birthplace of Memorial Day because it hosted an annual event where residents decorated the graves of soldiers with flowers and flags. President Lyndon Johnson signed the declaration.
7. It became a federal holiday in 1971 and created a three-day weekend for federal employees.
8. Each year, a national moment of remembrance takes place at 3 p.m. local time on Memorial Day.
9. CBS helped identify one of the unknown soldiers

<https://www.wifr.com/content/news/23-facts-about-Memorial-Day-570747181.html>, <https://www.mentalfloss.com/article/27858/10-things-remember-about-memorial-day>



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Projects can be unpredictable and may get into trouble and not fulfill the desired outcomes, goals, and objectives. At times, these projects will even fail or bring reduced opportunities with lower benefits. Some failures, however, can be caught early and turned around. This course prepares participants in skills and techniques for detecting, diagnosing, and turning around failing projects. It will focus on process analysis and turnaround strategies to support project recovery. Upon completion, this course will give you 19.5 PDUs.

We'd like to give you a free preview of this course.

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