

Flipchart Format for Group Problem Solving

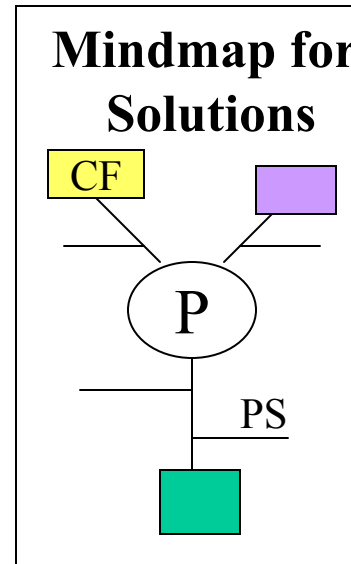
#1

<h2>Problem Statement</h2>
<p>Level of Freedom</p>

#2

Contributing Factors	
External	Internal

#3



#4

Action Plan			
What	How	Who	When

Levels of Freedom

- 1= Collect data
- 2= Collect data and make recommendations
- 3= Collect data, make recommendations and implement what you think needs to be done.
- 4= Act in my absence

#1 – Problem Statement

- Clearly state the problem, and define the desired outcome. (How will you know the problem is solved?)
- Also clarify the level of authority or “freedom” assigned to this problem-solving team. (Are you to make a formal recommendation? Or to develop a plan and implement it? What are your boundaries?)

#2 – Contributing Factors

- Brainstorm to identify every contributing factor you can think of, including both internal and external factors.
- If there are many factors involved, it may help to determine which ones have the greatest impact, and focus your problem-solving efforts on addressing them.
- A dot technique and/or Pareto chart are good tools for prioritizing.

#3 – Mind Map for Solutions

- For each contributing factor, brainstorm possible solutions. Then evaluate the proposed solutions to determine a course of action.
- An Impact/Effort grid may help. (Rate each solution as either Easy or Difficult to do, and as likely to produce either a Major or Minor improvement.
 - **Easy/Major** items are first priority for implementation.
 - **Easy/Minor** may be second priority.
 - **Difficult/Major** are worth doing.
 - **Difficult/Minor** items probably are not worth doing.)

#4 – Action Plan

- Thoroughly answer the questions What? How? Who? When?
- List specific next steps, such as:
 - Questions (for example, about availability of funds or other resources) that need to be answered before the plan can be finalized and implemented, and how you will get the answers.
 - Identify other people who need to be invited to your next meeting.
 - Establish a liaison who will call the team together to complete the action plan, and who will serve as a contact person for your team.