

5 P's of Team Problem Solving



Plan

Set up the time, location and length of the meeting. Consider who will be attending, their time zone or shift load. Create a detailed agenda and send it to all before the meeting starts. Clearly communicate when and how to attend. Select a facilitator and a scribe.



People

Identify who should attend and why. Invite those to really need to be there, making sure major stakeholders are represented. Consider a one-on-one before the meeting to build trust and gain the other person's perspective.



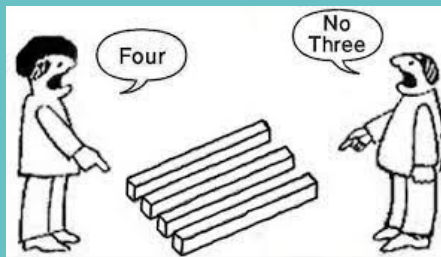
Process

Use structured processes to help your team be more creative and more productive. Creative solutions require hard work as new ideas often don't just pop into people brains. Educate your team on different tools before the actual problem solving meeting.



Purpose

Be very clear about why the problem is worth each team members attention. A clear purpose will help people prepare, engage, and set a clear goal of what you hope to achieve.



Perspective

Arm your team with the skills to manage challenging conversations. Prepare yourself and your team to take the perspective of others, experience pushback on ideas, and patience to work thru the thorny issues to reach positive outcomes.

Productive problem solving takes more than showing up for a meeting.

Need help? Talk to Nan
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