



# Problem Solving Method

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# Formulate A Problem

The right formulation of a problem is the first and most important step to solve problems.

- ◆ **What is the problem ?**
- ◆ **Turn the problem into a question !**
- ◆ **Give the problem another perspective !**
- ◆ **Is it really a Problem ?**
- ◆ **Have you ever dealt with a problem like this before ?**
- ◆ **Who is affected by the problem and who is involved ?**

# Situation Analysis

## Prioritise

- 1. The importance of the situation**
- 2. The trend of the situation**
- 3. The urgency of a decision**

# Situation Analysis

## 3 steps to analyse/ divide complex situations

**1. If you need to deal with a complex situation – try to solve it piece by piece**

**2. Give a detailed description of each piece of the problem**

**3 . Prioritise the pieces of the problem and take action**

# Cause Analysis

- ◆ **What has caused the problem ? Reality vs. fantasy**
- ◆ **When did the problem occur ?**
- ◆ **How often does the problem occur ?**
- ◆ **How intense is the problem**
- ◆ **Specific features or characteristics of the problem**
- ◆ **What changes were made in the past ?**

# Active vs. Passive

The question shall be a „**W**“- Question

Don't ask why because in the timeline it goes back in history – we would like to look into the future

**Why is this  
happening ?  
Why is this  
occurring ?  
PASSIVE**



**How can I  
change it from  
occurring ?  
ACTIVE**

# Target/Goals

- ◆ **No target – no decision**
- ◆ **No target no success**
- ◆ **We need an optimum target and a minimum target**
- ◆ **The target must be positive and clear**
- ◆ **The target must be S.M.A.R.T.**

# Finding a Solution – Discovering a Solution

## The solving finding process

### 1. Preparation

### 2. Incubation

### 3. Inspiration

### 4. Evaluation

<sup>1</sup>Henri Poincaré, französischer Physiker und Mathematiker (1854-1912), schrieb mehrere Werke über die Grundlagen der Wissenschaften.



# Techniques to Achieve Optimum Ideas

◆ **Free Association like brainstorming**

◆ **Bisociation – common ground between everything, e.g. company&zoo**

◆ **Similar situations**

◆ **A different perspective**

◆ **Brainstorming –**

**Brainstorming rules:**

**Quantitive vs. Qualitive**

**Don't criticise**

**Produce crazy ideas**

**Use the knowlege you gain from others**

# Rules to Achieve Optimum Creativity

- ◆ **The creative process and the assessment process need to be done separately**
- ◆ **Each process should be carried out by individuals in different fields**
- ◆ **Maximum 8 individuals per group**
- ◆ **Make this process a personally enriching experience – use the knowledge you gain from others**

# Risk Management

## Risk Management :

1. How to find the risk

➡ **Find the risk**

2. How to assess the risk

➡ **Assess the risk**

3. How to manage the risk

➡ **Manage the risk**

# Various Risks

**Structured risk**

**Risk in Process**

**Risk interface**

**Personal risk**

**Economical risk**

**Political risk**

**Social risk**

**Enviromental risk**

# Decision Making

The final decision is an  
emotional decision

# Decision Finding - Matrix

**Expenses**

<b>high</b>			
<b>middle</b>			
<b>low</b>			
	<b>low</b>	<b>middle</b>	<b>high</b>

**Profit/Benefit**

# Risk Analyses

Important questions:

What risk is associated with the solution ? What is the risk in the solution ?

What are the long and short term negative effects of the solution ?

What is the probability of the neg effects ?

How large are the implications ?

How many obstacles do you know for possible risks ?

What precautions can you take to prevent risk ?

# Measures

<b>Priority</b>	<b>What needs to be done ?</b>	<b>Who will do it?</b>	<b>By when ?</b>	<b>Assistance required ?</b>	<b>Supervised by ?</b>



# Supervision Measures

**Is the result equivalent to the target ?**

If not – in whole or in part:

- ➡ **What action needs to be carried out?**
- ➡ **What steps of the problem solving process need to be reintroduced ?**

**Transfer**

- ➡ **What have I learned from past problems that I can use to prevent/ solve future problems ?**

**This is the end of the problem solving method module**