



# 5-MINUTE PROBLEM-SOLVING PLAN

Discerning the true nature of an actual problem is a challenge. Leaders need to consider all possible courses of action, and the consequences of each action, both intentional and unintentional. We have all known people who rush into a situation and the unintended consequences are worse than the original problem. Part of the leader's job is to discover the true nature of a problem so that they can make the best possible decision, at that time, with the information available.

## Leaders need to ask questions, such as:

How did this problem start?

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How long has this situation been going on?

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When did this problem get to this level?

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What is the background of this problem?

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Are there any personalities involved that have prevented us from solving this problem in the past?

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What do you think is the single most important thing I need to know to make a good decision? (*ask several people this question*)

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Is waiting for more information a better or a worse option?

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What are the unintended consequences we need to consider?

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What is the simplest and cheapest solution in the short-run?

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What is the simplest and cheapest solution in the long-run?

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What is the most complicated and expensive solution in the short-run?

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What is the most complicated and expensive solution in the long-run?

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What action should we take right now?

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2. 

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3. 

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4. 

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5. 

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6. 

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