

Effective Problem Solving By Deepak Bharara



LEVERAGING PEOPLE FOR TOMORROW...

Effective Problem Solving

Problems are obstacles which hamper progress, needs to be addressed on priority

Problem Solving Skills are crucial in almost every aspect of life - from work to personal challenges

Problem Solving refers to any activity or group of activities that seek to resolve problems or find a solutions to solve the problems, by processing an technique

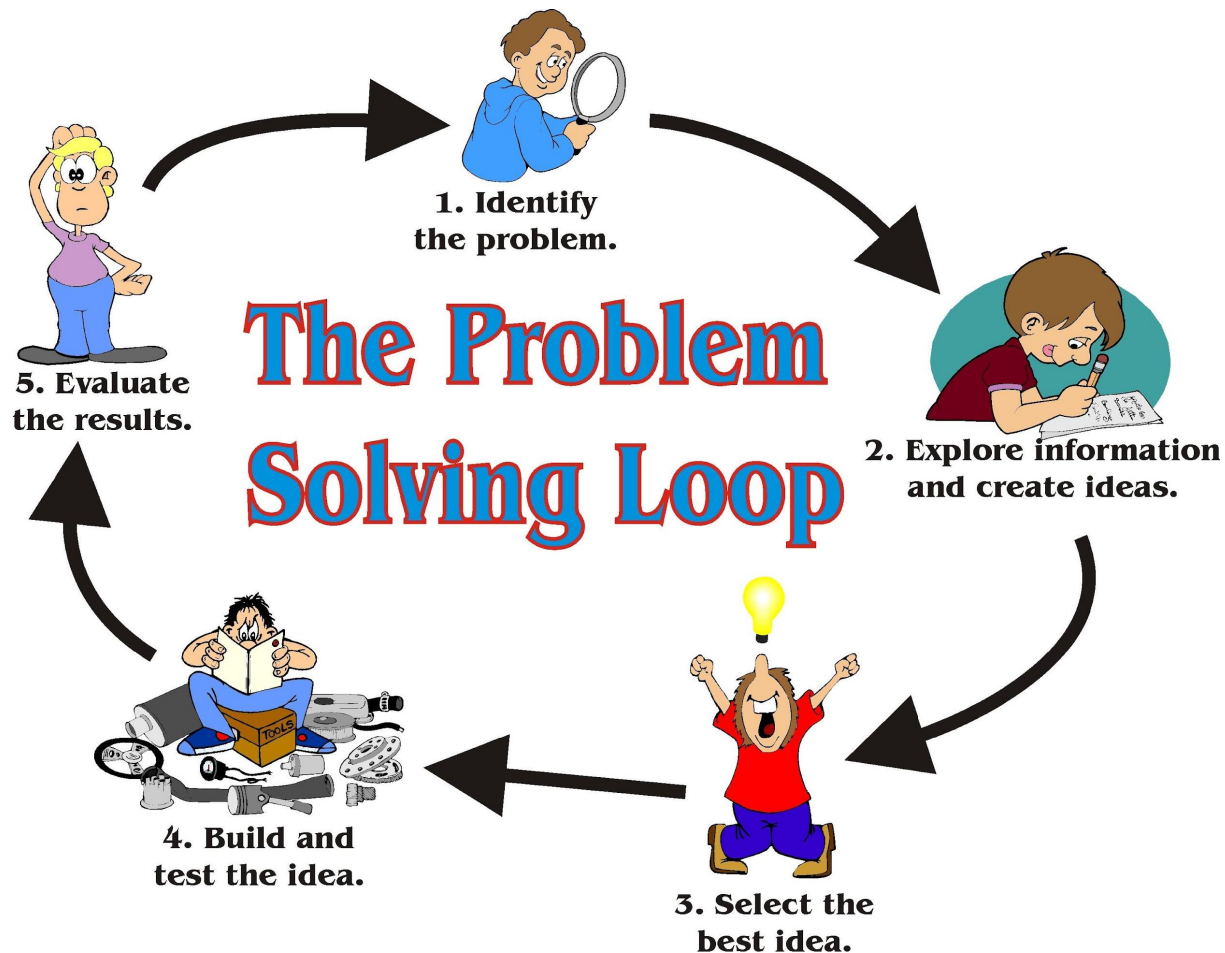
Effective Problem-Solving System

A Systematic approach to defining a problem statement (Question or Situation that represents uncertainty, perplexity or difficulty) and creating a vast number of possible solutions without judging the outcome of solutions

A correct Problem Statement can defines 50% of its solution



Effective Problem Solving



Steps Involved in Problem Solving

- Identifying & Defining the Problem
- Understand the extent of Problem & its Impact
- Gather all Information & Data required
- Do the SWOT Analysis
- Brainstorm for Ideation – Generating Solutions
- Seek opportunity to be Creative & Innovative
- Explore & Narrow down on Possible Solutions
- Implement the Solutions
- Evaluate, Review & do Course Correction for its effectiveness

Problem Solving Strategies

- Algorithms - Going Step by Step
- Heuristics - Rule of Thumb/Short Cut
- Trial & Error - Experimentation on different front
- Insight – Based on Previous Experience/Learnings



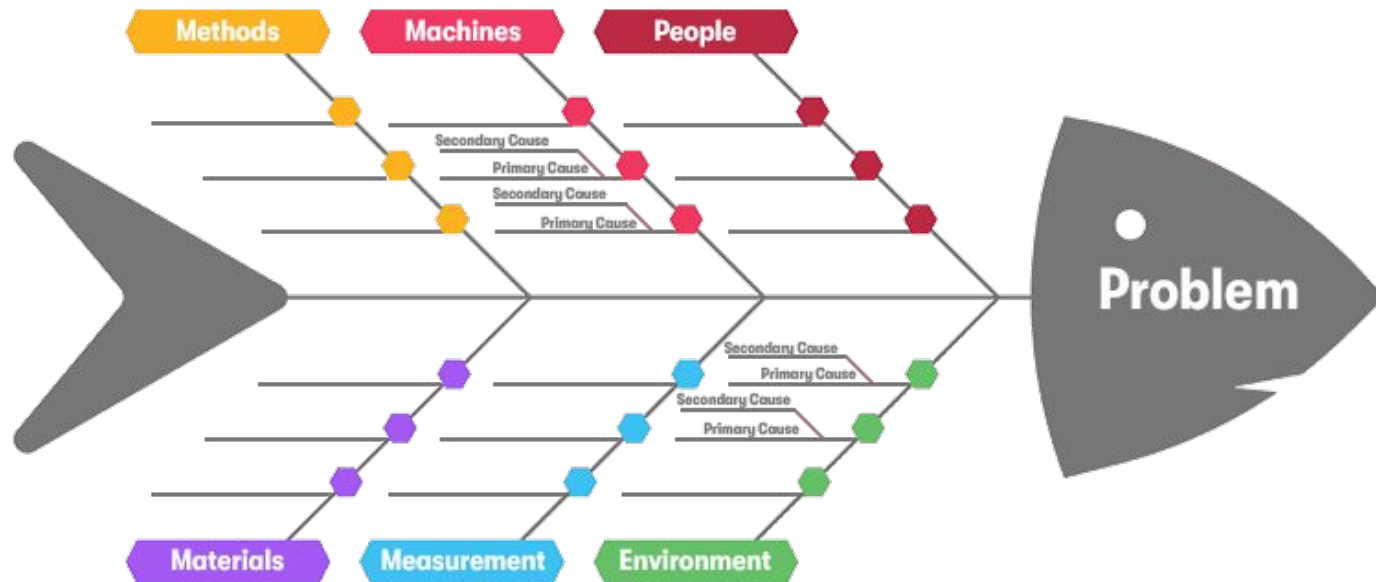
Problem Solving Tools & Techniques

- Fish Bone Diagram
- 6W & 2H
- Six Thinking Hats
- 8D Method
- Flow Charts
- Strategy & Concept Mapping
- Mental & Ideas Mapping
- Layered Process Audit
- Six Sigma
- QC Tools
- Mind Manager Software
- Charting Software



Fish Bone Method

Fishbone Diagram - Step 5



6W & 2H Method

6 W's and 2 H's

Look at current processes, systems, methods and ask questions!

6 W

- **Why**
- **What**
- **Where**
- **When**
- **Who**
- **Which**

2 H

- **How**
- **How many**

Six Thinking Hats Method

- The White Hat - Objective Mind
- The Red Hat – Instinctive Mind
- The Blue Hat – Process Oriented Mind
- The Yellow Hat - Positive Mind
- The Green Hat - Creative/Innovative Mind
- The Black Hat – Negative/Devil Mind

Benefits of 6 Thinking Hats Method

- Saves on Time
- Increased Creativity & Innovation
- Improved Communication
- Parallel Thinking
- Reduce Bias & Conflicts
- Greater Collaboration
- Organized Thinking

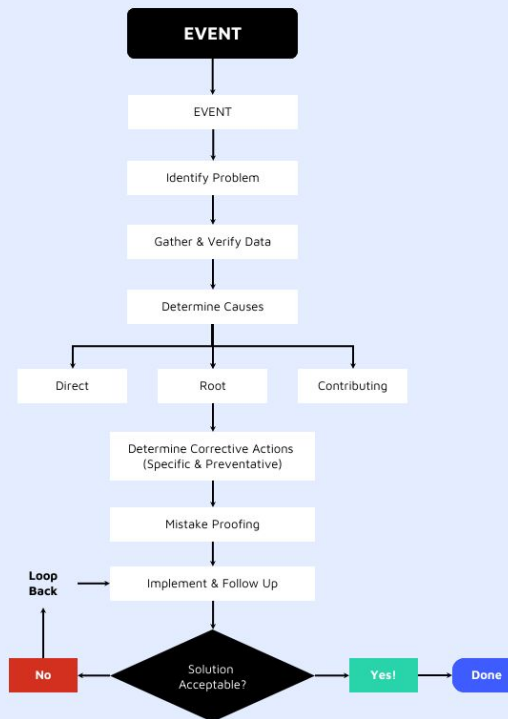


8D Problem Solving Method

- Team Approach
- Describe the Problem
- Containment Action
- Root Cause Verification
- Implement correction action
- Verify Corrective action
- Prevent Recurrence
- Congratulate the Team

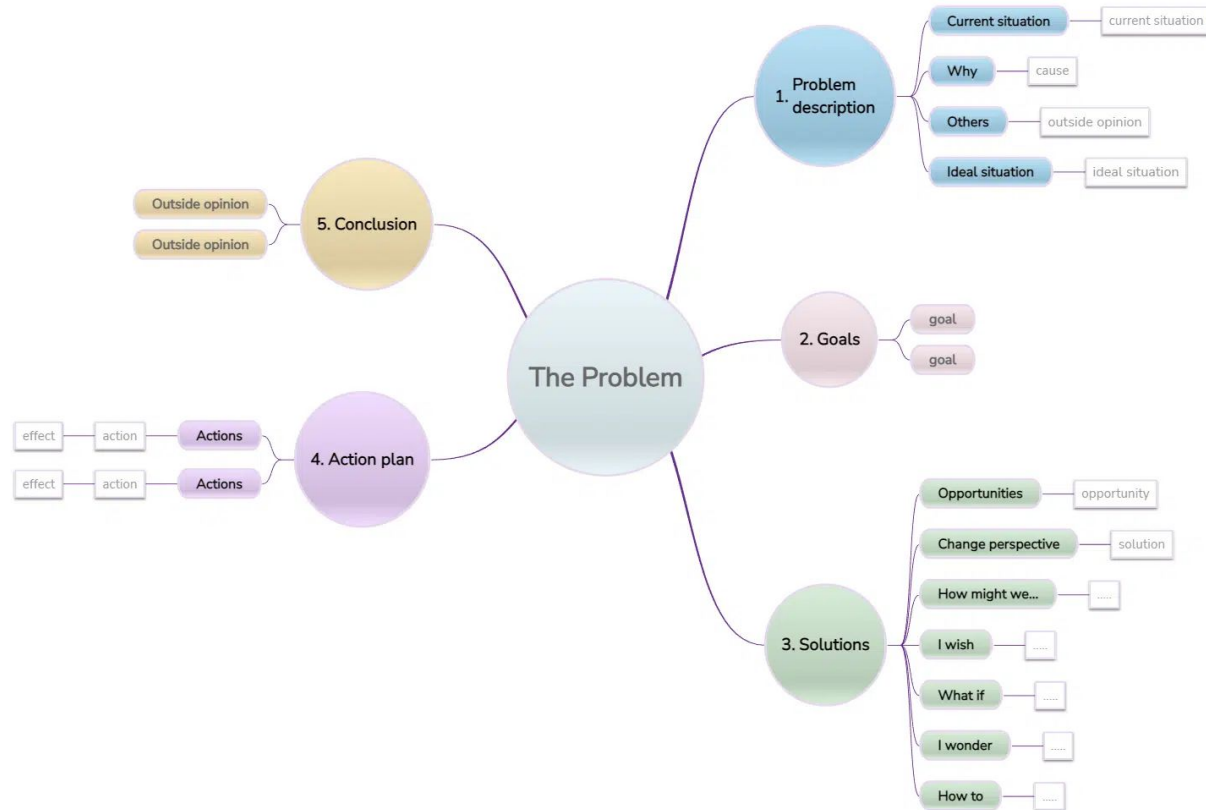
Flow Chart Method

Root Cause Analysis Flow Chart



Source: Tomic, Branislav & Spasojevic-Birkic, Vesna. (2021). EFFECTIVE ROOT CAUSE ANALYSIS AND CORRECTIVE ACTION PROCESS.

Mind Mapping Method



Problem Solving Critical Skills

- Critical Thinking
- Creativity
- Data Analytics
- Decision Making
- Resilience
- Effective Communication







Contact Us

Email: contact@peoplea2z.com

Twitter: @peoplea2z

LinkedIn: <https://in.linkedin.com/in/peoplea2z-advisory-n-solutions-a52837124>

Facebook: @peoplea2z

Mobile: +91 9810048409