Puzzles, Mysteries, and Muddles™

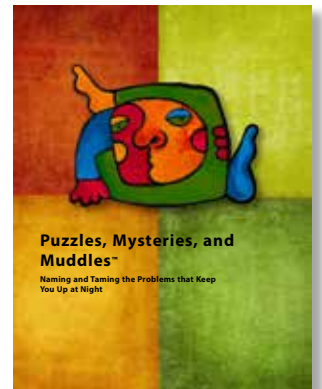## Naming and Taming the Problems that Keep You Up at Night

Puzzles, Mysteries, and Muddles™
Naming and Taming the Problems that Keep You Up at Night

In any industry, success is a direct result of an organization's ability to solve problems. In this workshop, we take a deep look at the components of effective problem-solving. You will learn exactly how to make your problem-solving efforts more precise, efficient, and effective.

Most of us have learned an approach to solving problems that is analytical and produces a "correct" or "best" solution. However, not all problems can be dealt with as if they were "puzzles." Different types of problems require different approaches to finding solutions. Armed with definitions of those differences, you will be able to understand more precisely the unique and subtle features of any problem situation and how to target your approach.

Einstein is quoted as saying that if he had an hour to save the world, he would spend fifty-five minutes defining the problem and five finding the solution. *Puzzles, Mysteries, and Muddles™* is based on 20 years of research by Jerry Talley, Ph.D., and will provide you with sophisticated understandings that will enhance your success as a problem solver.

OBJECTIVES AND OUTCOMES:

Participant will be able to:

▶ Define four distinct phases of problem-solving.

▶ Apply key criteria to differentiate among six different types of problems.

▶ Identify the problem type(s) that you are dealing with and the most appropriate path to resolution.

▶ Find high-quality solutions at the lowest possible cost in time, effort and other resources.

▶ Produce a plan that is ready to execute in your organization.

WHO SHOULD PARTICIPATE?

▶ Individuals working in a project or team-based organization

▶ Leaders, managers, and individual contributors who need to deal with difficult problems

▶ Executives, senior managers, and other leaders who set direction and make decisions that can affect organizational culture.

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COURSE OUTLINE:

▶ Introduction
  – The classic model of problem-solving
  – Types of problems
  – The phases of problem-solving

▶ Naming
  – Defining the problem

▶ Framing
  – Typing the problem
  – Common errors in typing problems

▶ Aiming
  – Identifying and gathering resources
  – Skill-sets and mindsets

▶ Taming
  – The three stages of taming
  – Taming by type

▶ Involving Others
  – Stakeholder analysis
  – Understanding another's world view

▶ Managing the Problem-solving Group
  – The ideal problem-solving group
  – Dealing with problems in the group.