

Identifying problems, applying risk management and
creating sustainable solutions

MAKING THE RIGHT DECISIONS

The Value of Your Decisions

- Your value as a leader can be directly measured by the size and complexity of the problems you can solve, the decisions you make and your ability to execute sustainable solutions

Six Easy Steps

1. Identify, then frame the problem
2. Determine the root cause of the problem
3. Fix the immediate problem
4. Identify the alternatives to prevent the problem re-occurring
5. Pick the best alternative
6. Implement the sustainable solution

**But, It is really not as
easy as that!**

3 Common Mistakes



‘Doing the same thing again and again and expecting a different result’

- ① **Dealing with the symptoms and not the problem**

© Limiting yourself to linear or horizontal thinking



Creating a Problem Solving Mindset

- Why did that happen?
- What changed?
- Why are things done this way
- Etc.

8 Elements of Smart Choices

1. Problem
2. Objectives
3. Alternatives
4. Consequences
5. Tradeoffs
6. Uncertainty
7. Risk tolerance
8. Linked Decisions

1. Work on the right problem

- ⦿ What must I decide?
- ⦿ How can I frame the problem?
- ⦿ What are my assumptions?
- ⦿ How can I deep dive the issue (Vertical or Lateral thinking)

2. Know where you want to go

- ① Why do I want to solve this problem?
- ① What is the objective for resolution of the problem?
- ① What is the future state I envision?

3. What are the alternative actions

- ⦿ What choices do I have?
- ⦿ What may be the outcome of each alternative?

4. Consequences

- ⦿ What are the consequences of taking or not taking action?
- ⦿ What are the consequences of each alternative?

5. Balance - tradeoffs

- ⦿ What must I sacrifice?
- ⦿ What may be in conflict with the alternatives?
- ⦿ How do I balance my decision with other decisions?

6. Uncertainties

- ⦿ What could happen in the future?
- ⦿ What is the likelihood?

7. Risk Tolerance

- ⦿ What's the best that can happen?
- ⦿ What's the worst that can happen?
- ⦿ What's the most likely?
- ⦿ Can I live with the outcome if the worst happens?

8. Connecting the dots

- ⦿ How does this decision link with others?
- ⦿ How will it impact other decisions I must make?

Now you have decided on a solution what next?

- ⦿ Implementing an sustainable solution

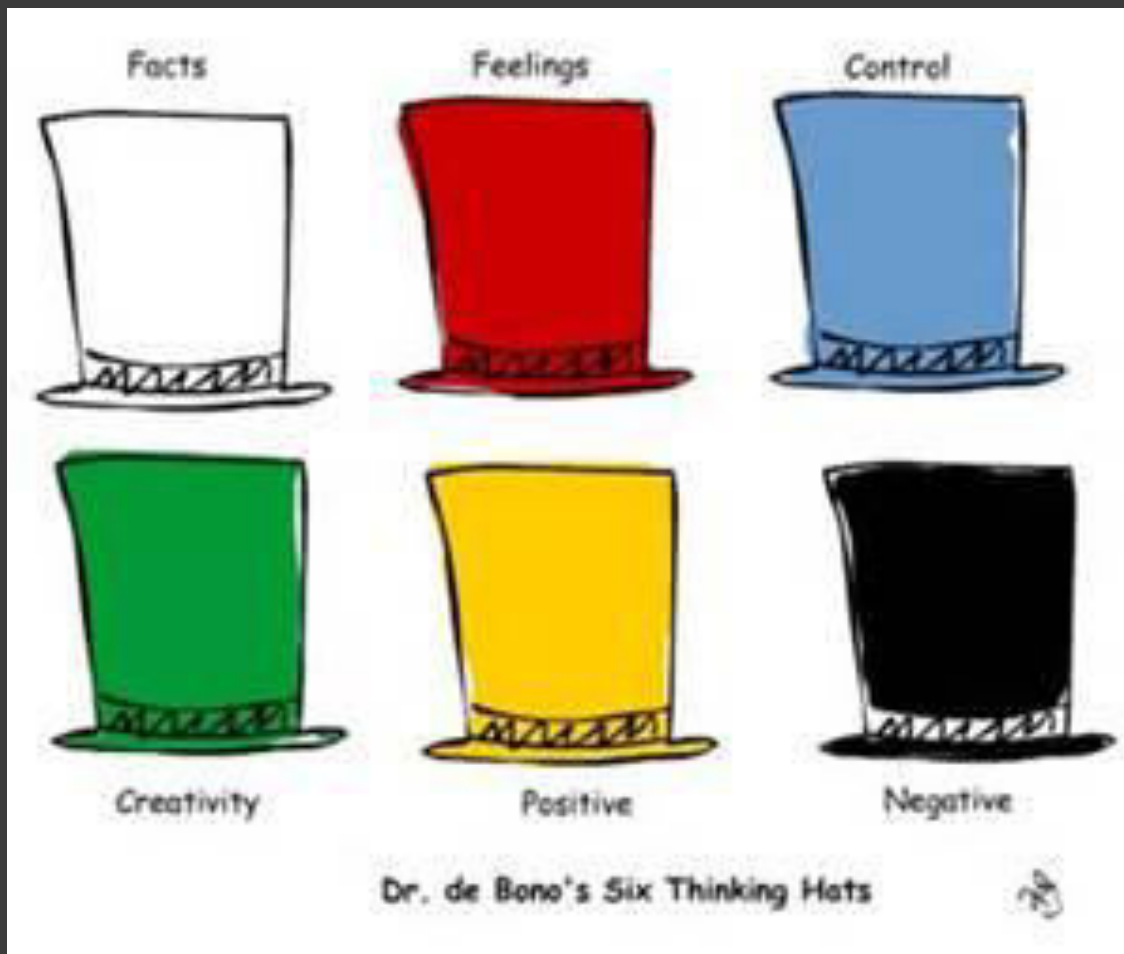
Effective Implementation

- ① Create the vision of the outcome and end date
- ② Back Engineer
- ③ Identify resources and support needed
- ④ Sell the vision
- ⑤ Ready, Fire! Aim

Two Useful tools

The Five Why's

Six Thinking Hats





For more information

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