PROBLEM SOLVING TRAINING

Problem Statement Exercise

"The first job in decision making is to find the real problem and define it."

-- Peter Drucker

Objective:
Participants will apply learning about the Current Situation by drafting a problem statement that explains the 4 W's (Who, What, When, Where), gap, and pain.

Steps / Instructions:
1. Identify an exercise leader, a reporter, a scribe, and a timekeeper.
2. Review the explanation of Problem Statements on pages 5-25 and 5-26.
3. Review the sample data and charts you have received.
4. As a team, draft a problem statement that states the effect, is measurable, and is specific. Try to include who, what, when, where, the gap, and the pain.
5. See if you can improve your statement.
6. Write your final statement on a flip chart.
7. Report out by reading your problem statement and showing different components.

Deliverables:
Problem Statement recorded on a flip chart.

Time to Report Out: ________________