What’s your problem?

Simple Problems
- What is the root cause?
- What is the effect of the problem?
- Is there a trend or pattern?

Complicated Problems
- What is the underlying cause?
- What are the contributing factors?
- What are the implications?

Complex Problems
- What is the source of the problem?
- What are the possible outcomes?
- What are the potential risks?

Chaotic Problems
- What is happening in the environment?
- What are the emerging patterns?
- What are the opportunities?

Make a difference. To make a difference:
- Align people with desirable behaviors.

Change is successful when habitual undesirable behaviors are replaced with desirable behaviors. To achieve desirable behaviors:
- Encourage experimentation.
- Coach managers to allow people to innovate.

What conditions could possible solutions be implemented?
- Probe for patterns.
- Discern where stability is present.

How to Change:
- Develop a solution that addresses the defect problem.
- Learn from experience and adjust future plans.
- Create an ad hoc emergency shelter.
- Seize new opportunities as they arise.

Tried & True Series: Trusted Models
- Experimentation
- Cause & Effect
- Complex or Simple – Knowing the Difference is Important
- Facilitative Leadership and Creative Problem Solving: Two Tools for High Performance Business Analysis
- Facilitating creativity to work in chaos
- Complex Change: An Emerging Field

Situational Responses
- Complex problems don’t have easy answers.
- Patterns may exhibit no stable patterns that can be managed.
- Chaotic problems change so rapidly that they are hard to respond in.

To make a difference:
- Align people with desirable behaviors.
- Encourage experimentation.
- Coach managers to allow people to innovate.

Complex Change: An Emerging Field
- Experts create guidelines that all parties can endorse.
- Leaders can diagnose problems by spotting patterns.
- Improvisation can be the only strategy.
- People think creatively when they are asked to.

Coaching Incentives
- Complacency can make us obsolete, but we just won $5M in venture capital funding. How can we survive?
- People will be more comfortable when habitual undesirable behaviors are replaced.
- Making simple, complicated, and complex problem-solving tools.

Adapted from: