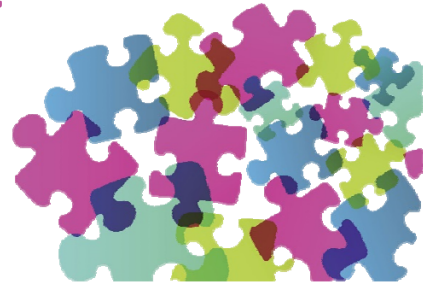# The Problem with Problem Solving
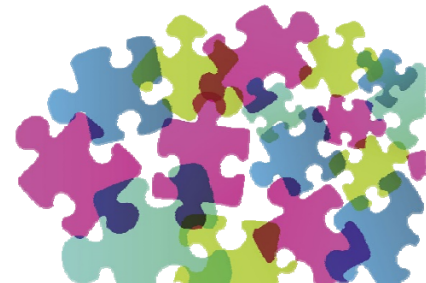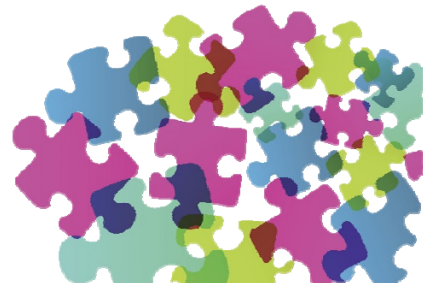
Imani Mance

@imanimance

About Me!

- **Current Endeavor**: Sr. Manager of Learning Strategy with The Home Depot supporting Enterprise Leadership and Learning
- **Past Adventures:** IT Consultant, Web and Graphic Designer
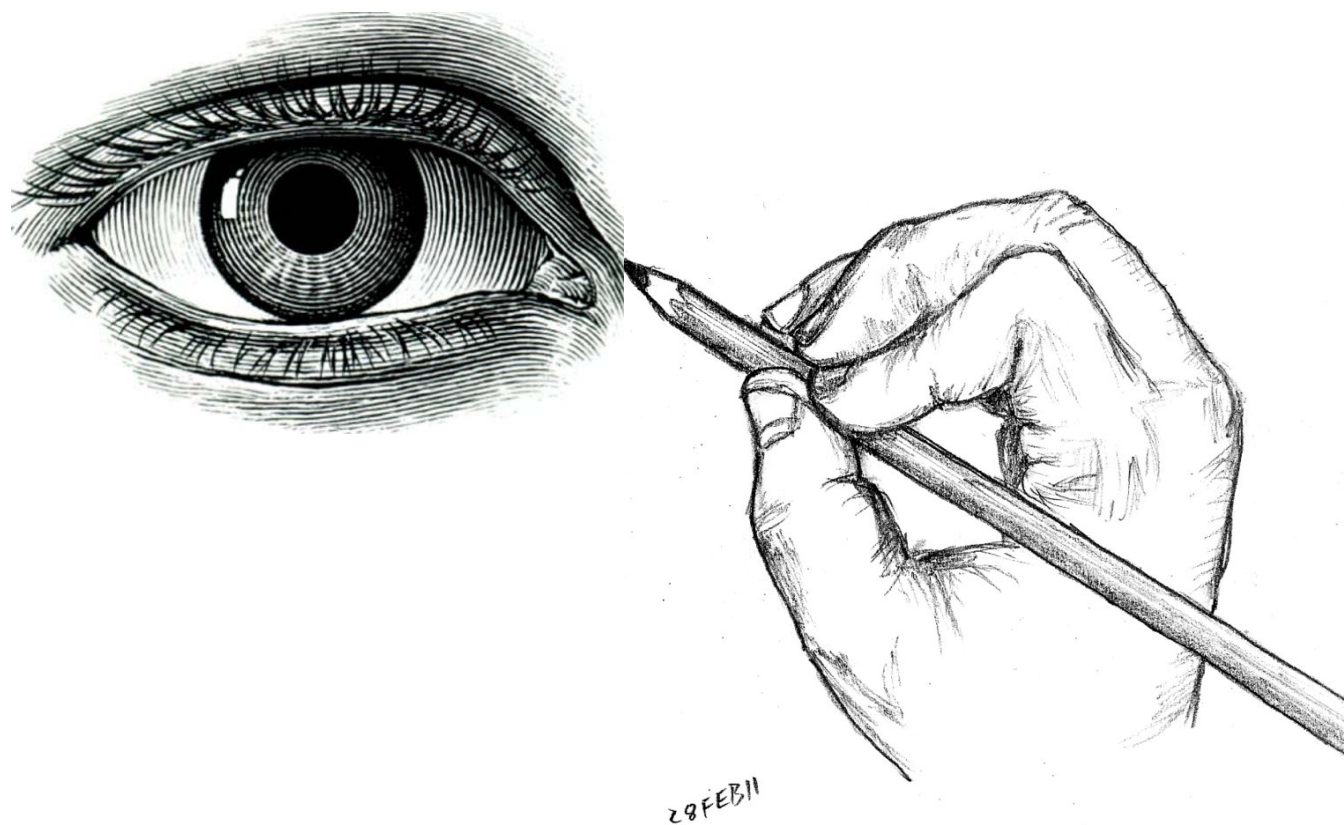- **Mission:** Create frictionless learning experiences

WHY?

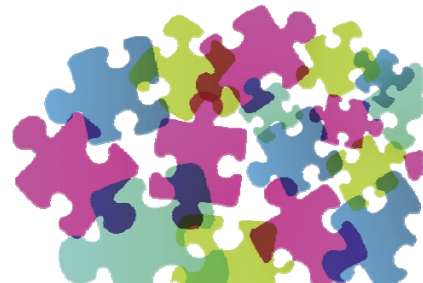*Eliminate roadblocks that prevent us from creating optimal solutions.*

Solve This! Activity
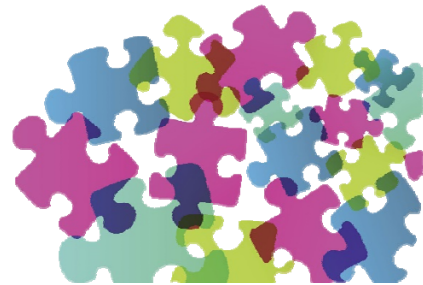
Solve This! Constraints

1. Recreate 3 copies of a picture as a team in 10 minutes.

2. One person can look at the original picture and describe it.

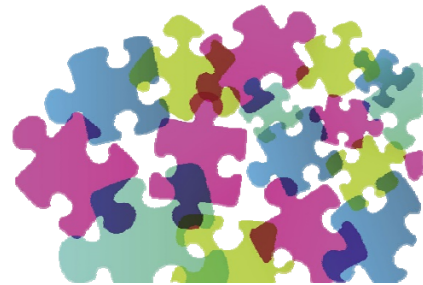3. One person cannot look at the picture while recreating it.

Solve This! Discussion

- How did your team solve this problem?

- What challenges did your team face?

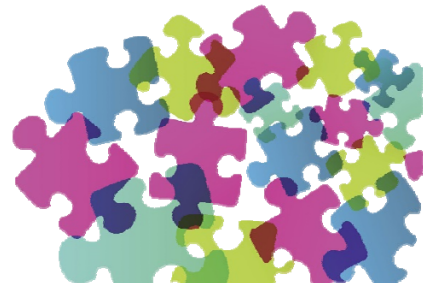- What is the optimal solution?

Process "Derailers"

- Problem is not well defined
- Desired outcome is not clear
- Poor planning and execution
- No time for trial and error
- Lack of knowledge, skill, or information
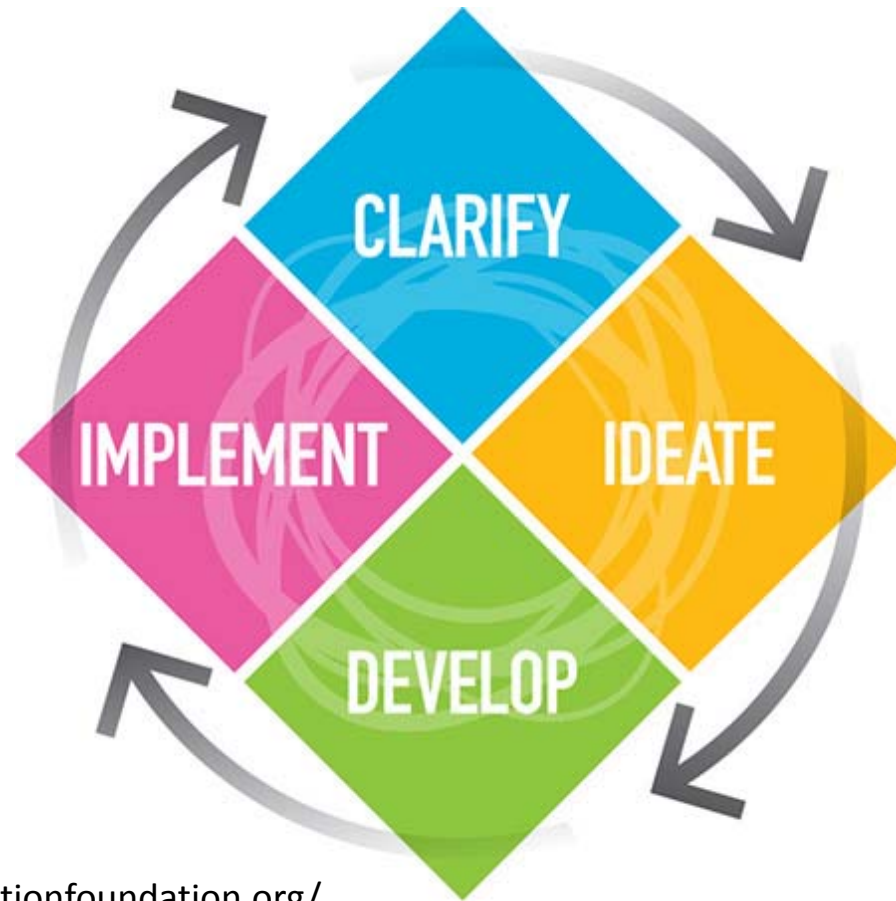
Mental Road Blocks!

Mental set functional fixedness belief in small numbers *gambler's fallacy* availability heuristics representative heuristics *anchoring heuristics* over confidence confirmation bias framing *Fixation* belief perseverance belief bias MOTIVATION
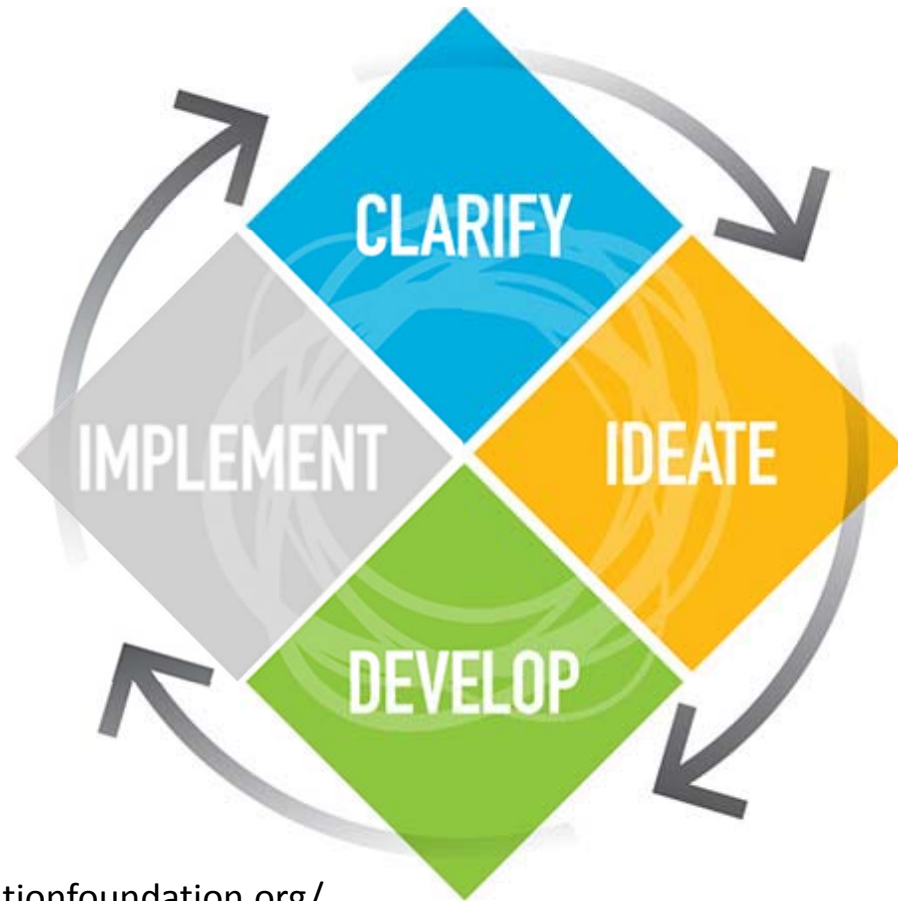
Creative! Problem Solving

Creative! Problem Solving

Stage	Step	Purpose
CLARIFY	Explore the Vision	Identify the goal, wish, or challenge.
	Gather Data	Describe and generate data to enable a clear understanding of the challenge.
	Formulate Challenges	Sharpen awareness of the challenge and create challenge questions that invite solutions.
IDEATE	Explore Ideas	Generate ideas that answer the challenge questions.
DEVELOP	Formulate Solutions	To move from ideas to solutions. Evaluate, strengthen, and select solutions for best "fit."
IMPLEMENT	Formulate a Plan	Explore acceptance and identify resources and actions that will support implementation of the selected solution(s).

Learner's Model based on work of G.J. Puccio, M. Mance, M.C. Murdock, B. Miller, J. Vehar, R. Firestien, S. Thurber, & D. Nielsen (2011)

Source: http://www.creativeeducationfoundation.org/

Creative! Problem Solving

CLARIFY
IDEATE
DEVELOP
IMPLEMENT

Source: http://www.creativeeducationfoundation.org/
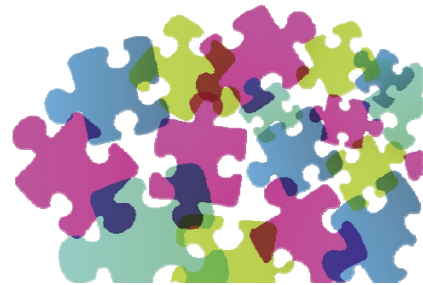
Problem Solving Strategies
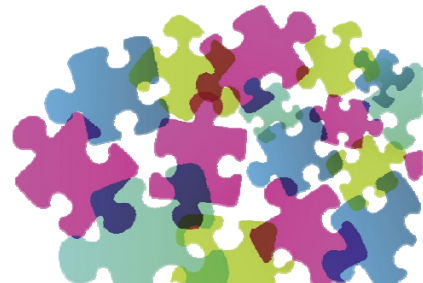
Clarify the Problem

- Ask open ended questions

- See for yourself

- Ignore the experts

Problem Solving Strategies

Ideate

- Defer or suspend judgment

- Focus on "Yes, and" rather than "No, but"

- Ignore the constraints….some of them

Problem Solving Strategies

Develop

- Challenge your assumptions

- Face your fears

- Remember the problem!!!