

Hosted by:



Bring Me Solutions... Not Problems

Nov 16, 2021

Kickoff

Purpose of this session

Webinar schedule / presenter

We are recording this session

Please use chat for questions

Interaction is key

Please remove all distractions

Learn Stuff...
Win Prizes

“Bring Me Solutions...Not Problems” Roadmap

Impact of solving problems for others

Reasons you are asked to solve problems

Formula for success...there IS a better way

Next steps

Q&A

Upcoming Sessions + Winning Prizes

What is the Impact of “Please Tell Me What To Do”?

You May Be Shocked



Here's the Impact

1. I spend ____ hours every week solving the problems of others.
2. This equates to ____ hours per month.
3. And ____ hours annually.

But Why Don't They Solve
The Problems?

Reasons Employees Bring You Problems



“I have no idea what to do”



“No conflict, please”



“No one ever takes my suggestions”



“I am not paid enough to figure this out”



“I’m too busy - it is easier to make the decision myself”

Sometimes They Just *Complain!!!*

Complaints vs. Problems

Complaint

“All of our customers are complaining and most of our employees think I should be more involved in training. What can you do about it?”

- Sweeping generalizations...some people, everyone, always, never
- Villian / Victim scenario
- May be a veiled request or demand
- May contain a solution for YOU to implement

Problem

“Our customer service ratings have decreased by 10% since July; we stopped our customer service training in July, and that may be the issue.”

- Objective and specific.
- Easier to identify the main issue.
- Provides avenue to ask additional questions about factors that may be causing the issue.
- Problems can be turned into a goal.

“Don’t Come Here Without A
Solution!”

Potential Effects of “Bring Me Solutions”

Positive

- Employees think for themselves
- Employees are empowered
- You don't resolve minor issues
- Complaints are minimized
- Fosters a culture of “solutions”

Negative

- Quick solutions may not be thought through
- Employees quit bringing problems to management
- Either may lead to bigger issues

Complexity Matters...A Lot!

Simple

“During meetings, employees are continuously on their cell phones. They say they are taking notes – I’m not sure I believe it!”

- Coach employees to resolve
- Become a sounding board
- Don’t accept the solution without questioning

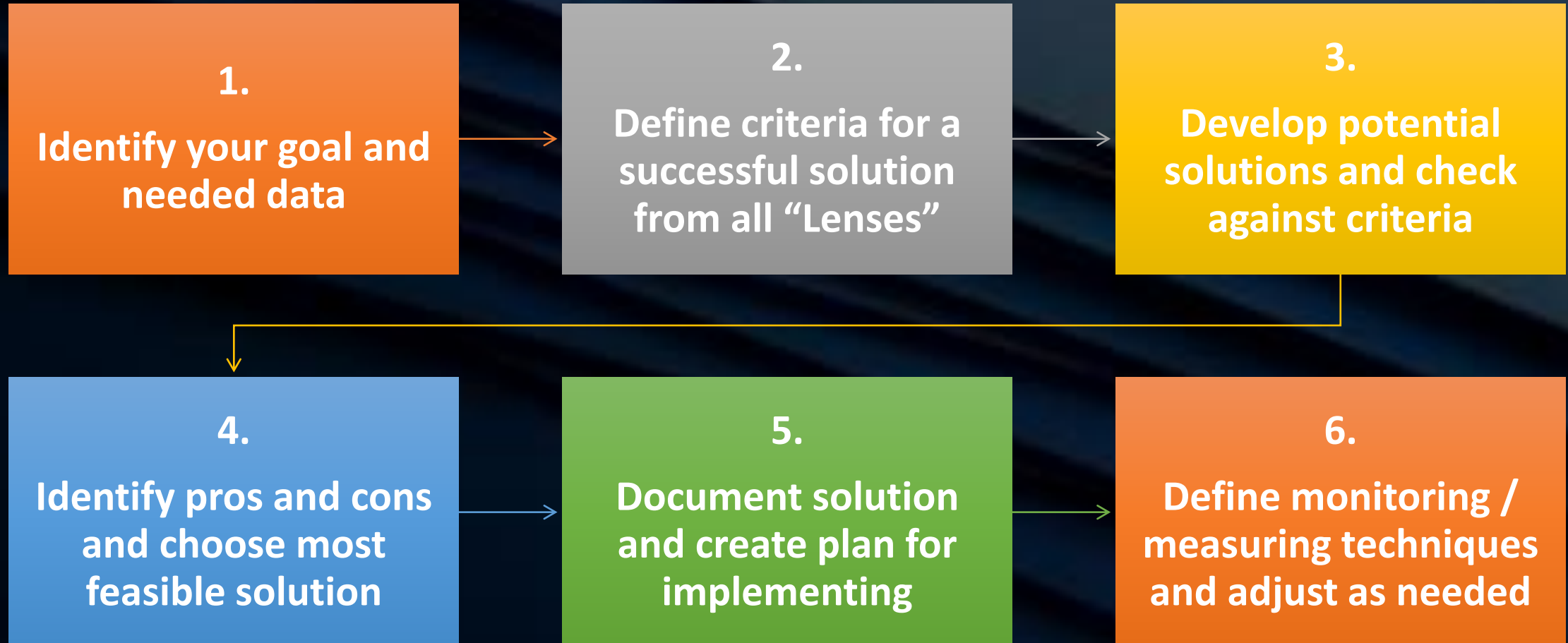
Complex

“We want to schedule a Holiday Lunch. It’s important that everyone be there, but we have to have coverage – phones, drivers, etc.!”

- May require a group of people with diverse viewpoints
- Use Creative Problem Solving approach

Creative Problem Solving Approach

Approach to Solving Problems / Meeting Goals



Holiday Luncheon

1. Goal: We want a holiday luncheon that *everyone attends.*



- a. How many people will be invited? Employees only?
- b. What scheduling constraints need to be considered?

Holiday Luncheon Attended by All

2. Identify the criteria for “Success”.



- a. We know our solution is successful if...
- b. Whose viewpoints will be important in helping to solve?
- c. What are their viewpoints?

Holiday Luncheon Attended by All

3. Develop potential solutions.

- a. Brainstorm potential solutions.
- b. Involve others who need to buy into the process.
- c. Identify which solutions meet the criteria for success.



Holiday Luncheon Attended by All

4. Choose the most feasible solution.

- a. Identify the pros and cons of each potential solution.
- b. Choose the best solution.

TIP: Consensus is not required, but it is important that *everyone* support the solution.



Holiday Luncheon Attended by All

5. Document the solution and the plan.

The Plan

- a. Tasks
- b. Responsibility
- c. Resources
- d. Completed by when (option: start / end dates)
- e. Potential contingencies



Holiday Luncheon Attended by All

6. Define Measures for Success.



- a. What will be measured to define success?
- b. Can you monitor the potential for success along the way?

TIP: Monitoring is helpful so you can adjust if needed

1. Identify the goal / problem.

2. Define criteria for success.

3. Develop potential solutions and check against criteria.

Let's Eat!



4. Identify pros and cons and choose the most feasible solution.

5. Document the solution and create the plan for implementing.

6. Define monitoring / measuring techniques and adjust as needed.

Next Steps

1

**Make decisions
on your current
situation and
changes needed**

2

**Use the simple
coaching or
Problem Solving
Approach**

3

**Send me an
email if you
have a question
and/or want to
brag about your
success!**

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Questions

Wrap Up



Mark Your Calendar

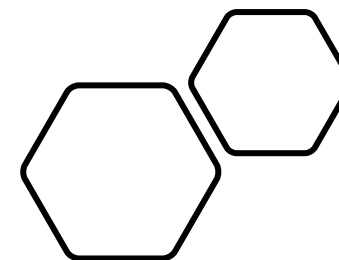
- **December 7**
Pain-Free, Productive Meetings
- **January 11**
Know Where You're Going...Get There Faster
- Feb. 22-26 TTA/SWTA Joint Conference/Expo and Rodeo [Registration Link](#)



Learn Stuff...Win Prizes

- Each time you participate in a webinar, you will be entered 1x
- 10 people will win a "Pick My Brain" session with Donna Griggs
- Winners will be notified after the last webinar





Thank
You!