



The Twist

Problem Solving with a Different Angle

Objective: To identify possible roadblocks or barriers for new procedures.

Method: Present, to the group, the situation, problem, task, or goal that you want to discuss. “Our task today is to identify.....”

You can introduce a single problem or if the group is large enough then divide the group and present several different problems for discussion.

On an index card, have each individual write the top three barriers they see blocking the organization from achieving the goal and solving the problem.

- A. Now have them group together with several other members (3 or 4) and discuss what they each wrote on their card.
- B. The group must decide which one is the major barrier.
- C. They write only this one on a clean index card.
- D. If time allows it is very beneficial to let them share the barriers verbally with the group at large. (Facilitator calls on groups.)
- E. Now each group passes their card to the group to their right (left, behind, etc.)
- F. Each group (of the 3 or 4 persons) now has to come up with one or more positive solutions to the barrier written on the card they received from the other group.
- G. The solutions are now shared verbally with the entire group.

NOTE:

- To proceed faster you could start with small groups discussing barriers and then move on like the previous method.
- You can either let every group share their input or if time doesn't allow then just call on several different groups to share.

Benefits: This exercise gives the participants a new perspective on problems. It also allows the participants to be a part of the solution. Many solutions fail because they never looked at the real barriers that would keep it from being successful and they did not let the members/employees be a part of the solution. When people are a part of a process they tend to buy into it and work harder for its success.