



Problem Solving Template



Project State Date:

Projected End Date:

Team Members:

Step 1: Name and Identify Problem

*Identify problem that needs to be solved

*Write one or two sentence problem statement to define problem clearly

Step 2: Identify Goal

*Describe your desired outcome

*State what do you hope to achieve

Step 3: History and Analysis

*Dissect problem thoroughly

*How would you describe this problem to an outsider?

*What is taking place? What are the signs and symptoms?

*How are people affected? What makes this happen?

*What are the damaging aspects?

Step 4: Identify Potential Solutions

- *Brainstorm as a team
- *Let ideas flow, be creative, don't judge
- *Build on the good ideas of others
- *What if money were no object?
- *What if you ran the Region?
- *What would the customer suggest?
- *What is the most innovative thing you could do?

Step 5: Evaluate the solutions

*Use the following Impact/Effort Grid to sift through the brainstormed ideas to determine which are the best for the situation

		<i>Effort</i>	
		Difficult to do	Easy to do
<i>Impact</i>	Major Improvement	3	1
	Minor Improvement	4	2

List all of type 1 & 2 together
for quick action

List all of type 3
for development into action plans

Step 6: Rate Options

*Pick your top 5 possible solutions, list both their positive and negative aspects

SOLUTION

POSITIVE

NEGATIVE

1

2

3

4

5

Step 7: Recommend Solution

*State your recommended solution and rationale

Step 8: Action and Implementation Plan

*Create a detailed action plan for items that need to be implemented

*Be sure to include target dates and identify performance indicators that answer the question,

*"How will we know we did a good job?" (Performance Indicator)

What will be done and how?

By Whom?

By What
Date?

Performance Indicator

Step 9: Impacts on YRT Goals

Managing Growth and Infrastructure

Environmental Stewardship

Public Wellness

Investing in Residents

Organizational Development for Enhanced Customer Service

Vibrant and Sustainable Economy

Step 10: Monitor and Evaluate

1 How will progress be reported? Written _____ Verbal _____

2 Who needs to be advised?

3 Who will take responsibility for monitoring?

What activities have been implemented?

What results have been achieved?

Remaining Items

Expected dates for completion
