

## Question of the Week – July 17, 2022



### What is your favorite tip on problem solving?

A high valued skill for both personal and professional challenges is Problem Solving. Reaching a level of expertise on this saves lots of time and effort and opens many opportunities. Some tips include 1) Identify Real vs. Fake problems 2) Analyse Importance vs. Urgency 3) Ask Who owns the Problem among others. In Spanish – a popular one is “Ponle Ganas” (get to it). My top one is: Why do you want to fix this Problem? So, what is your favorite tip? Arturo Corral

### Leader Talking Points

#### Opportunity: Team-Building Activity

- a. Ask team members for examples of hardship outside of work.
  - 1) Death of Family Member: The empty feeling you experience when you are first told of the loss of a loved family member.
  - 2) Other.

#### Discussion Points

- a. Ask your team for examples of hardship at work.
  - 1) Not Ready for Management: As a supervisor, you apply for a management position and you are told “you are not ready” for advancement and to “work hard” for the next opportunity.
  - 2) Other.
- b. Ask your team for ideas on how to deal with hardship at work.
  - 1) Support: Having a person to-go-to on difficult situations who can hear you out and give you unbiased feedback on to get back on your feet.
  - 2) Other?

#### Team Challenge Activity

- a. Ask the team to offer one or two areas where managing hardship has been an issue.
  - 1) Example: Identify a situation where a team is challenged by a disappointing reduction in force where you know some team members will be laid off.
  - 2) Ask for a volunteer to take the lead to work with the manager and team on the selected opportunity and report back to team on next steps.