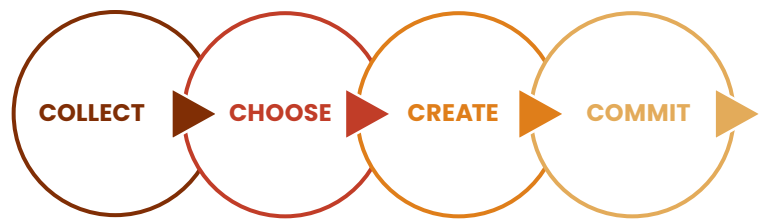




# Troubleshooting

When you come across a barrier, decision or tricky scenario to consider, it's good to have strategies to help you find your way through. Follow this process either on your own or with others to help you find a solution.



## WHERE DO YOU WANT TO GO/BE?

### COLLECT – Gathering information on the current situation

1

- **Categorise and Collate the Challenges and Issues**

What's moving you forward?

(e.g. there's a lot of new contracts coming in)

What's holding you back?

(e.g. I am not keeping up with the paperwork)

### CHOOSE

2

- **What's causing the most trouble?** (rank & prioritise the challenges)
- **Create an opportunity question** ("How might I/we?") (e.g. I get interrupted too much = How might I reduce interruptions?)

### CREATE

3

- **10-20 quickfire ideas – Quantity NOT Quality**
- **Curate – choose the top ten – discard the rest**
- **Prioritise into the top five solutions**

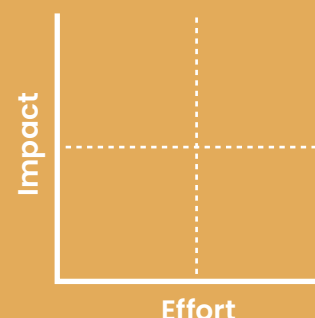
### COMMIT – Effort/Impact Scale

4

- **Take the top suggestion** – "For this challenge I'm trying to solve, do I think this solution has Higher or Lower Impact?"
- **Take the top suggestion** – "For this challenge I'm trying solve, do I think this solution has Higher or Lower Effort?" Place accordingly onto the grid



- **Identify Action/s** using quadrants, make some plans based on the prioritised scale of effort and impact
- **Document and Assign tasks, timelines and success criteria** (e.g. two week experiment with noise-cancelling headphones with the aim of less noise interruption)
- **Review and Adapt** as necessary



Process adapted from "The Workshopper Playbook" by Jonathan Courtney