



KEY HIGHLIGHTS

Problem Solving: Identify the Real Problem

Resource person: Uma Oza, with Anurima Chatterjee | Uma Oza is Director, Quality at the Competitiveness Mindset Institute (CMI); Anurima Chatterjee is listed by CMI among its trainers and facilitators.

Problem Solving: Identify the Real Problem | Career Progression | careers

- 01 Treat the first visible difficulty as a starting point and test whether a deeper problem is driving it.
- 02 Use Five Whys to move from a complaint or event towards its underlying cause.
- 03 In reverse brainstorming, list ways to make the problem worse and then invert each idea.
- 04 For the clinic, bad ideas become practical changes to appointments, seating, calls and waiting-room access.
- 05 Ownership can involve coordinating everyone whose work is needed to deliver the outcome.
- 06 Taking responsibility keeps more options for action in view.
- 07 Check the purpose behind a task. In the example, food service is meant to create hospitality.