Problem Solving vs. Problem Finding
Responding to IT/GLBA Exam and Audit Findings

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Disclaimer
A FEW THINGS FIRST

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Agenda
HERE'S THE PLAN

Obstacles

Improvements

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Problem Solving

Problem Solving

- Desired by employers
  Top 11 Skills Employers Look for in Candidates | Indeed.com

- To be included on your resume
  40 Good Skills To Put On A Resume | TheInterviewGuys.com

- Demonstrated and discussed
  Ad nauseum
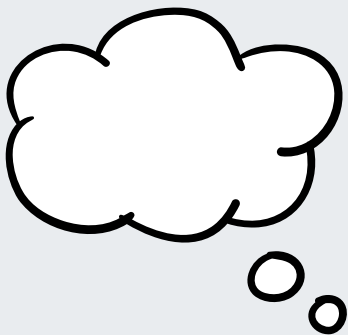
However…

TLDR / BLUF

You need to know **WHAT** the problem is in order to figure out **HOW** to solve it.

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Picture this…

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Obstacles to Effective Response

Audit / Exam Comments

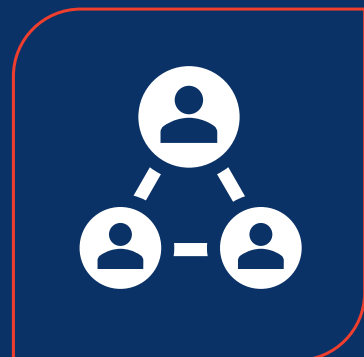· Unclear

· Unreasonable

· Unusual

· Urgent

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Obstacles to Effective Response

Tools & Other Resources

· Abundance of tools

· Abundance of hammers

· Absence of time

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Obstacles to Effective Response

Too Many Hats

- Not enough heads
- Not enough time

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SOMETIMES WHEN A FORMULA RETURNS AN ERROR

I JUST MAKE THE FONT COLOR WHITE TO HIDE IT.

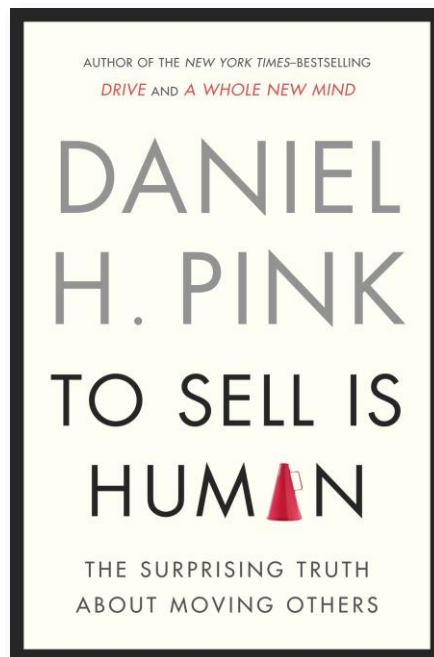12

Obstacles to Effective Response

Audit / Exam
Comments

Tools & Other
Resources

Too Many
Hats

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Good salespeople, we've long been told, are skilled problem solvers. They can assess prospects' needs, analyze their predicaments, and deliver the optimal solutions. This ability to solve problems still matters. But today, when information is abundant and democratic rather than limited and privileged, it matters relatively less. …

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After all, if I know precisely what my problem is … I can often find the information I need to make my decision without any assistance. The services of others are far more valuable when I'm mistaken, confused, or completely clueless about my true problem. In those situations, the ability to move others hinges less on problem *solving* than on problem *finding*.

Pink, Daniel H. (2012). *To Sell is Human: The Surprising Truth About Moving Others* (p. 125). New York, New York: Penguin Group.

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IN OTHER WORDS…

In high-pressure situations that are uncertain and otherwise fraught with peril, the ability to achieve our objectives in the best way possible is related less to problem solving and more to **finding the right problem to solve**.

Paraphrased from Pink, Daniel H. (2012). *To Sell is Human: The Surprising Truth About Moving Others* (p. 125). New York, New York: Penguin Group.

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Finding the Right Problem

University of Chicago, 1964

Mihaly Csikszentmihalyi
Jacob Getzels

1970

1980s

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Problem Finding

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Let's Start at the Very Beginning…

A VERY GOOD PLACE TO START

The Sound of Music, 1965, Robert Wise Productions.

Before we can effectively solve a problem, we need to **correctly diagnose** the problem.

"Let's see exactly what's written in the finding or comment."

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Reframing

ARE YOU SOLVING THE RIGHT PROBLEMS?

"A problem well-stated
is a problem half-solved."

Charles Kettering

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Reframing

ARE YOU SOLVING THE RIGHT PROBLEMS?

"The elevator is too slow."

Install more powerful motors.

Install more elevators.

Extremely costly in both time and money

Might people still complain?

Thomas Wedell-Wedellsborg, *Are You Solving the Right Problems?*, Harvard Business Review, 2017.

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Reframing

ARE YOU SOLVING THE RIGHT PROBLEMS?

"The elevator is too slow."

vs.

"Waiting for the elevator is unpleasant."

Thomas Wedell-Wedellsborg, *Are You Solving the Right Problems?*, Harvard Business Review, 2017.

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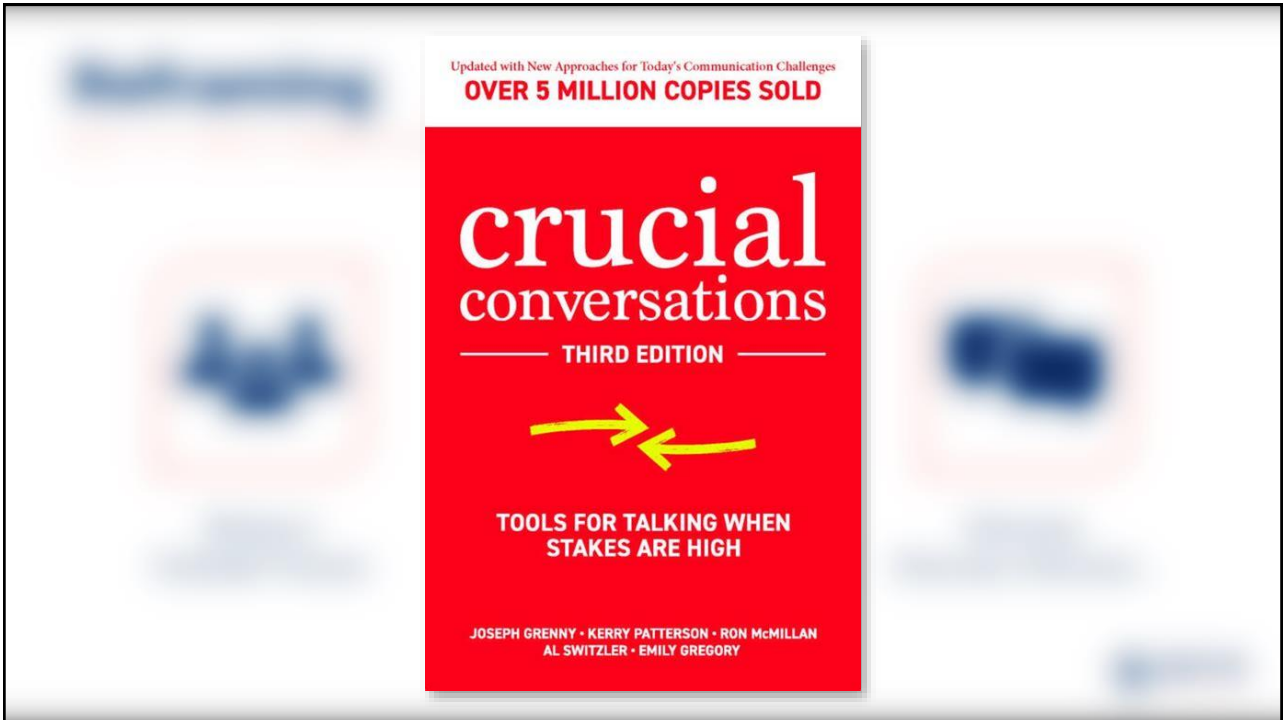23

Reframing

PUT IT INTO PRACTICE

Bring in
Outside Voices

Identify the
Real Objective

Discuss,
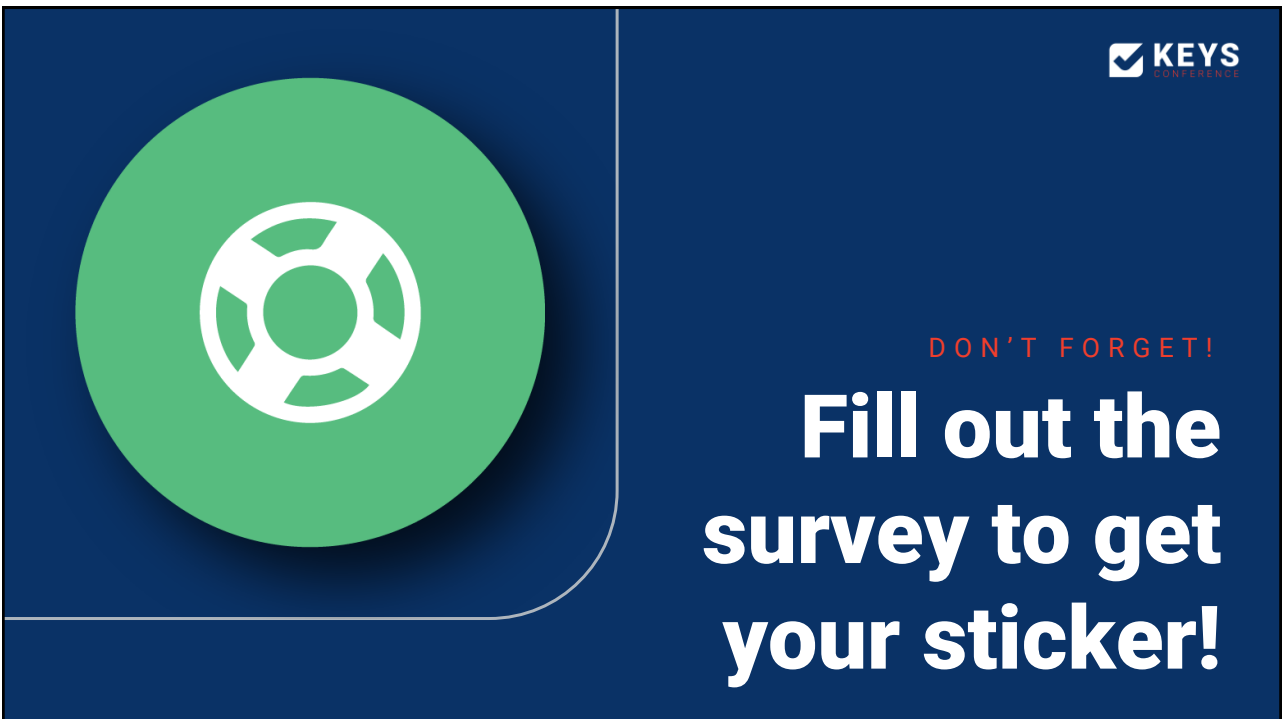Discuss, Discuss…

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Remember...

ARE YOU SOLVING THE RIGHT PROBLEMS?

You need to know **WHAT** the problem is in order to figure out **HOW** to solve it.

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DON'T FORGET!

Fill out the survey to get your sticker!

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THANKS FOR JOINING!

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