

# Human Problem Solving...

The human mind follows these steps when solving problems individually. With some help from technology, we can facilitate following these steps, too, when we solve problems collectively.

“Things should be like...”

## Step 1: Future Pull

We know where things stand now, and we have a vision for how things should be—how we want things to be. That vision of how things should be can be a very powerful driving force.

## Step 2: Hindrances

We form an idea of what issues, problems, or obstacles we think are getting in the way of achieving the future state we envisioned in Step 1.

“The problem is...”

“What we need to do is...”

## Step 3: Solutions

We identify solutions to the hindrances in Step 2.

## Step 4: Resources

We concern ourselves with how to obtain the needed resources (e.g., time, money, people) so that the solutions we've identified in Step 3 can be implemented.

“How to pay for this?”

“How to work better?”

## Step 5: Performance

We monitor and improve the implementation of solutions from Step 3 by resources from Step 4.\*\*

### \*\* Notes on Step 5: Performance

**Performance:** “How well are we doing what we said we wanted to do?”

**Efficiency:** “How well are we using resources?”

**Efficacy:** “How well is what we are doing solving the problem we set out to solve?”

**Corruption:** “How much abuse of entrusted power for private gain is occurring, and how well are we detecting and preventing it?”

**Key is:**

**DON'T SKIP STEPS**