Tools for Knowledge Workers

The Problem Solving Bases

The problem solving process is typically depicted as a linear, step-by-step process. It is much more a "cover-the-bases" activity; a form of intelligence work. The diagram above shows the bases I think must be covered when solving problems in the workplace. For more about this view of the problem solving process, see "Reengineering the Problem Solving Process." To view an algorithm for covering these bases, click here. For a checklist of questions to use, click here.

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www.nickols.us fred@nickols.us