

Tools for Knowledge Workers

The Problem-Solving Bases



The problem-solving process is frequently depicted as a linear, step-by-step process. It is much more of a “cover-the-bases” activity; a form of intelligence work, involving identification, investigation, and then intervention. 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 an interactive job aid that poses questions related to covering each base, click [here](#).

