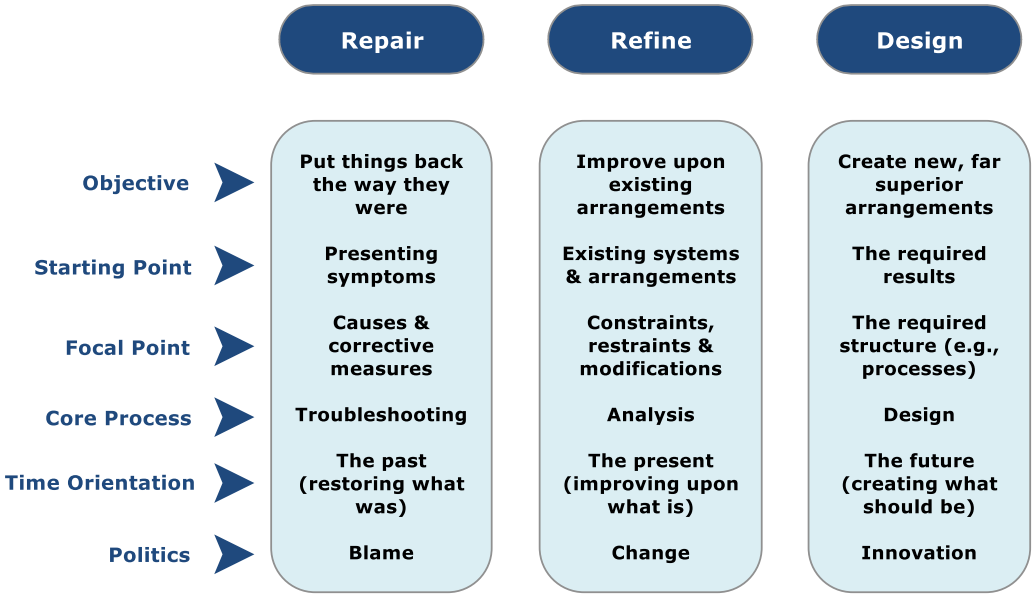
Tools for Knowledge Workers

Choose the Right Approach



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At the core of what all of us do lies a basic workplace competency; namely, the ability to solve the problems we encounter. As the diagram above illustrates, we can encounter three very different kinds of problems. One calls for us to put things back the way they were; to fix what has gone wrong. Another requires us to figure out how to improve upon existing arrangements and a third demands of us that we design or engineer some new, never-before-achieved state of affairs. Repair, Refine and Design: these are the three basic problem solving approaches that all of us must master. For more about these three approaches and how to choose among them click here.

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