SOLUTION DESIGN RESOURCE

Setting a Clear Agenda

A useful, productive thinking guide to develop
clarity around a project or solution.

STEP 1

What's Going On?

In this first step you explore the issue and establish a vision for
the future you want to achieve.

What's the itch?

List the various ways of expressing the itch or itches. Then cluster the list to reveal themes
and relationships between the statements. Finally, choose the most compelling itch or cluster
of itches to work on.

Adopted from *Think Better: An Innovator's Guide to Productive Thinking* by Tim Hurson.

What's the impact?
List how and why the itch affects you, the choose the most important aspects.

What's the information?
List all of the things you know and all of the things you wonder about the itch. Then choose the most important items.

Know	*Wonder*
What do you know about the issue?	*What do you wonder about the issue?*

Who's involved?

List all of the stakeholders and potential stakeholders for the itch and what is at stake for each one. Then choose the most important stakeholders.

Stakeholders
Who influences or is affected?

What's at stake?
What's at stake for these people?

What's the vision?

List as many potential target futures as possible. Then review the list and identify target futures that you actually have influence on, are important to you, and potentially require imaginative thinking (not an off-the-shelf solution).

What's Success?

In this step you define both "soft" and "hard" criteria for success.

Imagined Future

Create a richly detailed image of a desirable future compelling enough to motivate you toward success.

What's our DRIVE?

List as many potential success criteria as possible in terms of what an eventual solution must do, what it must avoid, what you are prepared to invest, the values you must live by, and any essential outcomes. Then review the list and highlight the most important observable success criteria.

Do	Restrictions	Investment	Values	Essential Outcomes

What's the Question?

In this step you identify what problems need to be understood and solved to get to where you want to be.

How might we...?

List as many problem questions as possible. These are questions that ask how you might get there. Then highlight the most important questions.

Your Catalytic Question(s)

Select one or more of the problem questions that if answered will create a potential lead to your target future. These will be your catalytic questions.

Generate Answers

In this step you brainstorm to find ideas that might addresses the catalytic question(s) you identified in the previous step.

Answering the Question(s)

List as many ideas as possible that could help address your catalytic question(s). Then converge on three to six ideas that, when fully developed, may result in useful solutions.

Don't have the answers?

That's okay! We're here to help. We understand large-scale efforts to drive change seldom have simple, straight-forward solutions, which is why our 16 years of designing and delivering tailored learning experiences helps meet your strategic needs.

Schedule a discovery call today to find the best answer!

Vivayic

Forge the Solution

In this step you answer the essential questions "How well do these ideas meet our success criteria?" and "How can we develop them to be as powerful and effective as possible?"

Evaluating for Success

Compare the most promising ideas from Step 4 with the key success criteria from Step 2.

Evaluate column by column and mark intersections "+" if the idea meets a given criterion, "–" if the idea does not meet the criterion, or blank if the idea neither meets nor does not meets a criterion.

Success Criteria from Step 2

Ideas from Step 4

POWERED-UP Solutions

Using the POWER tool, evaluate, stress-test, improve, and refine each selected idea to create a robust solution. Then rewrite each solution in a way that clearly communicates its essence and can form the bases of a preliminary action plan.

Positives	Objections	What else?	Enhancements	Remedies

What we see ourselves doing...

Align Resources

This step is where you explore the tactics required to convert your strategy into action.

Action steps
List all of the possible action steps required to complete the plan without attempting to prioritize or sequence them. Cluster the action steps to eliminate duplications, group steps and sub-steps, and clarify individual tasks.

The Big Picture
Assess the big picture by identifying potential assistors and resistors. Add any additional action steps necessary.

Who's in charge?
Ensure that each action item has an owner who is committed to completing the task.

Wall of Time
Create a Wall of time to place clusters of action steps in a sequence and rearrange them according to any dependencies.

EFFECT analysis
Conduct an EFFECT (Energy, Funds, Free time, Expertise, Conditions, Things) analysis of each action step to determine the required resources. Add additional actions steps if necessary

What's the outcome?
Identify and list observable outcomes for each action step.

Take Action
Organize information for each action onto an "action sheet" or transfer into your preferred project management software.

Reach Out
From ideation to execution, developing effective learning experiences requires a deep dedication to understanding how people learn and providing comprehensive services that enhance the experience of all learners. We want to help!

Schedule a Discovery Call
Let's work together to design and deliver a tailored learning experience that helps meet your strategic needs.