

EVALUATING THE SOLUTION

AND

TESTING A SOLUTION

- ① HAVING PROBLEMS AT WORK IS NORMAL BUT GOOD EMPLOYERS ARE ABLE TO COME UP WITH SOLUTIONS

COMPLAINING
is finding fault
WISDOM
is finding solutions

- ② WHY IS IT IMPORTANT TO EVALUATE DIFFERENT SOLUTIONS TO PROBLEMS ?

Do you go for the first solution you think of – or are there different solutions?

- ③ WHAT HELPS YOU WHEN YOU ARE TRYING TO FIND AND TEST A SOLUTION TO A PROBLEM?

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4 A REAL LIFE PROBLEM

A real-life example.

Seven staff work in a Community Café but there has been a problem with money going missing and the managers don't know who may be stealing. There are a number of problems:



- Suppliers come in every morning before staff for deliveries and they have keys to the premises.
- Some ex-staff still have a key to the premises.
- There is a CCTV camera system but the cameras do not cover all the internal space.
- Money for the float is always left overnight in a jar hidden from view ready for the till the next morning.

What solutions to this problem can you think of? How would you test the solution ?

The real-life answer to the problem is below upside down.

5 Steps to finding solutions

Don't blame others

Focus on thinking positively about the solution

Listen to everyone

Don't rule out any suggestion

Try different things

It may be that the solution comes from different things and not just one

Test the results and compare the different solutions

It's important not to jump to the first answer but test the effectiveness of the solution and talk to others about whether they too feel that the problem has been solved.

Review, Review, Review

Once you have got good at fixing a solution it will give you confidence to try to fix other problems and keep thinking about how you can do things better. Seriously, you could become known as the person in work who gets problems sorted!



WHAT ACTUALLY HAPPENED. In the end one of the staff came up with a solution and executed it – he ordered a heap but strong safe from Amazon which was delivered the next day. He then bolted it down to the floor and only 2 people know the combination. Since then no money has gone missing!