

: *What is proactive problem solving?*

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Proactive problem solving is about identifying problems early to avoid them or minimize and resolve them. Agile managers must collaborate to detect, identify and if possible prevent problems, and then improve processes, tasks, products or work systems. Proactive problem management aims to detect and prevent future problems. A problem is a gap between the existing state and the desired state of a system. A problem is identified as a deviation from a norm, standard, or the status quo.

Problem-solving is an ongoing process with multiple steps. One model identifies the following steps for an effective problem-solving process:

1) monitoring and identifying problems and the issues, 2) understanding stakeholder interests in a problem or issue, 3) diagnose the causes of the problems and list possible options and solutions, 4) evaluate the options and decide on actions, 5) take proactive action and agree on contingencies, monitoring, and evaluation.

References

Goldenstern, C., "Proactive Problem Solving and Creating Non-Events," Kepner-Tregoe at URL <https://www.kepner-tregoe.com/blog/proactive-problem-solving-and-creating-non-events/>

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