

WHAT THE DUCK: PROBLEM-SOLVING

APPROACH

Break it down: A problem can seem overwhelming. But dividing it into smaller elements allows you to use different perspectives as you reflect upon the best solution.

What if the elements of your problem were elements of a duck instead?

1. **Buoyancy:** *What is keeping this problem afloat? Why is it sticking around &/or bothering you? Why is it important now?*
2. **Bills & beaks:** *What are the important details that are controlling the outcome? What is the biggest danger if the problem is not resolved? What is the worst-case scenario? What is your biggest fear about this problem?*
3. **Feathers:** *What resources, strengths & talents can you use to solve the problem?*

Slipstream: *Migrating birds fly in a V-formation to use less energy and share the load. Involve others. Enlist someone objective to discuss the problem – and listen to their opinion seriously. Think about who you need to enlist to ensure your solution works.*

BENEFITS

Using the 'What the Duck' approach allows groups to...

- *examine problems more objectively*
- *be curious instead of emotional*
- *consider potential causes & solution more fully*

THE STRATEGY

Using a duck (or any other) metaphor, removes much of the emotion from a problem...

For the Flock of It All!!

What is your goal for solving the problem? Think big picture... think about the solution's potential impact upon the whole team.

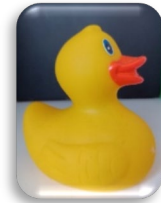
Who do you need to involve to ensure uptake of the solution? What is the lasting impact you can sell to the team?

What will be different if you solve this problem? What will be better?

How will things look? How will your team &/or colleagues know that the problem is solved?

WHAT THE DUCK!!

If the duck is the problem... What do you need to know about the duck?



Wings: *What is the ideal timing? Birds follow the seasons. In the spring they have their chicks, the summer sees feeding to grow strong for the challenges of the Autumn migration...*

What is the optimal timing for your solution? How will you prioritize your actions?

Oh, Tail Feathers!

Like ducks on migration... it is important to know where you are going. Where the solution of this problem will take you, what will give you the most 'lift' to solve it, & if the solution is worth the effort.

What direction will you fly? What must be considered to solve the problem & ensure it does not reoccur!