



**To be the “Great Problem Solver” and
the “Best Decision Maker”**

ARE YOU A LEADER?



BusinessWeek

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Guess :

Which one is the fastest growing market now in the world ?



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Columbia – from a center for drugs trafficking and ‘mafia heaven’ to a reviving economic countries.

How did they do that ?

Young Generation lead the nation

Meet the people who shape the nation....





Manuella Jarmillo, 28
Investment Manager,
Private Equity Firm

Sergio Upegul, 30
Senior Partner
Stock Firm

Nicolas Santos, 28
Restaurant Chains

Federico Jimeno, 26
Government Investor
Relation

Fernando Arbelaez, 32
Vice Minister of Agriculture

Nicolas Uribe, 30
Congress Member

Christina Plazas, 29
Member of City Council
Bogota

Arnoldo Casa, 27
Chief Economist - Bank

PROBLEM SOLVING

Definition of PROBLEM :

The Concise Oxford Dictionary (1995)

“A doubtful or difficult matter requiring a solution”

and

“Something hard to understand or accomplish or deal with.”

PROBLEM SOLVING

Masalah (Problems) dilihat dari motifnya dibagi menjadi 2 :

1. Goals / Tujuan :

Permasalahan yang timbul dalam proses pencapaian tujuan yang bertujuan mempertajam atau menyempurnakan tujuan yang ingin dicapai

2. Barriers / Hambatan :

Permasalahan yang timbul dalam proses pencapaian tujuan yang mengganggu atau menghambat tercapainya tujuan yang ingin dicapai dan beresiko tujuan yang dikehendaki tidak tercapai.

HUMAN VS PROBLEMS

Kekeliruan yang seringkali terjadi ketika manusia dihadapkan pada permasalahan :

1. Ignore / Mengabaikan

2. Procrastinate / Menunda

3. Avoid / Menghindari

6 STAGES OF PROBLEM SOLVING

1. Problem Identification
2. Structuring The Problem
3. Looking for Possible Solutions
4. Making a Decision
5. Implementation
6. Monitoring / Seeking Feedback

1. PROBLEM IDENTIFICATION

Recognize your problems “EARLIER”:

- a. Make a list / write down your problems
- b. Use your feelings (not negative emotions)
- c. Find the Challenge / find some benefits or opportunity

2. STRUCTURING THE PROBLEM

Define your problems :

a. Focus on the problem itself by ask :

What is the situation?

What would I like the situation to be?

What is the obstacle that is keeping me away from my desired situation?

b. Just The Facts!

c. Be Specific & Concrete

3. LOOKING FOR POSSIBLE SOLUTIONS

Rules of “**BRAINSTORMING**” :

- a. Devise lots of Solutions
- b. Don't judge your Solutions
- c. Have a variety of Solutions

Tips for thinking up lots of different solutions :

- Be Realistic
- Be Specific
- Ask for help

4. MAKING A DECISION

Tips : The **Goal** is to find the **BEST SOLUTION** to your problem, **NOT THE PERFECT SOLUTION**

Ask yourself :

- a. Will this solution fix my problem and help me reach my goals?
- b. How much time and effort does this solution involve?
- c. How will I feel if I pick this solution?
- d. What are the costs and benefits of this solution to myself and others right now and in the long term?

5. IMPLEMENTATION

Most difficult step → start carrying out the solution we choose.

Most people are afraid that they might have picked the wrong solution → this is not helpful thinking!

HOW???

Make an **“ACTION PLAN”**

6. MONITORING / SEEKING FEEDBACK

Common Question :

“What do I do if my solution isn’t working?”

The best thing to do is to recycle through the different steps and ask yourself the following questions :

- a. Did I define the problem properly?
- b. Were my goals realistic?
- c. Are there other possible solutions?
- d. Is there a better solution that I could have picked?
- e. Did I carry it out as planned?

11 Natures to be “The Great Problem Solver”

1. They don't need to be right all the time
2. They go beyond their own conditioning
3. They look for opportunity within the problem
4. They know the difference between complex and simple thinking
5. They have clear definition of what the problem is
6. They use the power of words to connect with people
7. They don't create problems for others
8. They do prevention more than intervention
9. They explore their options
10. They have reasonable expectations
11. They do not have too many irrational fears when dealing with problems

5 Attitudes to be **“The Great Problem Solver”**

1. “I will make sure to do things carefully.”
2. “This problem can be solved.”
3. “I must persist until a solution is reached.”
4. “If I don’t solve it now, I will next time.”
5. “I am going to enjoy this process.”

5 Beliefs to be **“The Great Problem Solver”**

1. “There is no failure, only feedback.”
2. “There is a way to make this work.”
3. “Choice is better than no choice.”
4. “Success can be modeled.”
5. “Curiosity expands opportunities and possibilities.”

3 Habits to be **“The Great Problem Solver”**

- 1. Deep Probing**
- 2. Associating with the Past**
- 3. Recognizing Patterns**

3 Characteristics to be **“The Great Problem Solver”**

1. Risk Taker
2. Persistent
3. Enthusiastic
4. Meticulous
5. Adaptable and Flexible
6. Open Minded
7. Light-Hearted
8. Proactive
9. Curious
10. Non-Conforming

DECISION MAKING

Definition of Decision Making :

“The ART of choosing between two or more courses of action.”

DECISION MAKING

Decision Making is usually done in 2 situations :

1. Complex Situation
2. Simple Situation

STAGES OF DECISION MAKING

COMPLEX SITUATION

1. Identify the decision to be made
2. Gather relevant information
3. Identify alternatives
4. Weigh evidence
5. Choose among alternatives
6. Take action
7. Review decision and consequences

SIMPLE SITUATION

1. Problem Statement
2. Objectives
3. Alternatives
4. Consequences
5. Tradeoffs

TIPS FOR MAKING A DECISION

- 1. Identify your goal**
- 2. Eliminate choices by setting standards**
- 3. Don't worry about finding the "best"**
- 4. Be aware of biases**
- 5. Try not to rush**
- 6. Don't sweat the small stuff**
- 7. Do a postgame analysis**

5 Characters to be **“The Best Decision Maker”**

- 1. Stop seeking perfection**
- 2. Be independent**
- 3. Turn your brain off**
- 4. Don't problem solve, decide**
- 5. Admit your mistakes**