PROBLEM CHARACTERISTICS

Please identify the problem characteristics in the case problem on page 12 in the workbook. Once identified, please describe why you believe the characteristic applies.

Problem Characteristic	**Apply to this case?** Yes	No
Incomplete Communication	❑	❑
Unknowns	❑	❑
Inaccurate Information	❑	❑
Confusion	❑	❑
Hidden Emotions	❑	❑

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PROBLEM CHARACTERISTICS (CONT'D)

Problem Characteristic	Apply to this case? Yes	No
Different Viewpoints	❑	❑
Changing Impressions	❑	❑
Balanced Dilemma	❑	❑
Persistence	❑	❑

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PROBLEM LABEL

Review pages 55 through 65 in the workbook as a guide in writing your problem label on the lines below:

_____

_____

_____

_____

_____

_____

_____

_____

_____

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TEAM CASE PROBLEM: CAUSE ANALYSIS

Using the information documented in problem-solving Steps 1 and 2 for your case problem, rewrite your problem label and then review the facts, symptoms, and proposed labels to search for possible causes. Transfer the causes you've already identified to this worksheet. Please check to be sure that you are transferring causes only and not effects.

Part I

Problem Label:

_____

_____

_____

_____

Possible Causes (from Steps 1 and 2):

_____

_____

_____

_____

_____

_____

_____

_____

_____

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TEAM CASE PROBLEM: CAUSE ANALYSIS (CONT'D)

Part II

After reviewing the six tools to identify problem causes, list additional causes as you think of them.

Additional Causes:

_____

_____

_____

_____

_____

_____

_____

_____

_____

Root Cause:

_____

_____

_____

_____

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POSITIVE/NEGATIVE FORCES ANALYSIS FOR CAUSES

What forces lessen or minimize the problem?	What forces worsen or contribute to the problem?

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CHRONOLOGICAL PROBLEM ANALYSIS WORKSHEET

Major symptom/cause	When did it start?	What happened then?

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TEAM CASE PROBLEM: DECISION MAKING

Please apply these steps to your list of optional solutions from page 91 in the workbook. The numbers in parentheses refer to the decision-making tools listed on page 100.

1. Use appropriate tools (1, 2, or 3) to concentrate on narrowing your complete list of optional solutions.

   What tool did you decide to use?_____

   List solutions remaining:

   _____

   _____

   _____

   _____

   _____

2. Use appropriate tools (such as 4 and 5) to help develop a common sense of which option will work better.

   What tool did you decide to use?_____

   List solutions remaining:

   _____

   _____

   _____

   _____

   _____

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TEAM CASE PROBLEM: DECISION MAKING (CONT'D)

3. Decide on the best optional strategy on your narrowed list of solutions using a prioritizing tool (6) or criteria matrix (8). Use the worksheets on pages 104 or 106 in the workbook once you decide on the tool.

   What tool did you decide to use?_____

   List solutions remaining:

   _____

   _____

   _____

   _____

   _____

4. If you decide there's more than one necessary or workable solution, organize your top priorities into a combined strategy (7).

   Write combined strategy:

   _____

   _____

   _____

   _____

   _____

5. When you've reached a consensus decision, test your proposal with the Decision Quiz on page 111 in the workbook.

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