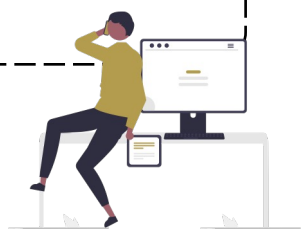
Rapid solution sprint by apex

Problem or Conflict

1

Someone has a problem, for example the person isn't satisfied with the project progress.



Sensitization of the counterpart

2

Talk to the person to make sure they are open to the next steps. If there's no willingness to engage, a break/cool down may be necessary.

Cool down/break

Opposite party IS NOT open to problem solving

Opposite party IS open to problem solving

5 WHY method

3

1. Identify the problem clearly.
2. Ask "Why?" the problem happened and note the answer.
3. Ask "Why?" again based on the previous answer.
4. Repeat this process multiple times to dig deeper.
5. Find the root cause and address it.
6. Get confirmation: „If we solve the root cause together, would this fix the situation?"

Finding solutions together that address the problem

4

Create a simple, testable solution.

Focus on the easiest to implement solution first.

Creating an action plan

5

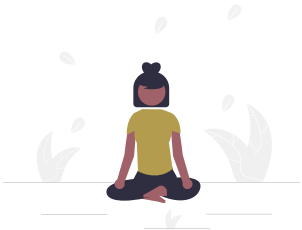
Create a plan on how to implement the solution.

Note: It does not have to be perfect, it should be doable!

Test it quickly to refine your solution based on what you learned.

Problem NOT YET solved

Problem solved



Problem or Conflict solved

6

Try to get a clear confirmation: „Did we solve the problem/ conflict?" This helps the other person gaining awareness of the results.

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