

## SIX PHASES OF PROBLEM-SOLVING

### Phase I: Point of Entry

1. Perceive the problem. What's bothering you?
2. Define the problem.
3. Identify preconceived and limiting ideas. Self imposed restrictions, or seeing what you want to see.
4. Vertical and lateral thinking. Do you dig a deeper hole, or dig elsewhere for the answer?

*Example: The person who only sees the potential for a brick as material for building is a vertical thinker. A lateral thinker might see the inherent qualities of a brick, consequently seeing the use of a brick well beyond material for a wall, chimney, etc.*

5. Saturation: Seeing familiar but Ignored data.
6. Utilization of all senses, e.g. touch, smell, sight, and taste.
7. Cultural and environmental blocks.
  - a. Taboos
  - b. Humor
  - c. Reason and intuition
  - d. Left and Right-brained thought
  - e. Tradition and change
  - f. Thinking through mental blocks
  - e. Environmental blocks
  - g. Accepting and incorporating criticism
8. Emotional Blocks
  - a. Fear of taking a risk.
  - b. No appetite for chaos.
  - c. Judging rather than generating ideas.
  - d. Inability to incubate.
  - e. Lack of challenge and excessive zeal.
  - f. Reality and fantasy.
9. Intellectual and Expressive Blocks
  - a. Correct language, e.g. verbal, visual, and mathematical.
  - b. Lack of, or incorrect information.
  - c. Inadequate language skills.