Tackling Wicked Problems

The 'tackling wicked problems' program is a combination of *one day workshop* and *follow-up coaching* designed to better equip you to identify and confront the complex and ambiguous problems you face in your organisation.

Tackling Wicked Problems

Do you face a wicked problem?

Problems have been identified as 'wicked' rather then 'tame' because they are difficult to define and near impossible to solve. Wickedness isn't just a degree of difficulty, wicked issues are different because traditional processes can't resolve them. A wicked problem has innumerable causes, is tough to describe, and doesn't have a right answer. They're the opposite of hard but ordinary problems, which people can solve in a finite time period by applying standard techniques. Not only do conventional processes fail to tackle wicked problems, but they may exacerbate situations by generating undesirable consequences.

Program Overview

The 'Tackling Wicked Problems' program is a combination of *one day workshop* and *follow-up coaching* designed to better equip you to identify and confront the complex and ambiguous problems you face in your organisation. The program introduces participants to a holistic approach for tackling these types of problems. We do this by focussing on three things.

- **Process:** Collaboration; Iterative and design focussed progress.
- **Skills:** Five types of thinking; Identifying levels of wickedness; Constructive dialogue.
- **Tools:** Dialogue mapping; Wicked problem graphs; Ladder of inference

Who is it designed for?

Leaders and teams who face complex, ambiguous and confusing problems.

Managers who desire additional skills to either help conquer current challenges, or to progress to the next level of leadership. You might also be a technical expert moving into a general management, strategic or senior leadership role.

We can customise the program for a whole team facing a specific wicked problem.

Benefits

Learning to tackle wicked problems can

- help you to step back and gain a better perspective.
  - identify underlying assumptions and worldviews
  - enable stakeholders to articulate their position
  - build a shared understanding of the problem
  - lead to exploration of multiple options and choose priorities

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For further information please feel free to contact us.

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