ADAPTIVE PROBLEM SOLVING

Fariba Fuller
Lis McNicholl
THE THINKING ENVIRONMENT

The quality of everything we do depends on the quality of thinking we do first and The quality of thinking depends on the way we treat each other while we are thinking

(Nancy Kline)
A way of listening without judgment
A way of inquiring without imposing
Words have different meaning for each person
PRACTICE

WORK IN PAIRS

STEP 1: INDIVIDUALLY (1 min)
Think of challenges

STEP 2: WORK WITH A PARTNER
Client: present the challenge
Coach: guide the conversation

5 mins each – Take turn

• Start with “What would you like to have happen?”
• Only use Clean Questions
AGILE: SCRUM

Planning

Backlog

Daily Review

Iteration

Completed

Reflection
The Improvement Kata

Practice and Learn a Scientific Way of Achieving Goals

1. Get the Direction or Challenge
2. Grasp the Current Condition
3. Establish your Next Target Condition
4. Conduct Experiments to get there
PRACTICE

WORK IN PAIRS

Use GROW COACHING FORM

7 mins each – Take turn
HARVESTING THE LEARNING

What?

So What?

Now What?