



# ADAPTIVE PROBLEM SOLVING

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# 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)*

# CLEAN LANGUAGE



*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

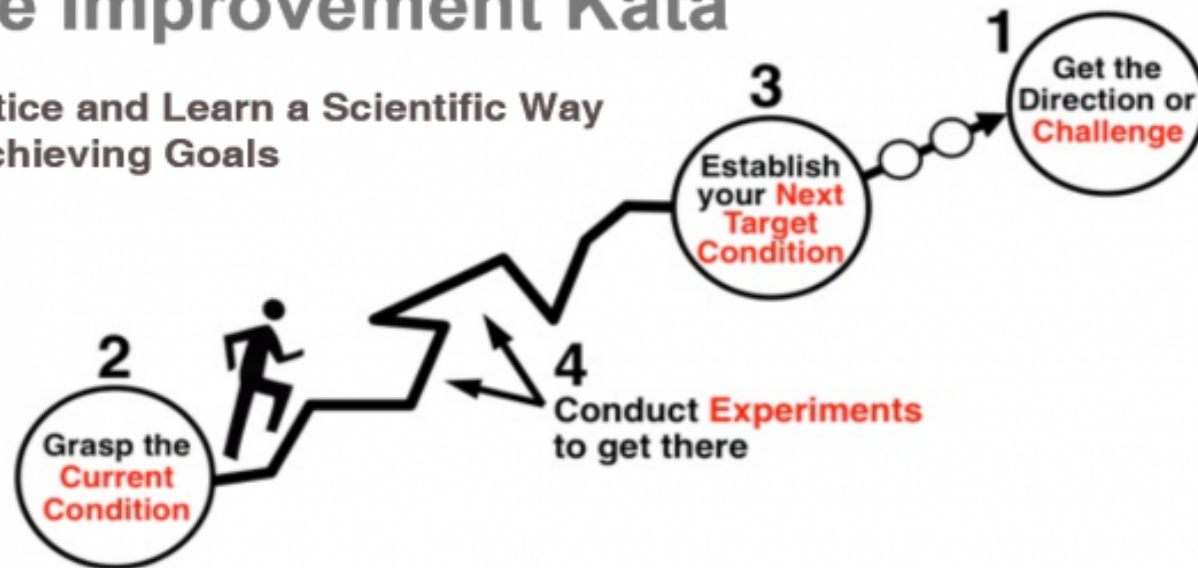
# AGILE: SCRUM



# THE IMPROVEMENT KATA

## The Improvement Kata

Practice and Learn a Scientific Way  
of Achieving Goals



# THE GROW MODEL



# PRACTICE



**WORK IN PAIRS**

**Use GROW COACHING FORM**

**7 mins each – Take turn**



# HARVESTING THE LEARNING

**What?**

**So What?**

**Now What?**