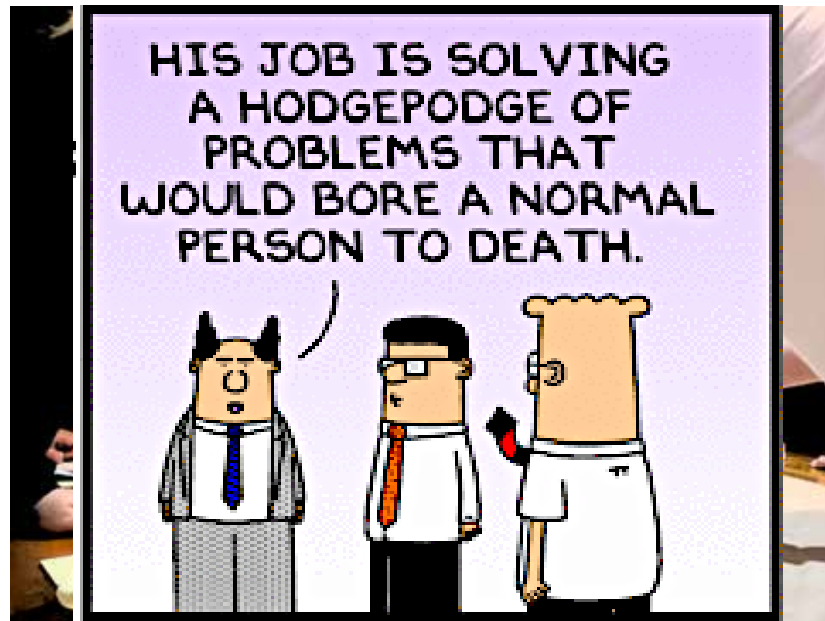
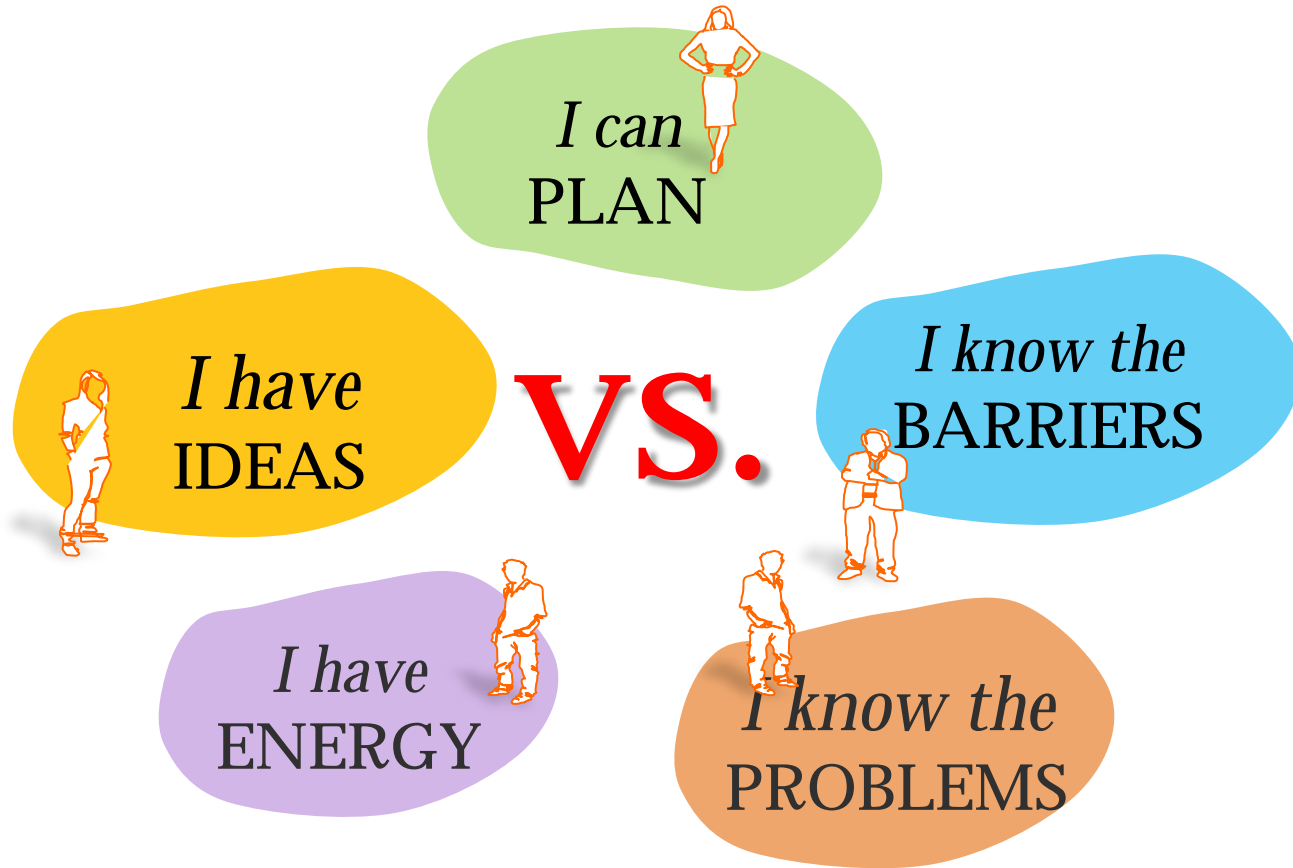


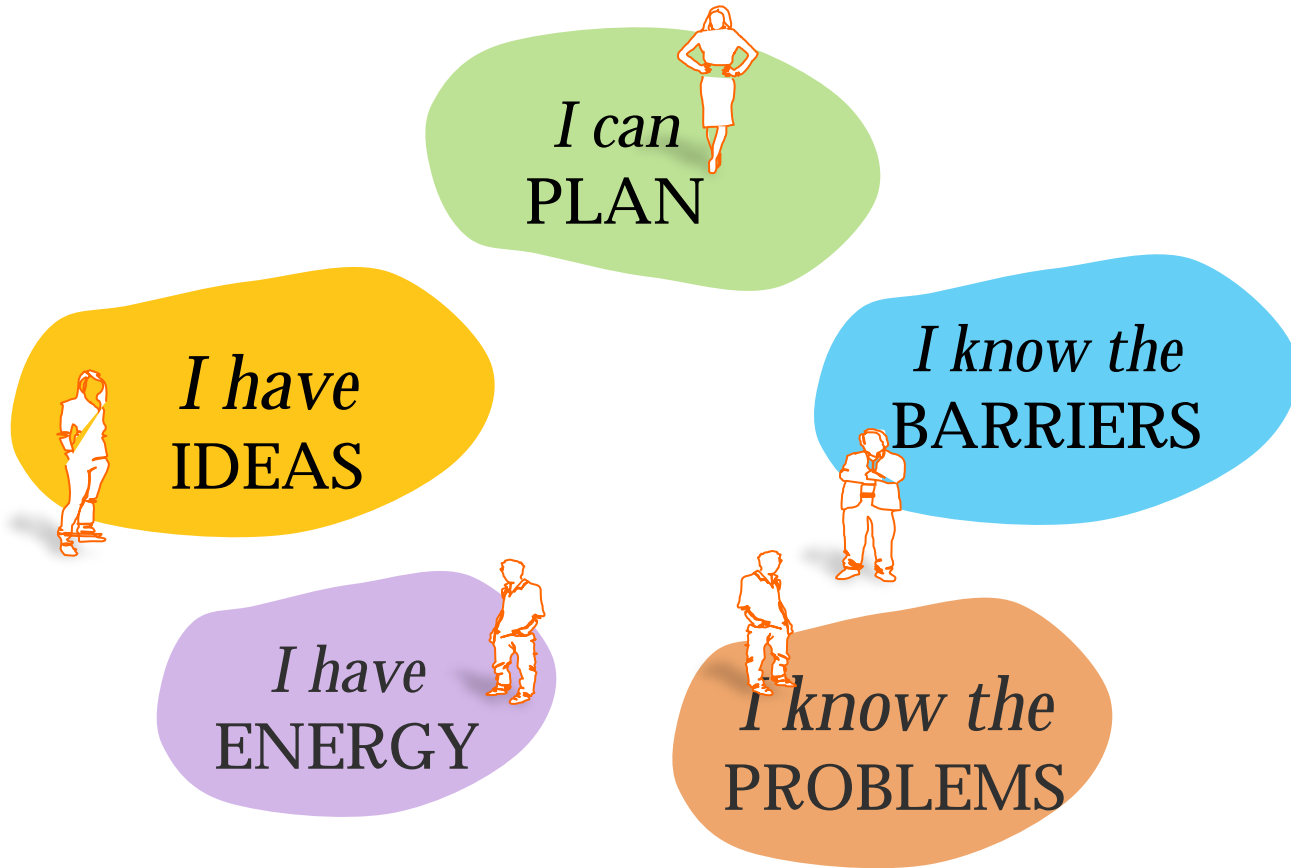
IT TAKES PROBLEMS



NEEDS OVER AS PROBLEMS

A mindful approach
to communal thinking
from **Minds at Work**







*I know the
PROBLEMS*



imagine
I



develop
D



evaluate
E



act
A

1. Frame the Questions

2. Sequence the Discussions

3. Quarantine the Inputs

Q1

Is it actually a problem?

Q2

Who thinks that?

Q3

Has it already been solved?

Q4

What (exactly) is it?

Q5

Why is it happening?

Q6

Where should we target our efforts?

I

Why not change something?

D

What would that look like?

Which would deliver the best results?

E

Who will do what?

A

Q1. Is it actually a problem?

THEY'RE EATING THE CATS & DOGS

LIVE | abc NEWS ★ 2024 PRESIDENTIAL DEBATE ★

Q2. Really? Who says?

Q3

Has it already been solved?

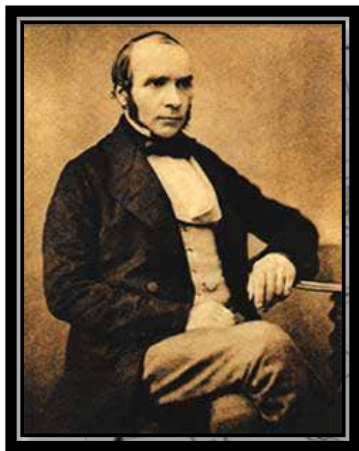


what is the problem?
what isn't the problem?
what has changed?
what hasn't?

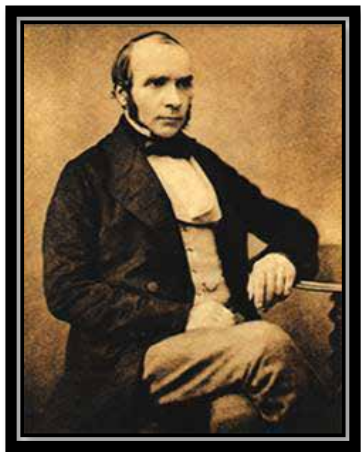
Q4



what has already been tried?
what hasn't?
what has already worked?
what has never worked?



1854



*who it isn't
+ where it isn't
+ when it isn't*

if it isn't
everyone, everywhere, everywhen, everyhow, everytime
then **YOU KNOW IT CAN BE SOLVED**
(and may already have been) by
someone somewhere somewhen somehow sometime



“people don’t get what we do”

“ratepayers are too stupid to get what we do”

“what we do is hard to understand”

“what we do is hard to explain”

“we’re not good at explaining what we do”

“we don’t have time to explain what we do”

why is it happening? **why** here and not there?
why now? **why** us? **why** like this?
why? but **why**? ok, but **why**?
so **why** is **that** happening? **why** not some other way?
why are we the ones to tackle this?
why?

why?

why?

why?

why?



Q5

“much of what
we do is
invisible”

“we shield
ratepayers
from realities”

“we don’t
develop our skills
to explain what
we do”

“rate payers
don’t understand
what we do”

***“we’re not good at
explaining
what we do”***

“we don’t **take**
time to explain
what we do”

“rate payer
expectations
are unreasonable”

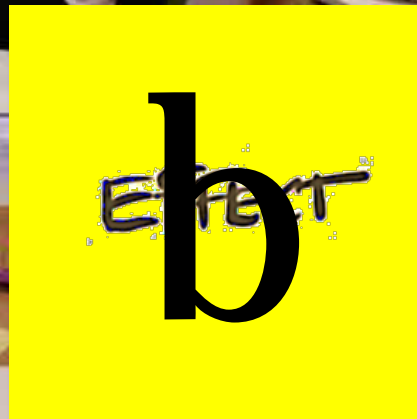
“we ratify
unreasonable
expectations”

“we take on
every issue”

“we’re
always
flat chat”

RESIDENT USES BLOWTORCH TO KILL SPIDER, SETS PARENT'S HOME ON FIRE







No clear KPIs for referral teams to respond

Requests logged in different systems

Not clear who owns a referred case



Insufficient time and resources to respond



Client doesn't always understand what we do

WHICH PROBLEM WOULD YOU LIKE TO TACKLE?

1st

2nd

3rd

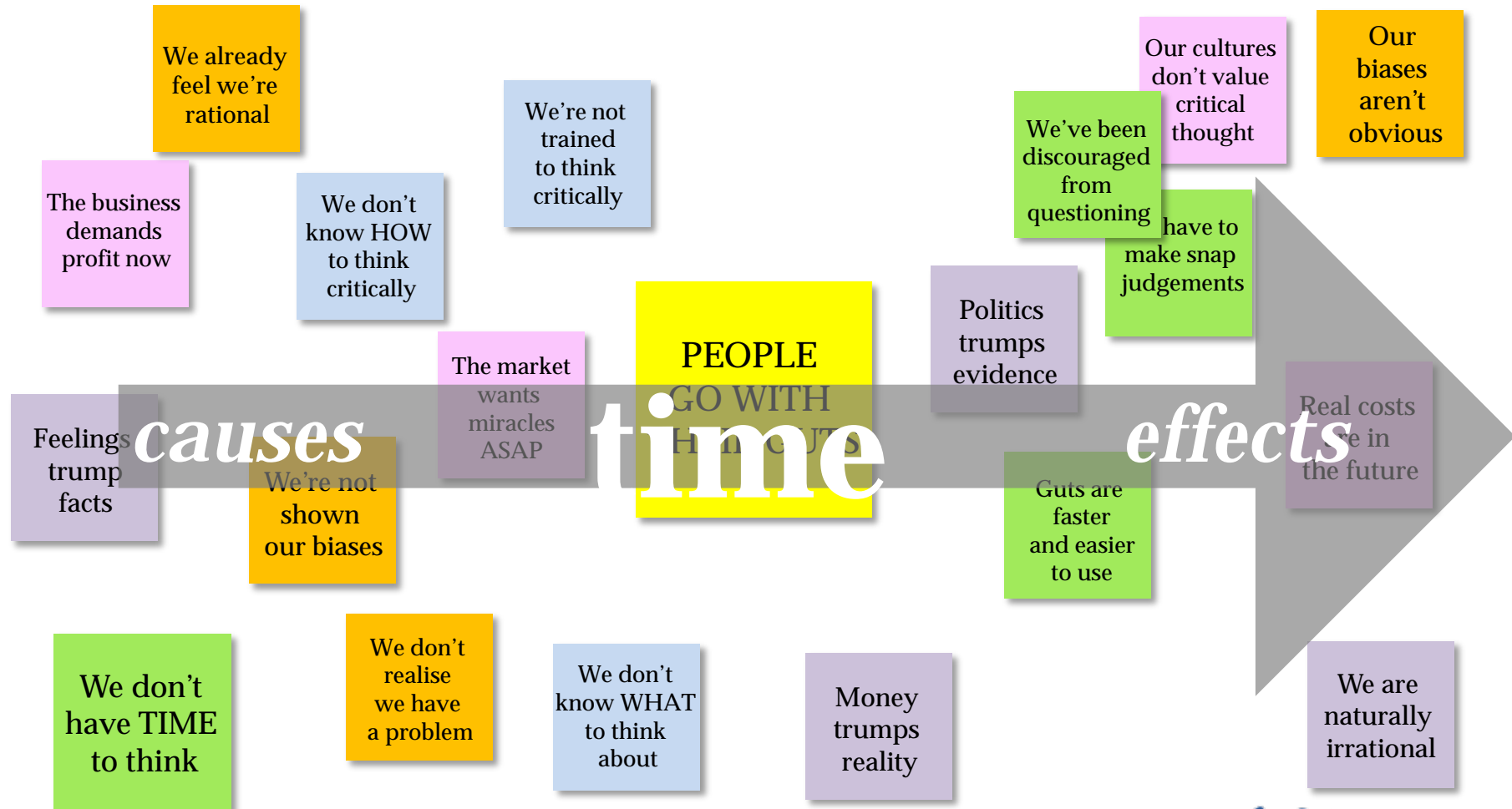
4th

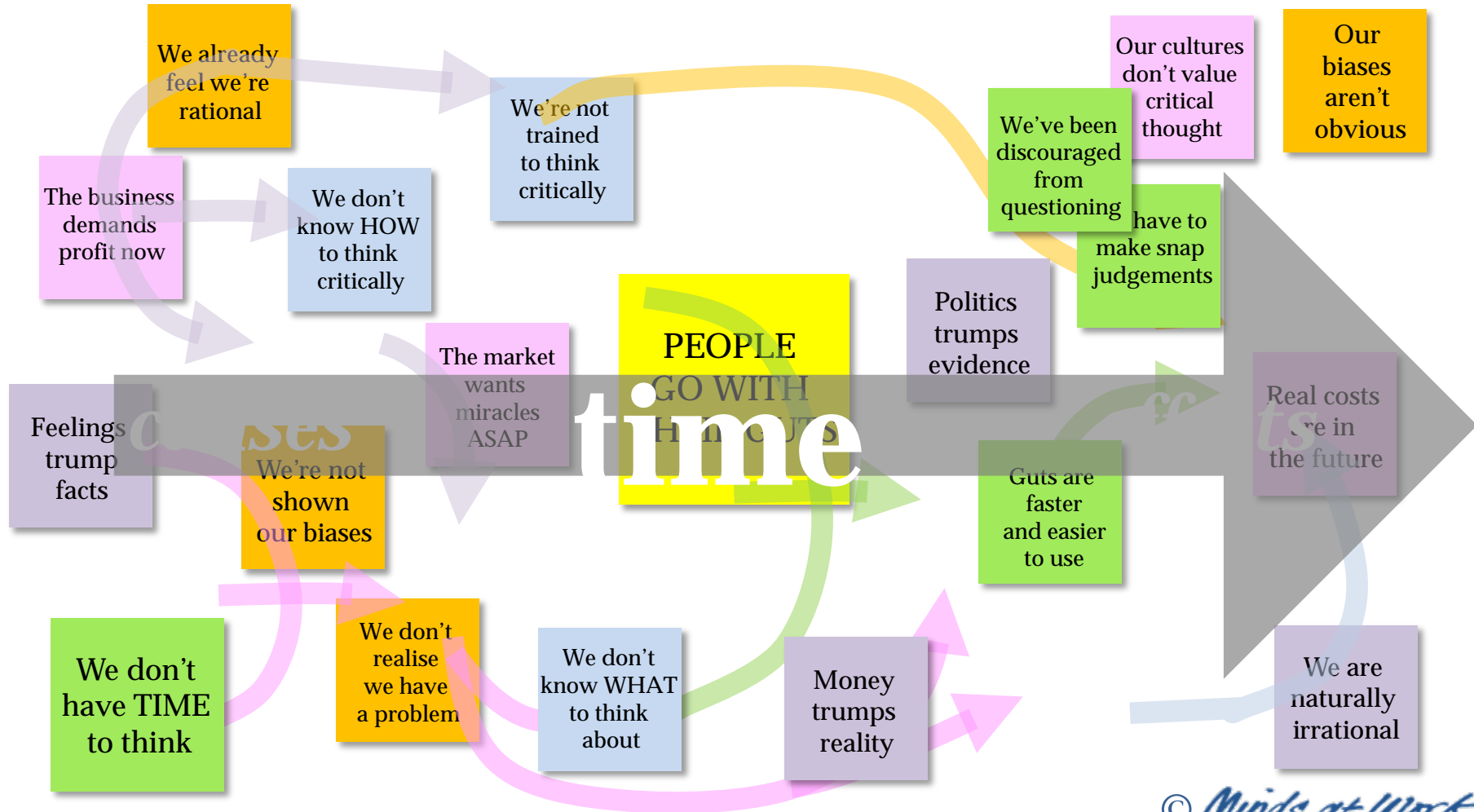
5th

6th

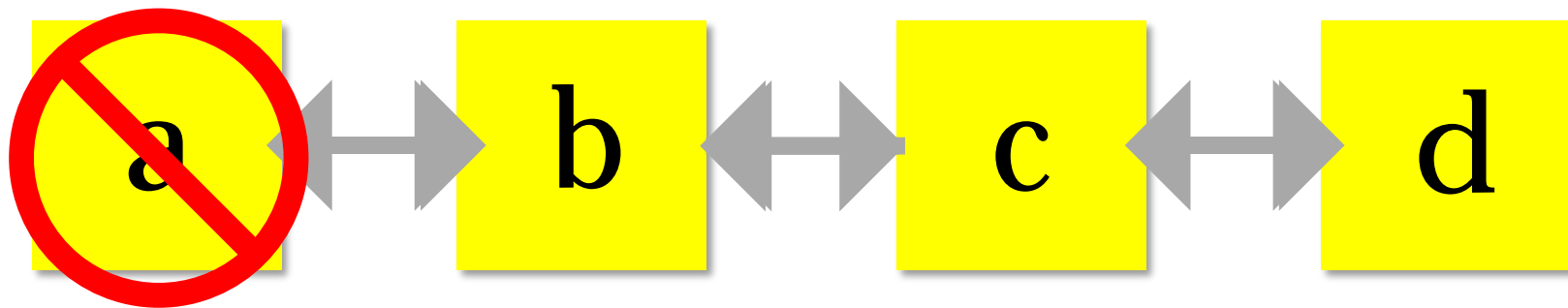
7th

8th

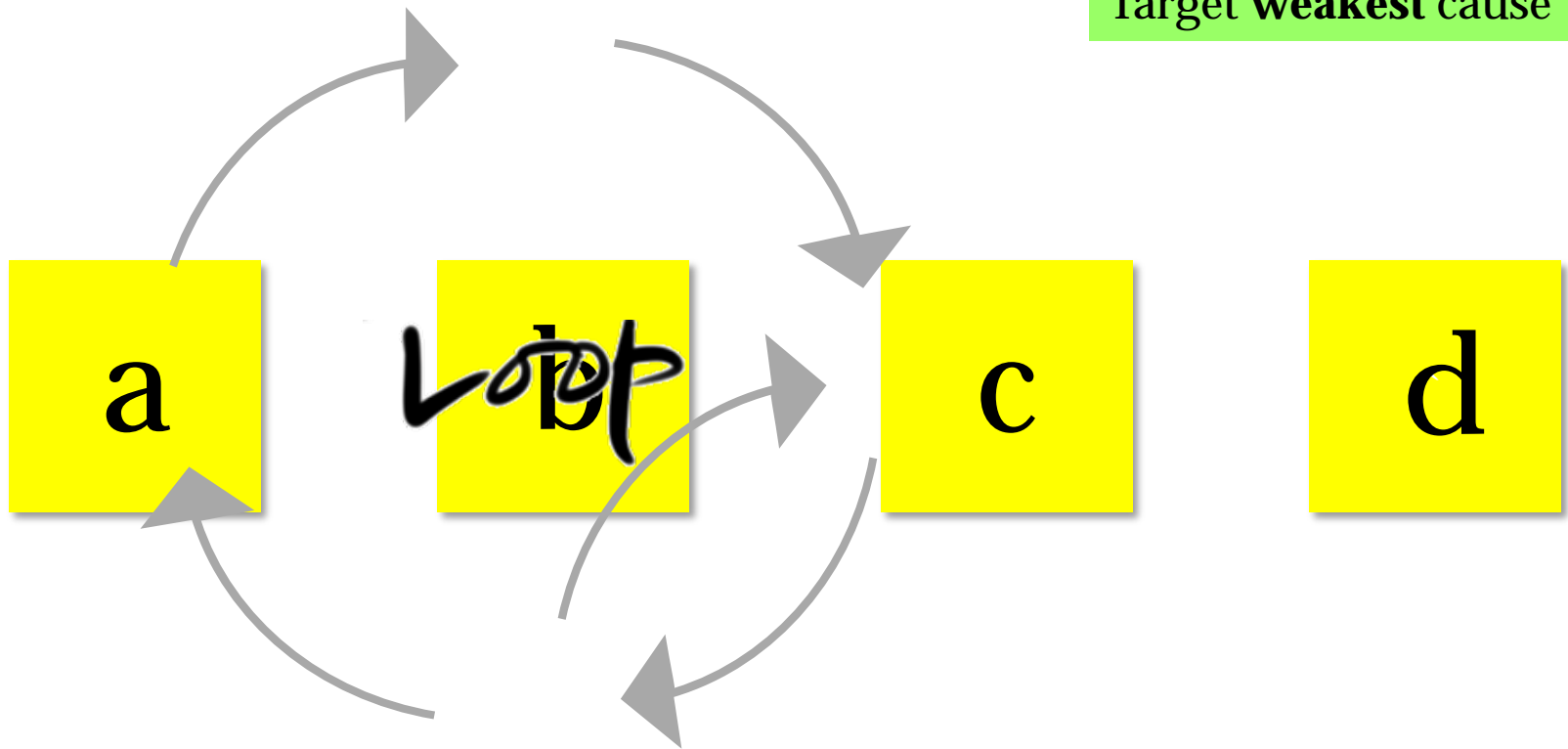




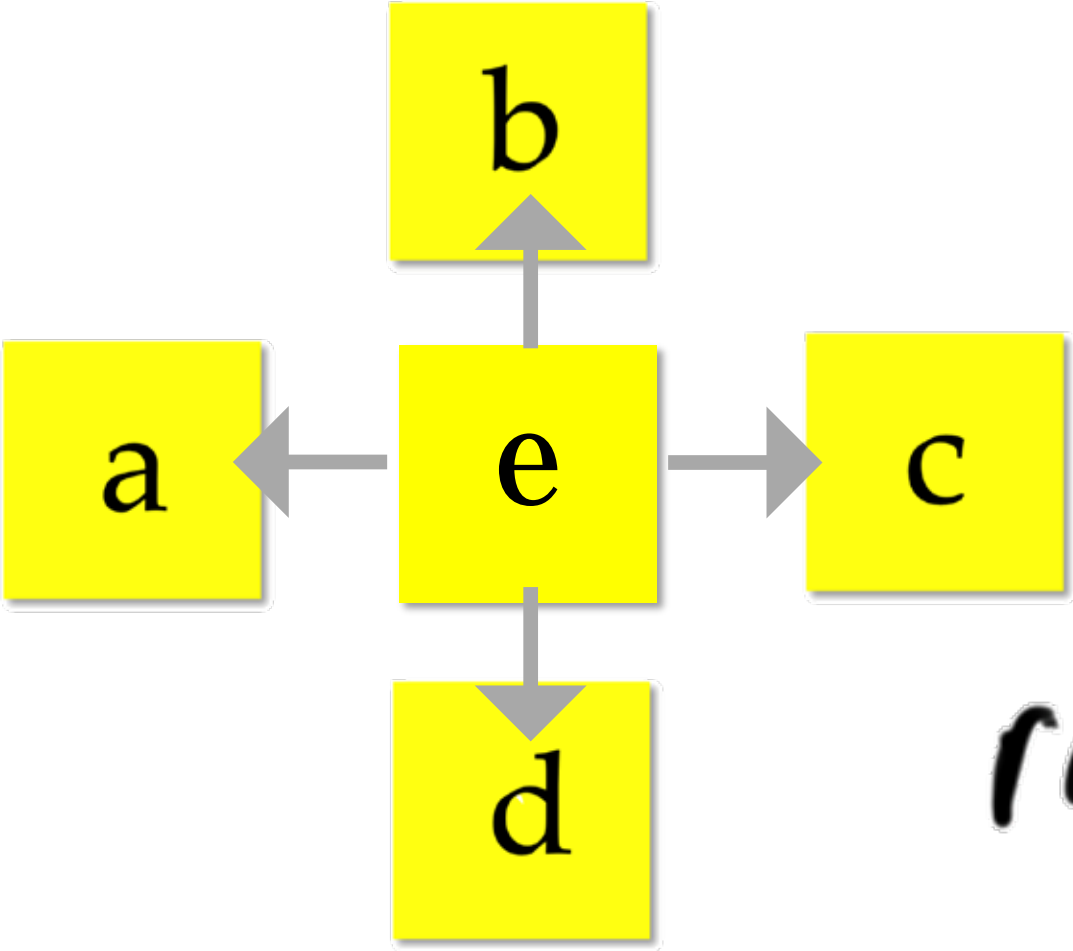
Target the **earliest** available cause



Chain

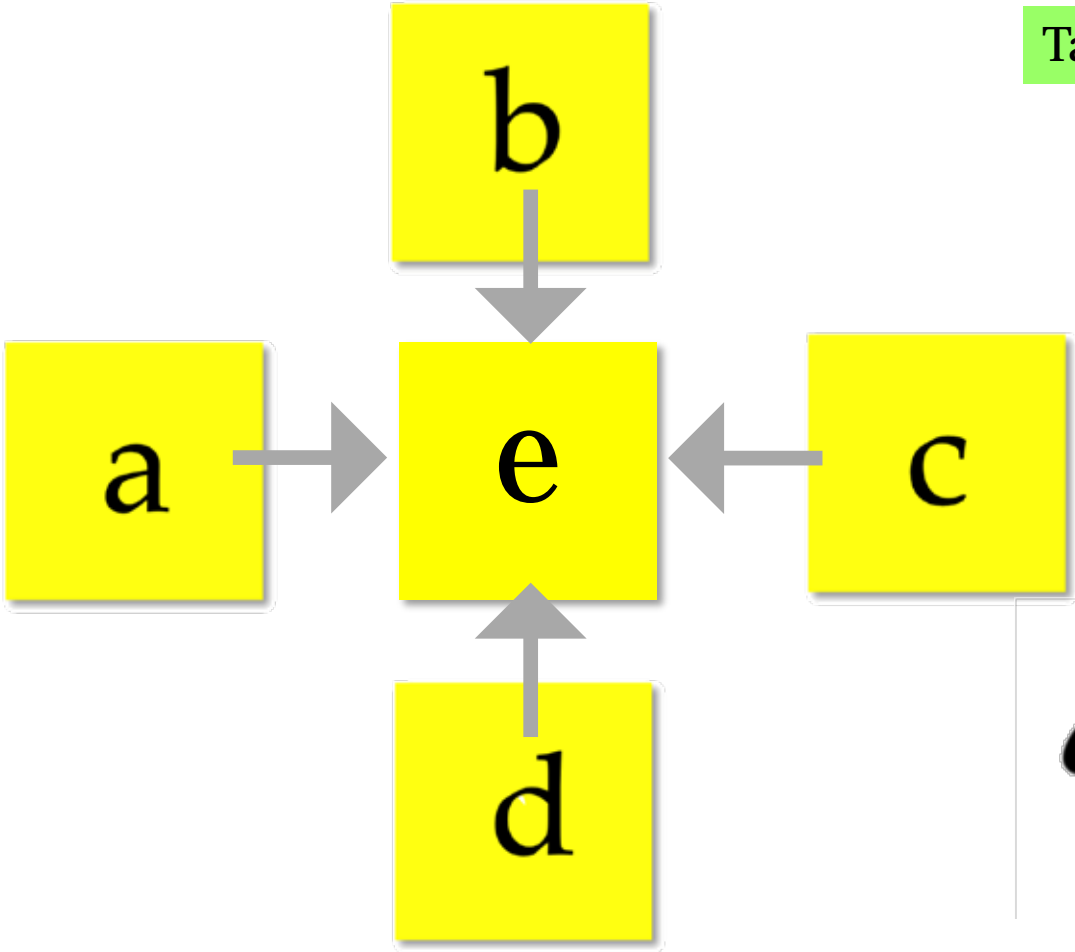


Target first



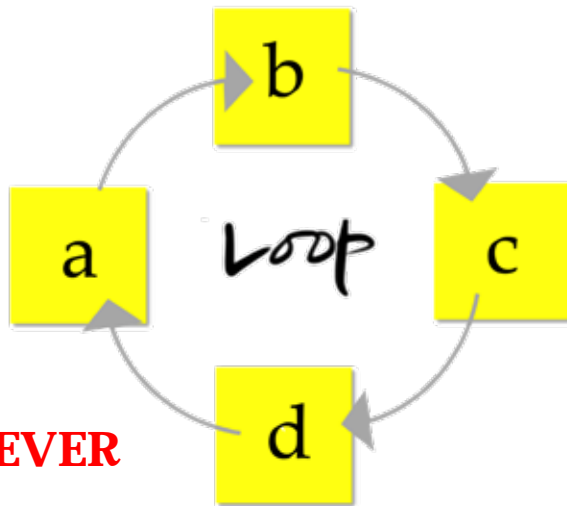
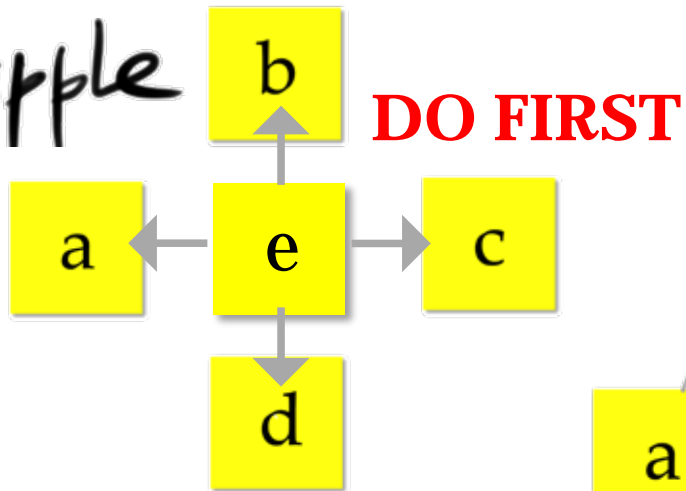
ripple

Target **all** available causes



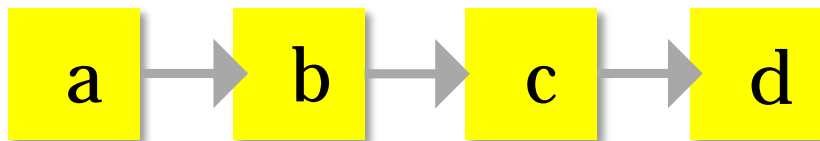
Cat's
claw

ripple



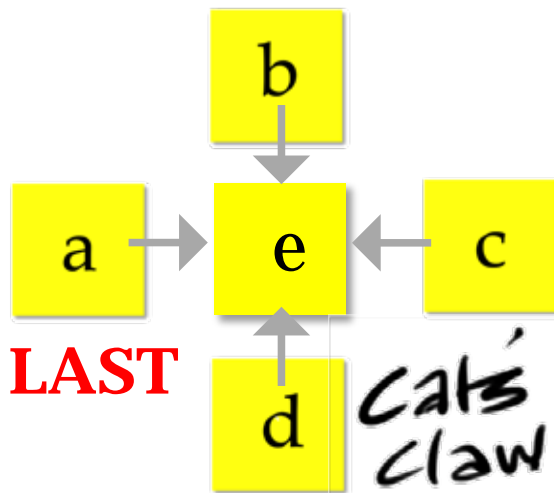
DO WHENEVER

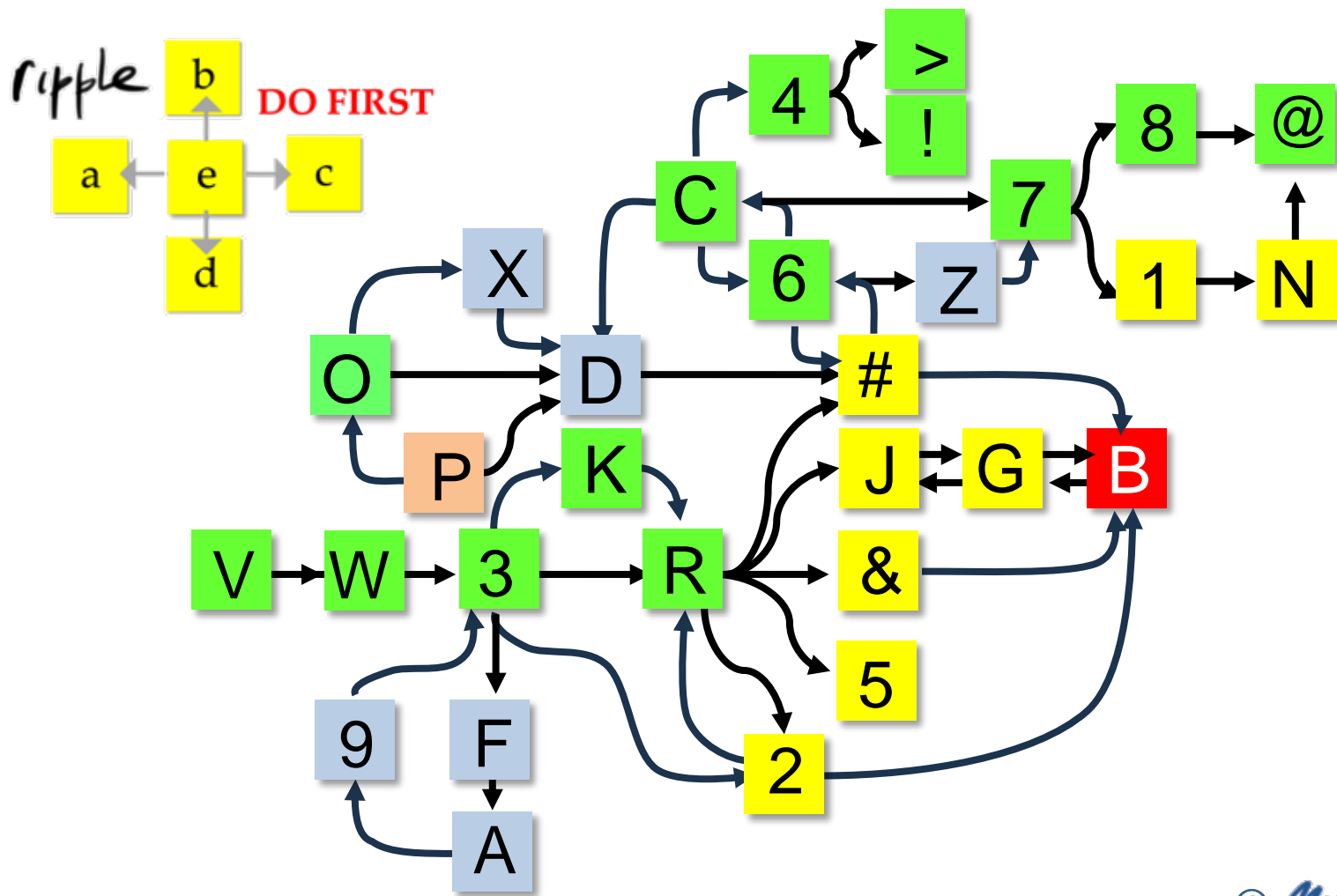
Chain

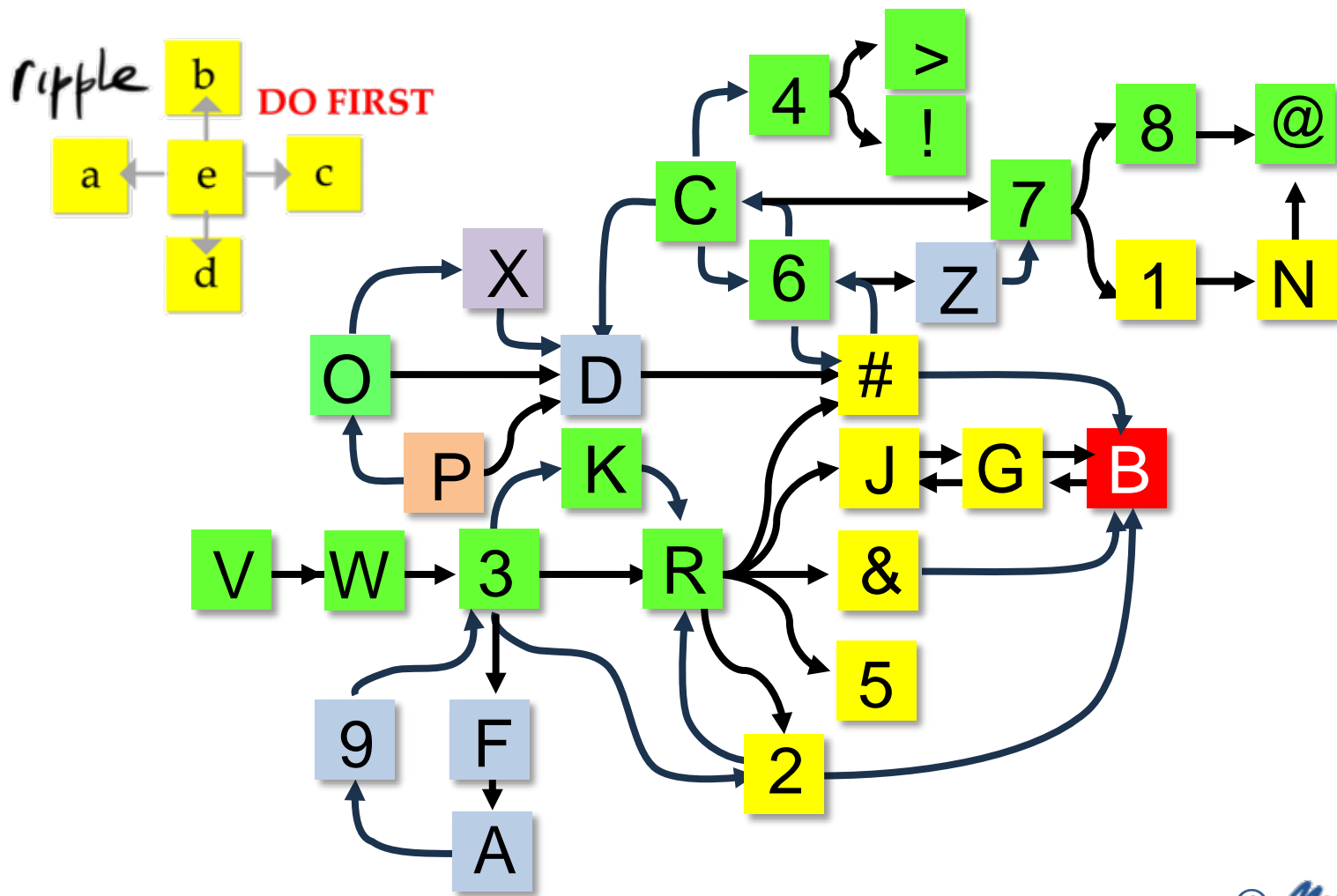


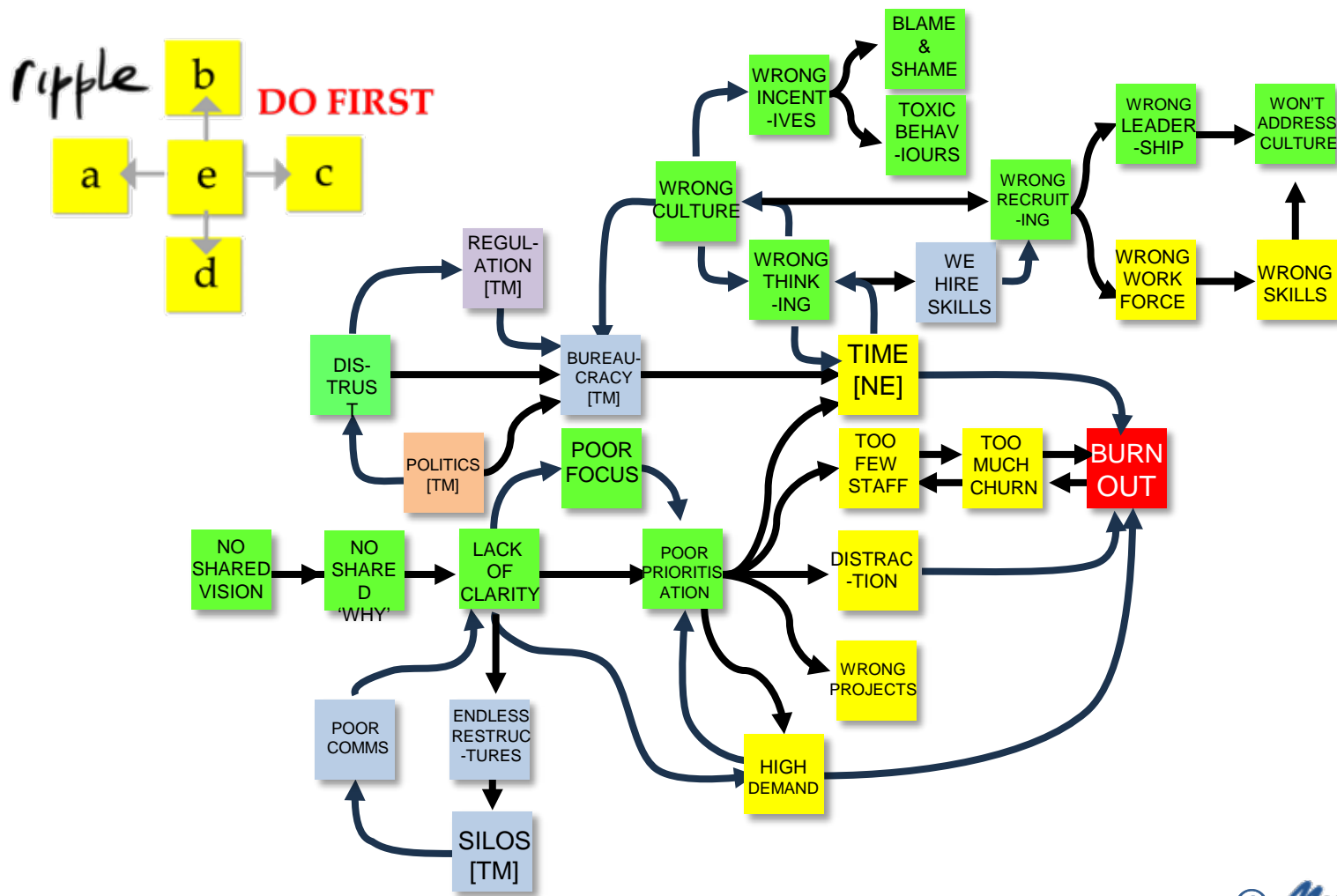
Q6

where should we focus our efforts?









A: try the opposite

B: redirect the energy

C: soften the blow

D: start again

E: make it work for you

F: explore the possibilities

G: get over it



where should we
focus our efforts?

Plan A (Antithesis): try the opposite

If you know what
you're doing really
isn't working, why
keep doing it?



Plan B (Bounce): redirect the energy



If you can't stop
the train why not
switch the tracks?

Plan C (Cushion): soften the blow

If you can't stop the
rain, why not put
up an umbrella?



Plan D (Deconstruct): start again

Imagine...
it's **all** gone.

Would you start again?
Would it be the same?
What would be
different?

1

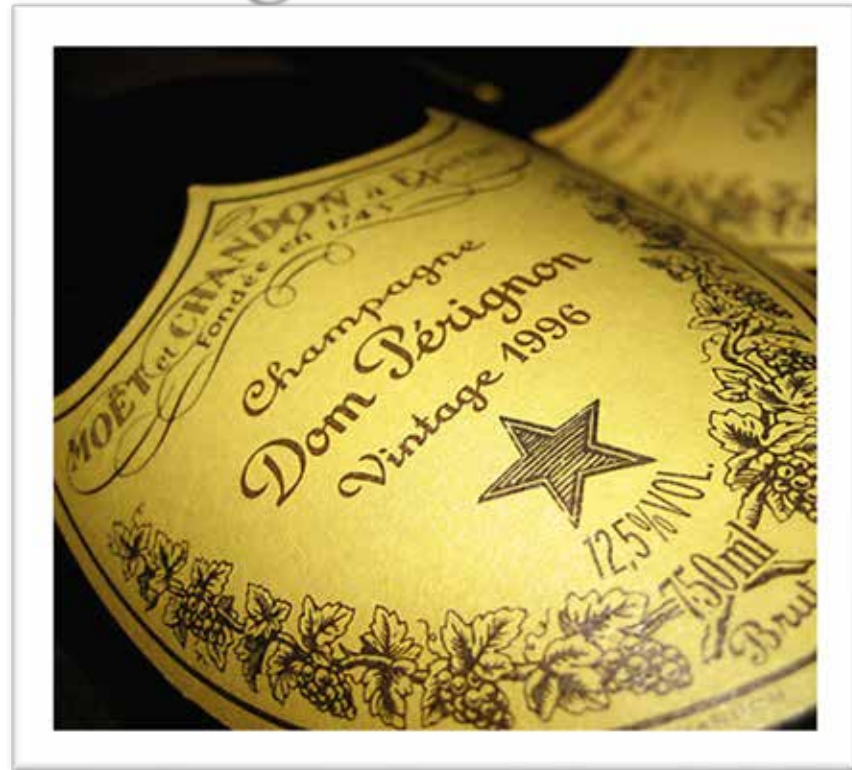
Plan E (Exploit): go with it

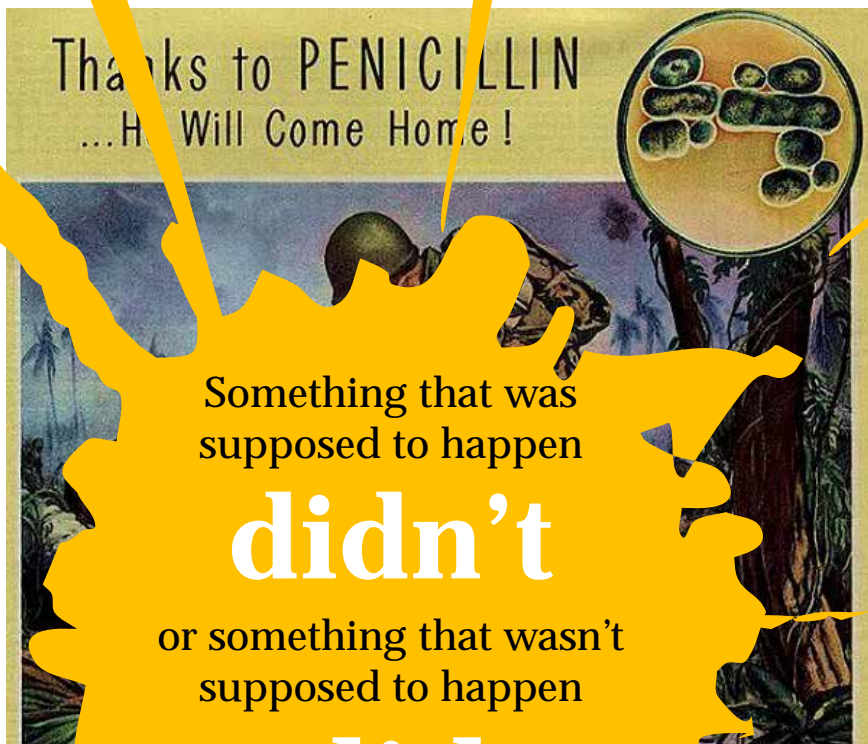


If you really
can't change it,
why not make it
work for you?

Plan F (Fortune): look again

Is it really a
problem...
or
a discovery?





Something that was
supposed to happen

didn't

or something that wasn't
supposed to happen

did

lifesavers, rubber bands, **potato chips**,
corn flakes, chaos theory, microwave, teflon,
pacemaker, **cheese**, razorwire, photography,
x-rays, weeties, shatterproof glass, dynamite,
vulcanised rubber, silly putty, **scotchguard**,
cholera vaccine, radium, waffle sole,
x-rays, smallpox vaccine, popsicle, **america**,
choc-chip cookies, raisins, **champagne**,
radio astronomy, sticky notes, denim,
artificial heart, margarine, sandpaper, **IKEA**,
group therapy, karaoke etc...

Plan G (Give up)







 Q7
imagine
what if we changed something?



+



=





1891



1948



1991



2006



James Naismith 1891

BASKET BALL OUTFITS.




INDOOR BASKET.

The baskets are strong iron hoops, with braided cord netting, arranged to be secured to a gymnasium gallery or wall for indoor use, or on an upright pipe the bottom of which is spiked to be driven into the ground for outdoor use. By means of a cord the ball is easily discharged after a goal is made.

Indoor Goals, per pair,	\$15.00
Outdoor Goals, per pair,	30.00
No. 10 Association Foot Ball, each,	1.25
American Rubber Foot Ball,	1.25

Prices for Special Portable Baskets for Exhibitions in Halls or low priced outfits given on application.

OUTDOOR BASKET.

1893



1912

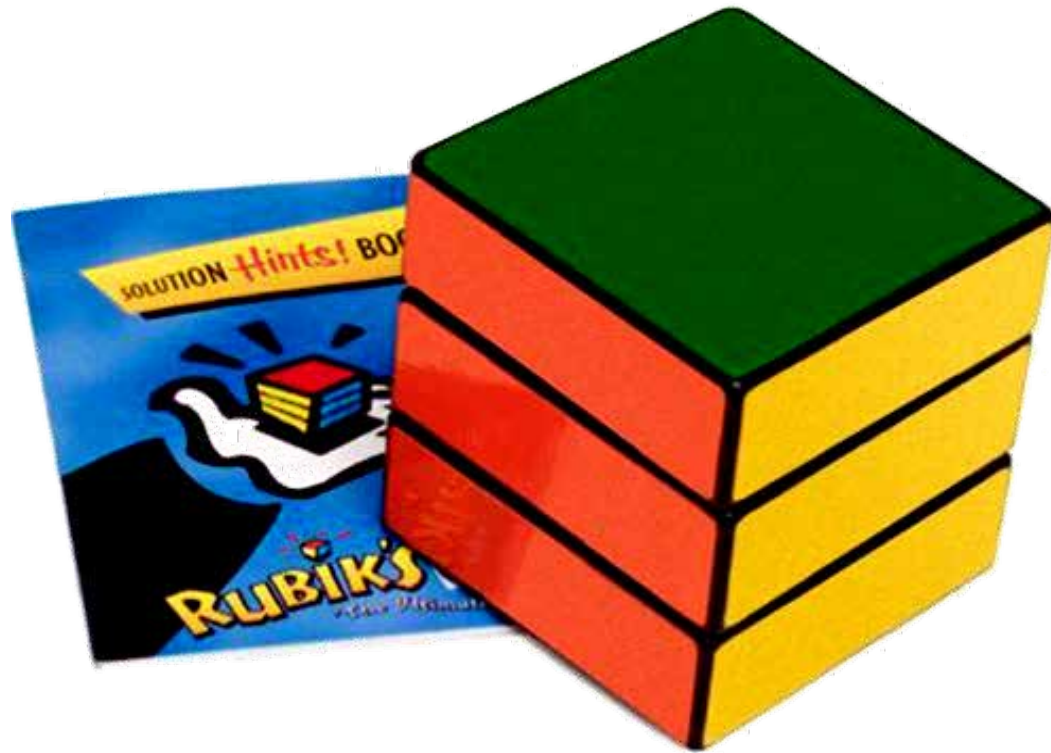


facial tissues
playdoh
nitrous oxide
bubble wrap
blutac
air conditioning
gramophone
microscope
telescope
compass
sunscreen
rogaïne
rocket
michelin star
steam engine
splenda



nothing has a
fixed purpose

internet
wheel
coca cola
thalidomide
botox
guinness records
bendy straws
beer mats
doritos
chainsaws
magstrips
listerine
laser
chopsticks
telescope
umbrella



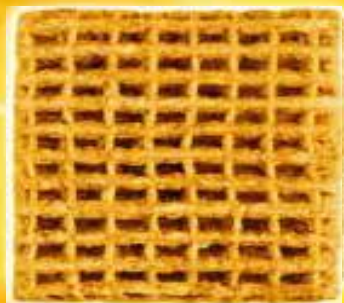


doll



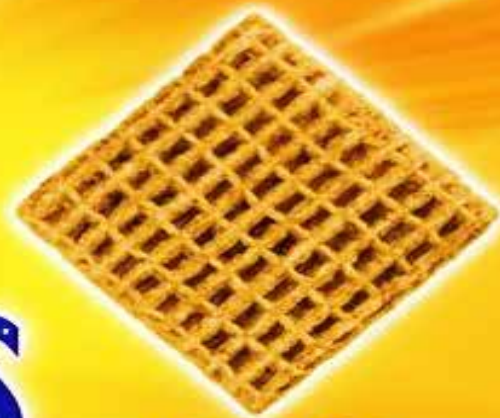
action
figure





OLD
(Boring)

NEW
Diamond
Shreddies



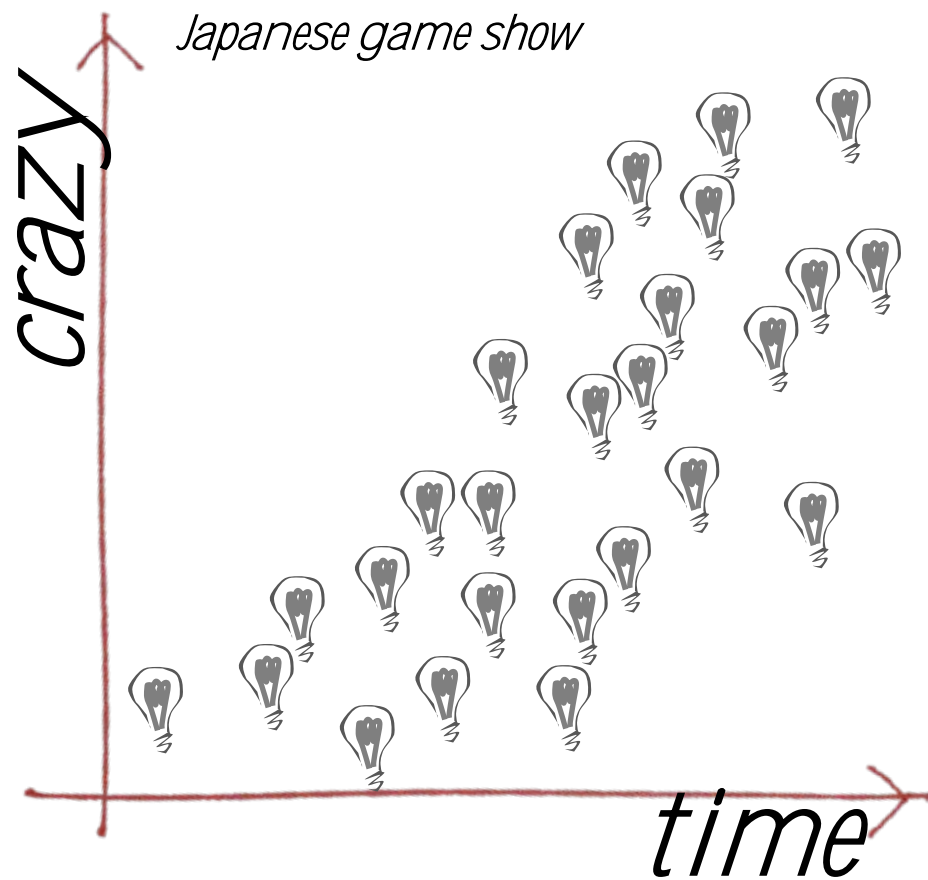
NEW
(Exciting!)

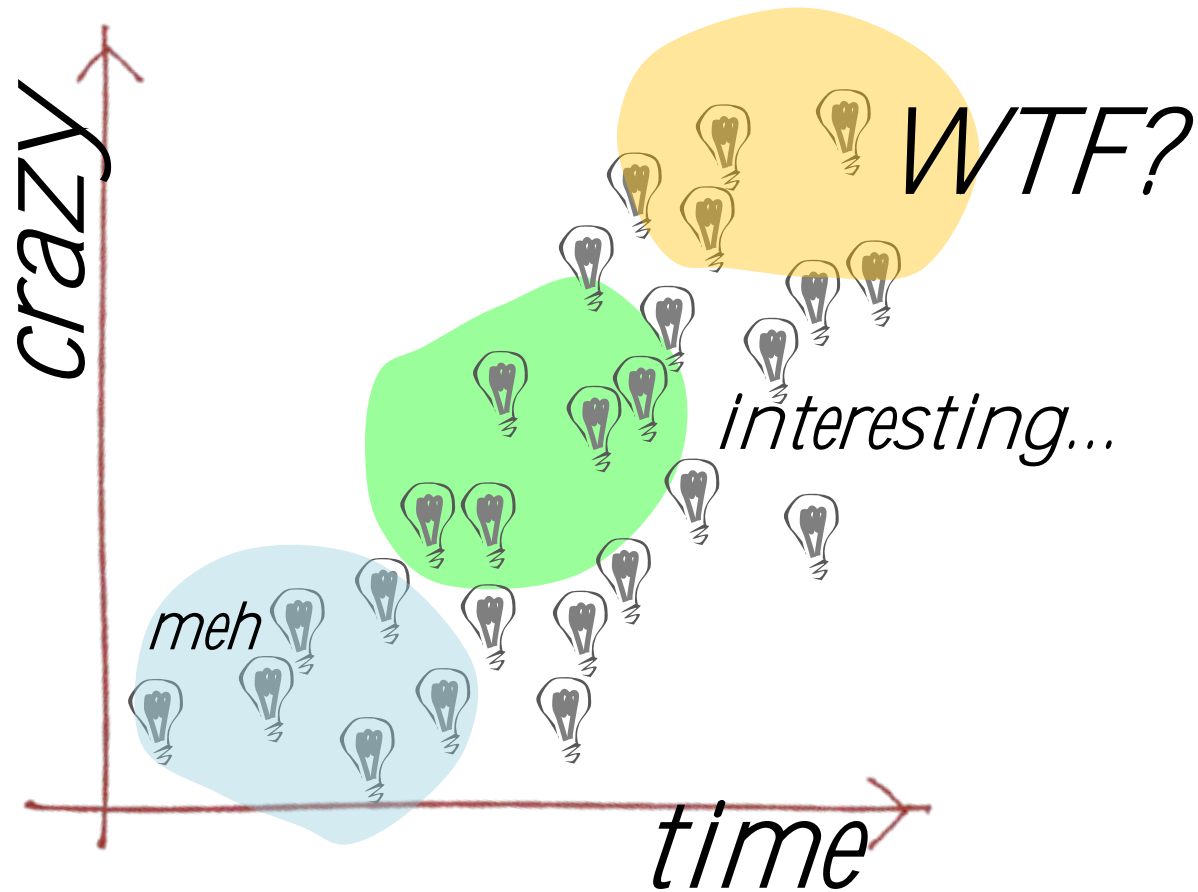


OLD
(Boring)

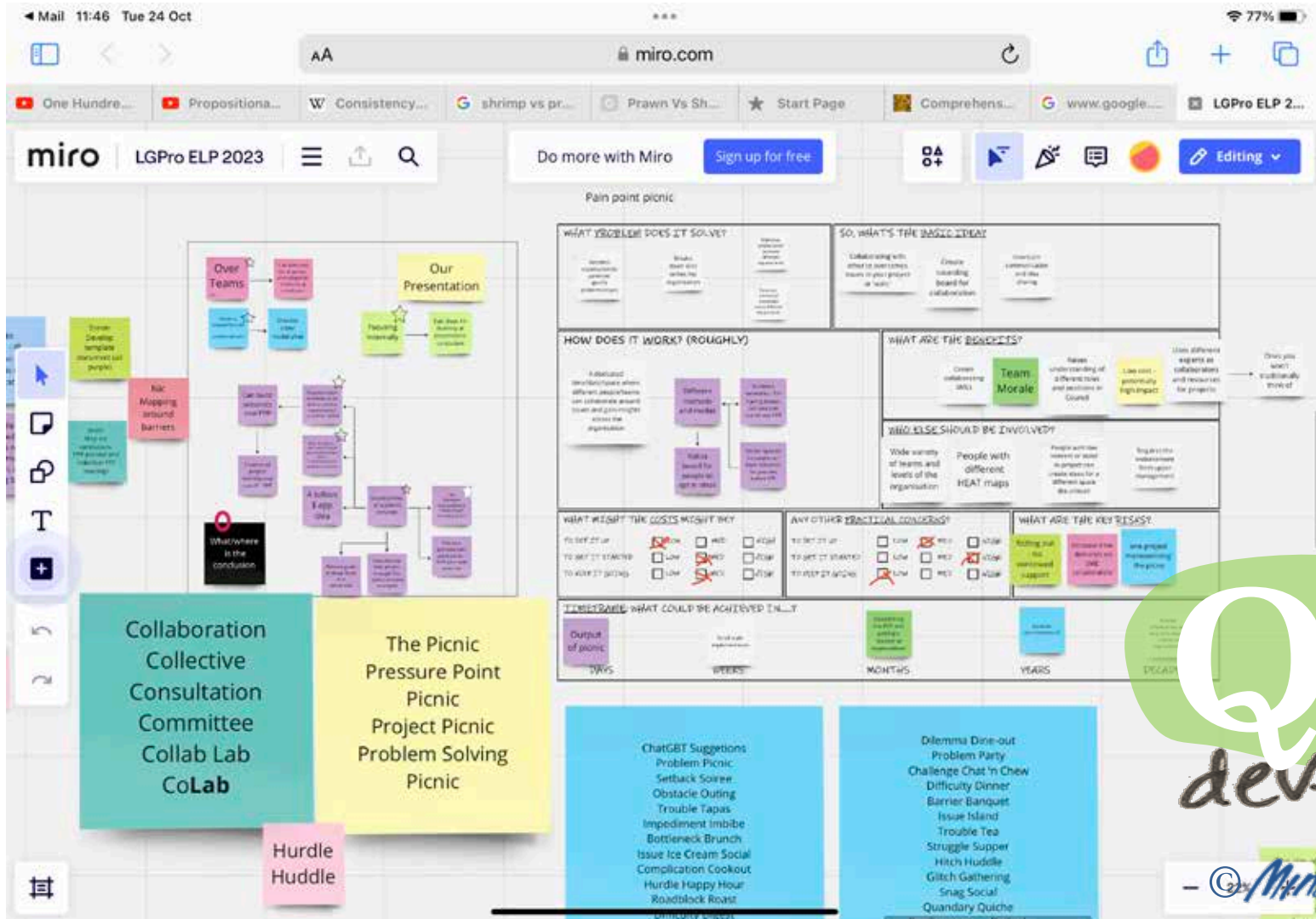


NEW
(Exciting!)





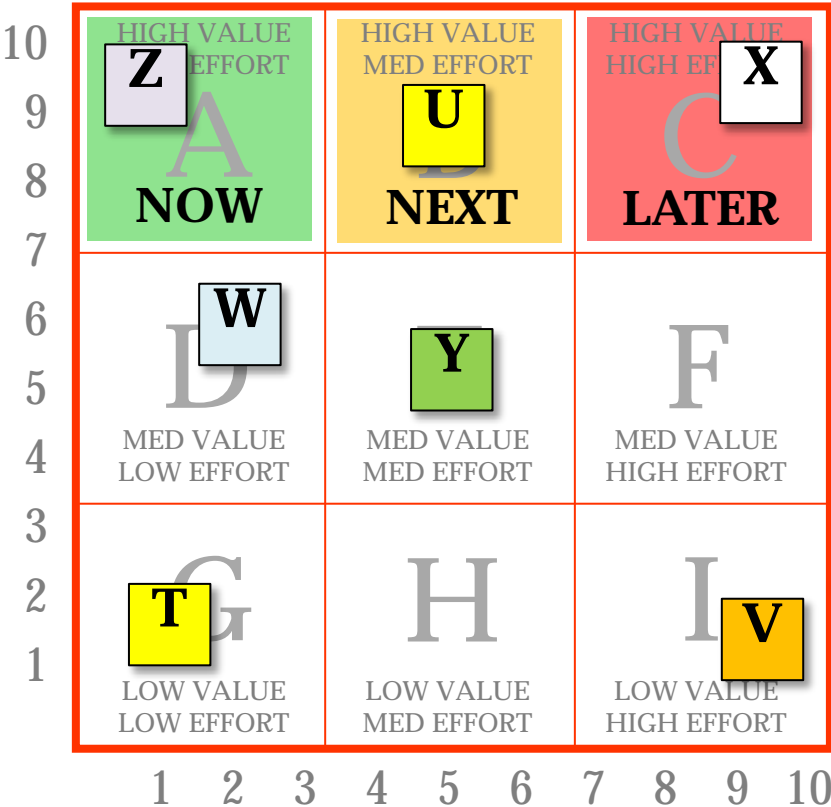
Council - things we have done & not done



Q8 develop

GAINS

- LIVE OUR VISION?
- MAKE REAL IMPACT?
- HAVE FUN?
- GET FUNDING?
- GROW SKILLS?
- SHOW LEADERSHIP?
- TAKE PRIDE?
- BUILD TRUST?
- BUILD PROFILE?



PAINS

- COST?
- TIME?
- HASSLE?
- RISK?
- RESOURCES?



I've got
an idea!



It's been done.
It's never been done.
It'll happen, I think.
We tried that in 1972.
Not in the plan.
Not how we think.
Not how we operate.
You're new here.



Q10

who can
do what?

**Give me
problems
I'll give
you ideas**



**Give me big
ideas and
I'll give you
solid plans**



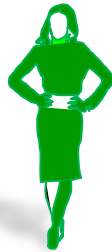
**Show me a
plan and I'll
find all the
risks**



**Give me
problems
I'll give
you ideas**



**Give me big
ideas and
I'll give you
solid plans**



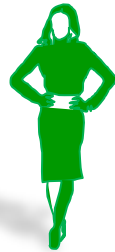
**Show me a
plan and I'll
find all the
risks**



**Give me
problems
I'll give
you ideas**



**Give me big
ideas and
I'll give you
solid plans**

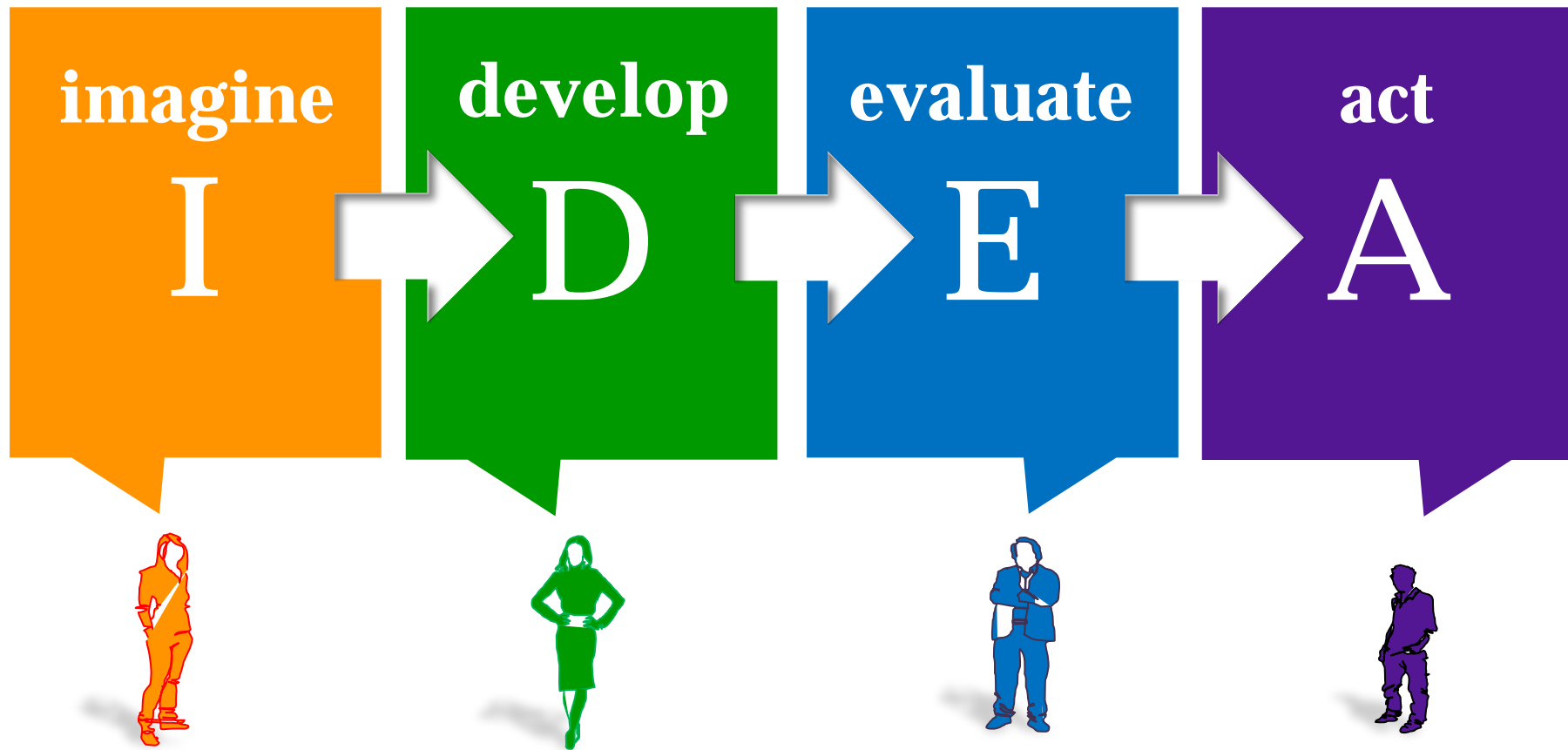


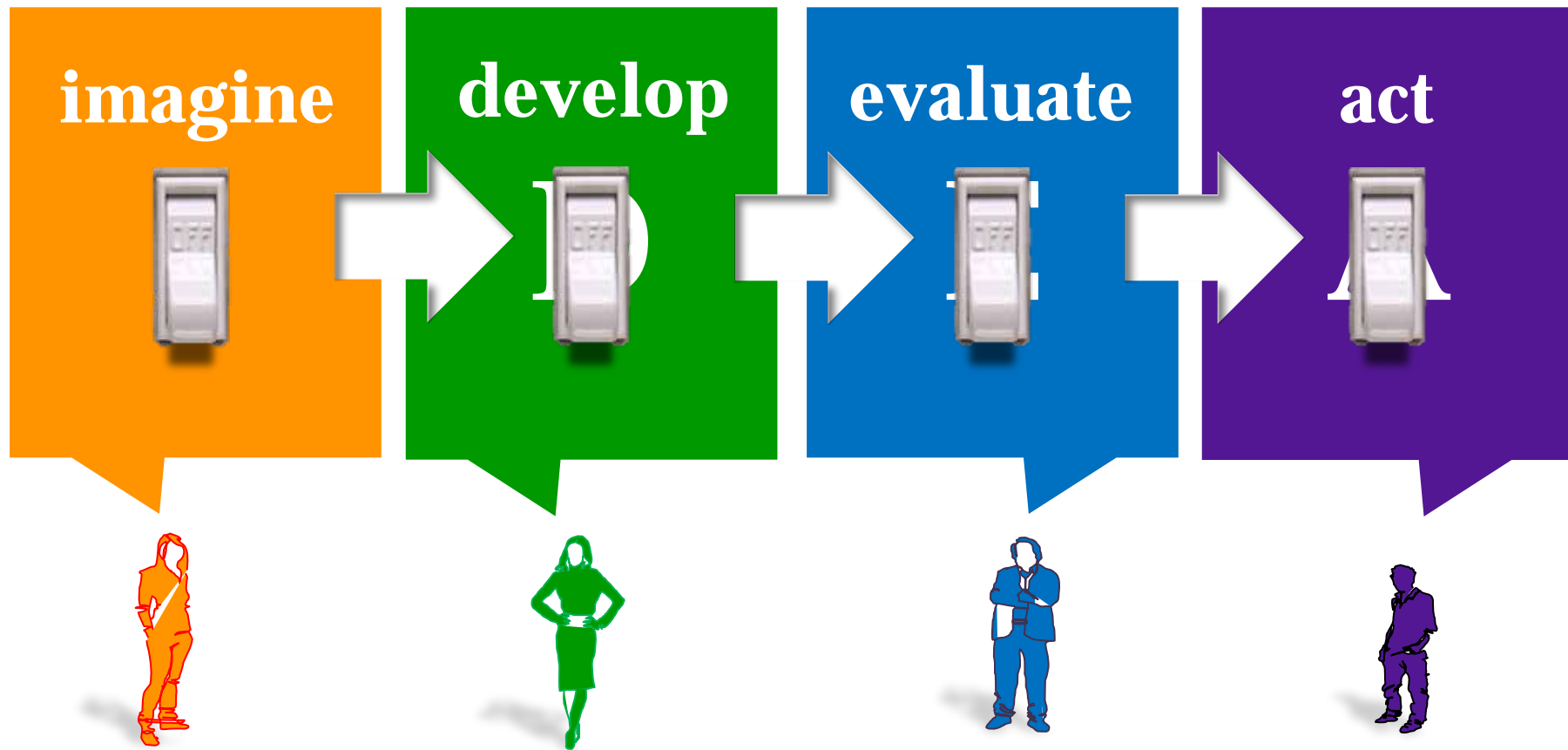
**Show me a
plan and I'll
find all the
risks**



**Tell me the
risks and let
me get on
with it**



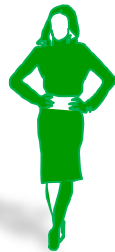




**I need
challenge,
freedom,
space, time
and
inspiration**



**I need
problems,
ideas,
limitations,
goals and
parameters**



**I need
plans, facts,
data, options
numbers,
risks and
costs**



**I need
decisions,
deadlines,
resources
and a little
trust**



rebel
process fiend

rambo

irritant

panic junkie

empire builder

t crosser & i dotter

perfectionist

lunatic



cynic

space cadet

compulsive

action figure

control freak

bureaucrat

devil's advocate

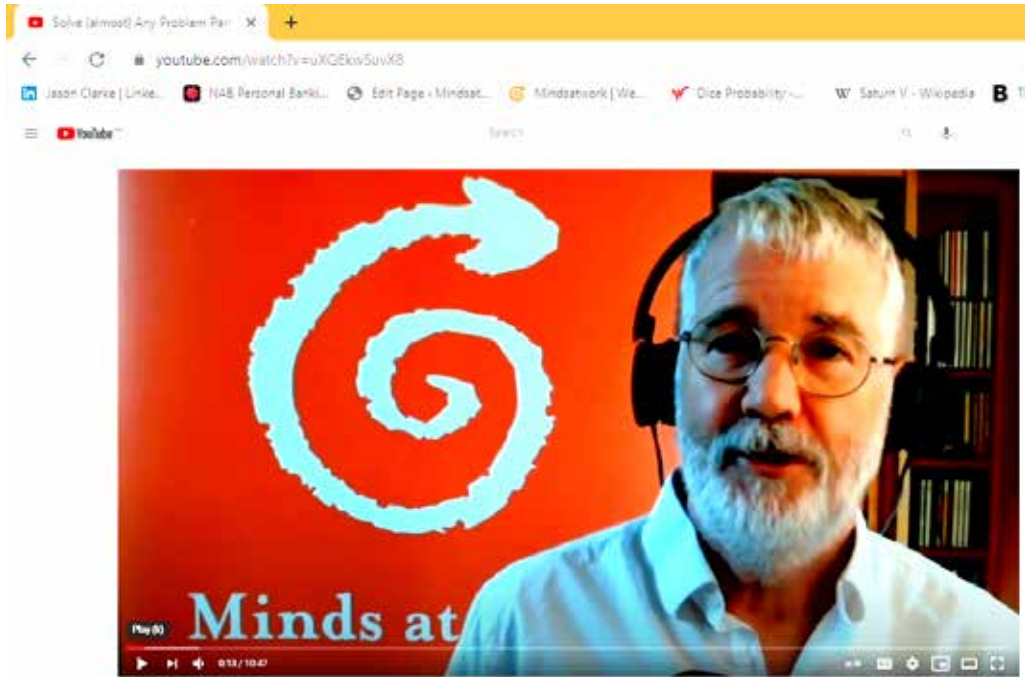
mastermind

scheme weaver

is its own job description.

enforcer

iconoclast



How to Solve [almost!] Any Problem

Minds at Work
We help people think.