

## Deciding Wisely, Quickly/ Solving Problems Faster

***Bobb Biehl** is the President and Founder of Masterplanning Group International. Since 1976, he has personally consulted with over 400 clients and has met one-to-one with over 4,000 executives. He is the author of 35 leadership and management tools in the area of personal and organisational development, including Boardroom Confidence, Leading with Confidence, Stop Setting Goals and Why You Do What You Do. He was a member of the board of directors of Focus on the Family for more than 31 years, and is a board member of publicly traded companies. Prior to founding Masterplanning Group, he was on the executive staff of World Vision International.*

### Deciding Wisely, Quickly

Do you ever wrestle with making today's critical decisions wisely / quickly? Every leader does. Do you experience the stress that indecision always brings? This session teaches you – as a growing servant leader – how to use a proven tool called the “Decision-Making Process,” a step-by-step process to dramatically reduce your risks while making wise decisions to keep your team moving toward your dreams.

#### I. QUESTION:

- \* How important is it to YOU to make WISE DECISIONS?

#### II. INTRODUCTORY STORY

\* Dr. Joyce Brothers—“Speed in making up one's mind is not an important element in successful choices. In fact, the snap decision is often not a decision at all but a technique of avoidance. Though it created an illusion of command, a lightning choice may mean only that someone has snatched at the handiest alternative rather than come to grips with the real issues involved.”

#### III. “FOG CUTTING ARROW”

##### 1. Benefit Word: Wisdom

A. What next?

B. Why?

C. Resources?

2. Arrow Shaft Word: Profound Questions...Prioritize Decisions to #1
  - A. If only one decision? → free up “log jam”
  - B. Lots of decisions back up behind 2-3 key decisions—i.e. Should we move?
  - C. List of alternatives
  
3. Top Cutting Edge: FACTS—Dr. Peter Drucker...”Once the facts are clear the decisions jump out at you.”
  - A. Current facts
  - B. Missing facts
  - C. Questions → Context → Meaning \_\_\_\_\_ Longer range context
  
4. Bottom Cutting Edge: Top 3 Options → One decision (a choice between 2 or more alternatives)
  - A. Ted W. Engstrom...Option of one—a choice between options
  - B. Force your thinking to at least 3 options (or more)!
  - C. Best option → a precise target...ideally a “No Brainer”

#### IV. INSTRUCTIONS

A decision is simply a choice between alternatives. A wise decision is the right choice.

- A. Decisions...Most critical?...2 minutes

- B. Risk/reward...low hanging fruit...5 minutes
- C. Missing Facts?...Dr. Peter F. Drucker Quote...2 minutes

D. Realistic options...Never decide from an option of one...2 minutes

E. What would be the ideal long term?...A wise decision!...2 minutes

## V. A LIFELONG TOOL FOR YOUR USE

... AND A TOOL YOU CAN USE IN TEACHING OTHERS TO LEAD!

YOU now have a tool to help you make WISE DECISIONS

...AVAILABLE TO YOU 24 x 7 x 365 x LIFE!

### **Solving Problems Faster**

Do you ever work on a problem for days / weeks / months ... just not knowing exactly what to do ... or how to solve it? Every leader does. Often many other critical decisions are stacking up waiting impatiently for you to solve the problem before wise decision can be made. This session teaches you – as a growing servant leader – how to use a proven tool called the “Problem-Solving Process” to solve any problem in a step-by-step process, dramatically reducing the time it takes to come to a wise solution. Solving problems more quickly frees you and your team to move on to other important priorities much more quickly.

*Problem...Solving! Solving Problems Faster (Saving Time, Energy and Money)...Avoiding that Frustrating “Blocked” Feeling*

#### I. QUESTION:

- \* How important is it to YOU to solve the BIGGEST PROBLEM in your life right now?

## II. INTRODUCTORY STORY

\* Dave Ray—EUREKA!

## III. “FOG CUTTING ARROW”

1. Benefit Word: Speed...80% of population find pleasure in solving problems quickly and correctly.

A. Save Time

B. Save Energy

C. Save Money

2. Arrow Shaft Word: Profound Questions...Definition...What is the Problem?

A. Distance between where we are and where we want to be

B. Problem properly defined =  $\frac{1}{2}$  solved

C. No problem ever solved without questions. Better questions, faster solution

3. Top Cutting Edge: Cause

A. Deal with causes not symptoms

B. Mississippi—Polluted water example

C. Principles (mini statements/cause/effect) i.e. Once the facts...

4. Bottom Cutting Edge: Options

A. Thinking outside the box—Questions → Fresh options

B. May not be exact answer—leads us in right direction/final answer

C. You want lots of options → choose best

“An option of one is an option of none. You have a decision but not a choice.”

—Dr. Ted Engstrom

#### IV. INSTRUCTIONS

A. Problems...a list...prioritized to number one...2 Minutes

B. Defined...A Problem properly defined is half solved!...1 Minute

C. Causes...Primary...1 Minute

D. Options...number one...2 Minutes

E. Steps...first...next three...2 Minutes

V. A LIFELONG TOOL FOR YOUR USE  
... AND A TOOL YOU CAN USE IN TEACHING OTHERS TO LEAD!

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