



PROBLEM SOLVING & CONFLICT MANAGEMENT

Nelson Wong

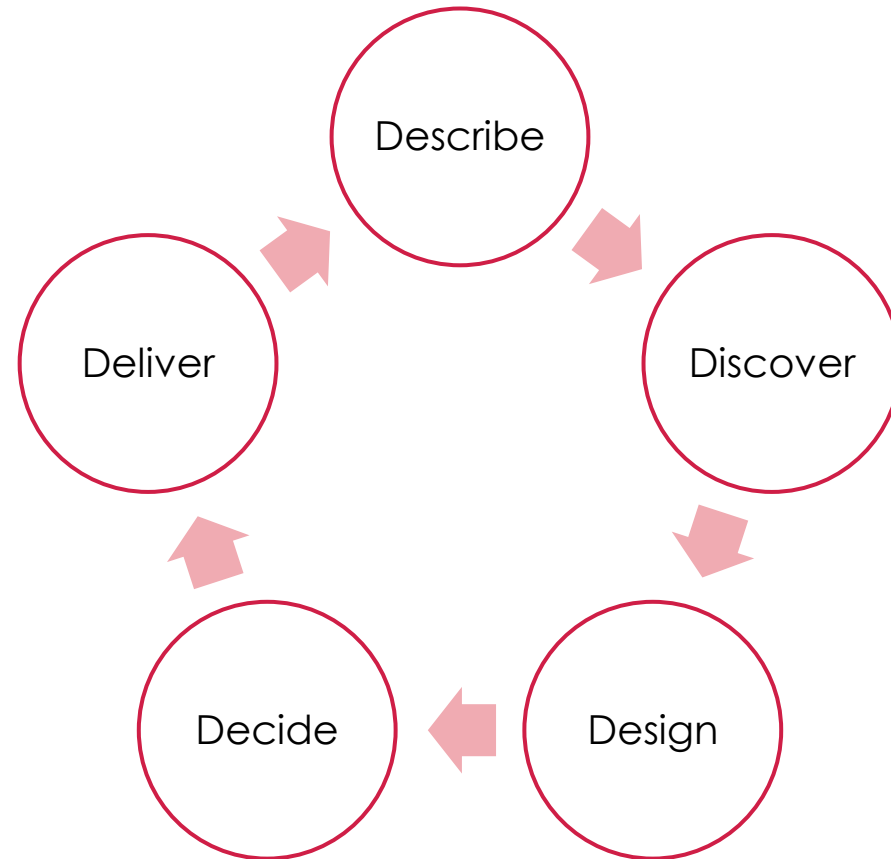
CSI Medical Research Pte Ltd

Property of CSI Medical Research Pte Ltd ©All Rights Reserved

PROBLEM SOLVING

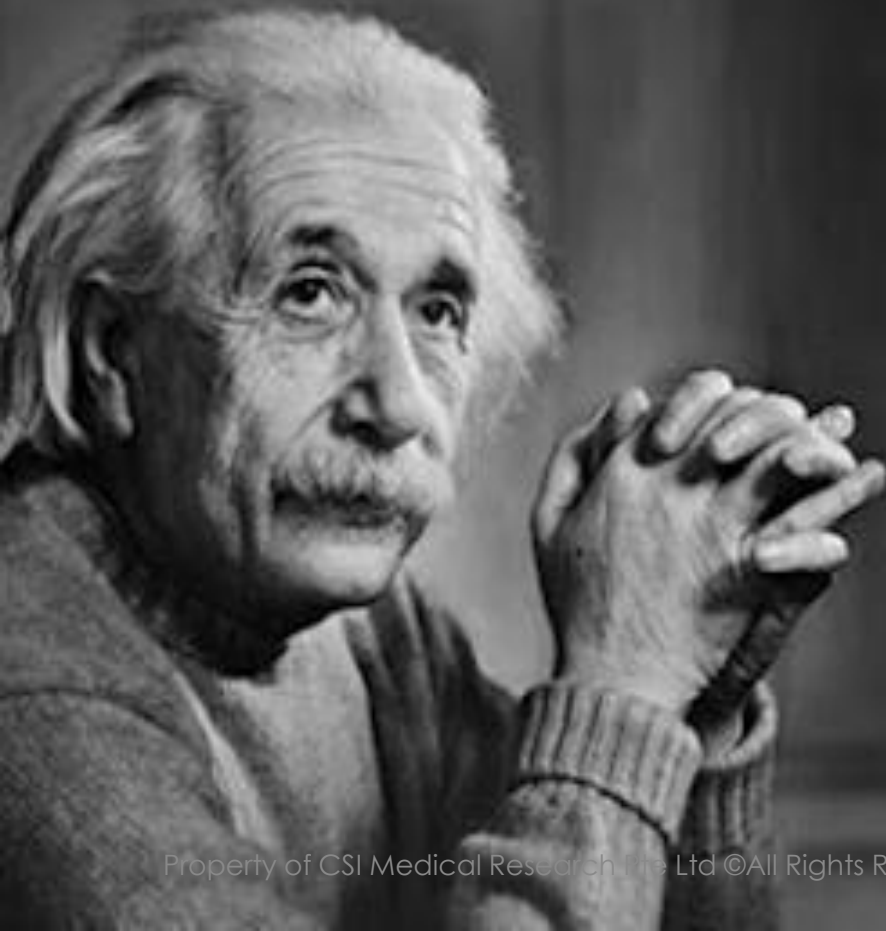


FIVE STEPS APPROACH



If you can't explain it **simply**, you don't understand it well enough.

– Albert Einstein



Property of CSI Medical Research Pte Ltd ©All Rights Reserved

This Photo by Unknown Author is licensed under [CC BY-SA](#)

DEFINE THE PROBLEM

Successful problem solving starts with clear unambiguous definition of the problem.



COLLECT PERTINENT INFORMATION

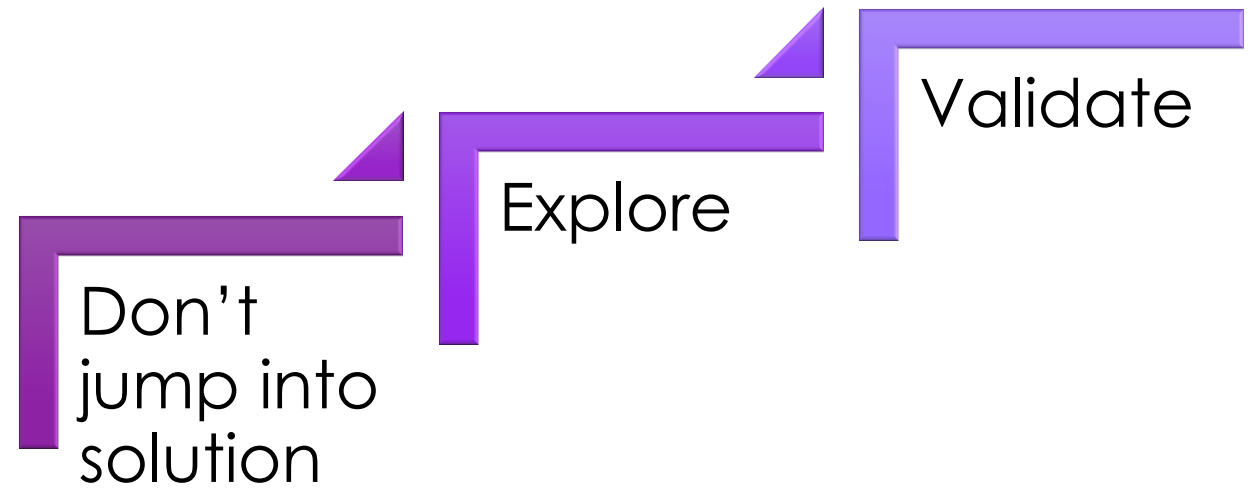
What problem statement accurate?
their problem is the business experiencing
Is the product? Is there their customers or users with
What problems are they experiencing with
with the product?
Are there existing solutions to the problem?
How much does the business want to invest for a
solution? really a need for a new solution?
*If you don't understand the problem neither
will the people you're working with.*



ALTERNATIVES SOLUTIONS



[This Photo](#) by Unknown. Author is licensed under [CC BY](#).



CHOOSE THE BEST SOLUTION



This Photo by Unknown Author is licensed under [CC BY-NC-SA](#)

- ✓ Accessibility
- ✓ Compliance
- ✓ Cost
- ✓ Environment
- ✓ Function
- ✓ Integration
- ✓ Risk
- ✓ Safety
- ✓ Standards

IMPLEMENTATION

This includes prototyping and feasibility studies, documenting the design, and testing and verification.



Image copyright of O2b Technologies

“

*HE WHO INSISTS ON SEEING WITH PERFECT
CLEARNESS BEFORE HE DECIDES NEVER DECIDES. –
HENRI FREDERIC AMIEL*

”

Problem solving involves a number of disciplined steps. From the identification of the problem, gathering information, looking for possible solutions using creative techniques, deciding on the best solution, and finally testing the approach.

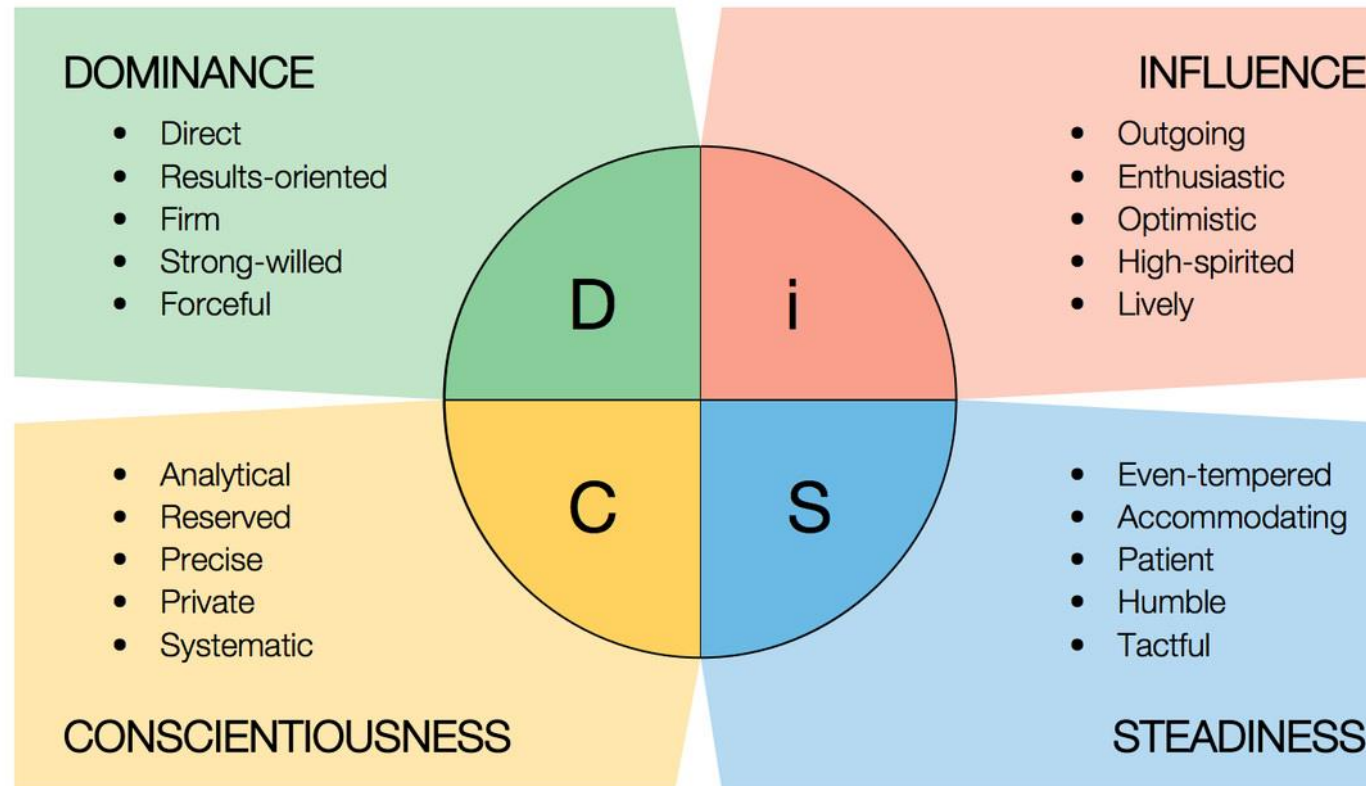
At the heart of problem solving is creativity, good communication and decision-making.



CONFLICT MANAGEMENT



RECOGNIZE EVERYONE IS DIFFERENT



[This Photo](#) by Unknown Author is licensed under [CC BY-NC](#)

HANDLE DIFFICULT CONVERSATION

**Change your
mindset**

Breathe

**Plan but don't
script**

**Acknowledge
your
counterpart's
perspective**

**Be
compassionate**

**Slow down and
listen**

**Give something
back**

**Reflect and
learn**

PRINCIPLES TO REMEMBER



•DO's

- Take regular breaks
- Speak slowly
- Be constructive



•Don'ts

- Say "I have a bad news for you"
- Writing a script
- Ignore the other person's viewpoint

Thank you

