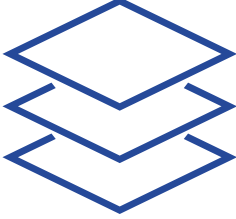The
Anticipatory
Organization™

TAKE YOUR BIGGEST PROBLEM AND SKIP IT

In this activity, you will use the four steps of the Skip It Principle to identify the real problem and move forward faster.

Rapid Application Learning Activity Worksheet	
While watching the video *Take your Biggest Problem and Skip It*, you learned that all problems have solutions. When you identify the correct problem, the solution is not far behind.	
Skip-It Principle	The key to problem skipping is to understand that whatever challenge or problem you have, no matter how big it is, that's not it. The reason the problem or challenge is so big and seemingly unsolvable is that it's not defined correctly. By skipping the perceived problem, you can find the real problem and, better yet, the solution.
Activity #1	**Step 1: Define the Problem** What do you perceive is the biggest problem in your organization today? Caution: If your problem has the word 'and' in it, you likely have two problems. Two different problems need two different solutions. It is important to work on one problem at a time. For example, "We need to increase revenue and get our sales force to shift from being order takers to trusted advisors," this represents two problems.

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Activity #2	**Step 2: Peel the Onion with "Why"** Once you identify what you believe is your biggest problem, next you need to redefine it by uncovering its layers and discovering the real problem. Ask the "Why" question four times and discover your real problem. Write your answers below.
Activity #3	**Step 3: Find the Real Problem** Now that you have asked "Why" several times, review your responses above and use them to determine what the real problem is. Write down the *real problem* below.
Activity #4	**Step 4: Ask a Better Question** Using the real problem you defined above, how would you solve the real problem? What are some potential solutions?