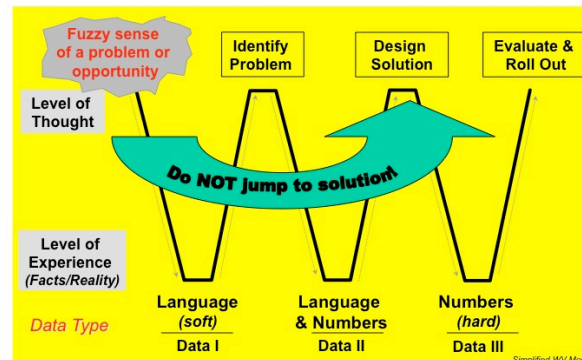


## 4 Revolutions of Problem Solving –

1. Individual Problem Solving – The WV Method
  - a. This is an ideal approach for individuals to bring a structured approach to problem solving. This approach is a good building block for evidence based problem solving and is consistent with our team-based problem solving techniques and methodologies.

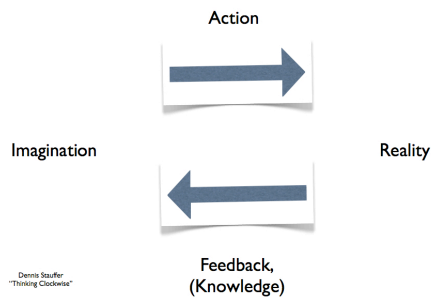
### Problem Solving – The WV Model



2. 8D Root Cause Problem Solving for Teams – insert training event flyer (without dates)
  - a. A very successful adaptation of the world renowned 8 Disciplines Root Cause problem solving for teams. Trusted and adopted by over 50 local companies and organisations.
3. Creative Problem solving - insert training event flyer (without dates)
  - a. Some times the problem just needs a new, creative, innovative, out-of-the-box solution; and this approach does just that. Using a mix of creative and lateral thinking
4. Human Centred Design Problem Solving - insert training event flyer (without dates)
  - a. Problem resolution and opportunity taking by design. Using the latest techniques in ethnography, people/process observation, Appreciative Inquiry (AI) and visioning, this process is ideal for service development, where the customer/user is part of the process and the customer/user experience is of paramount importance.

New Thinking Model  
- Clockwise

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Example of New Thinking Model –  
Clockwise Thinking, as opposed to the traditional approach of Anti-  
Clockwise Thinking.