
TWO KINDS OF PROBLEMS

Technical

- Tame Problems
- Homogenous Groups
- Project Management

Complex

- Wicked Problems
- Diverse Groups
- Adaptive Management

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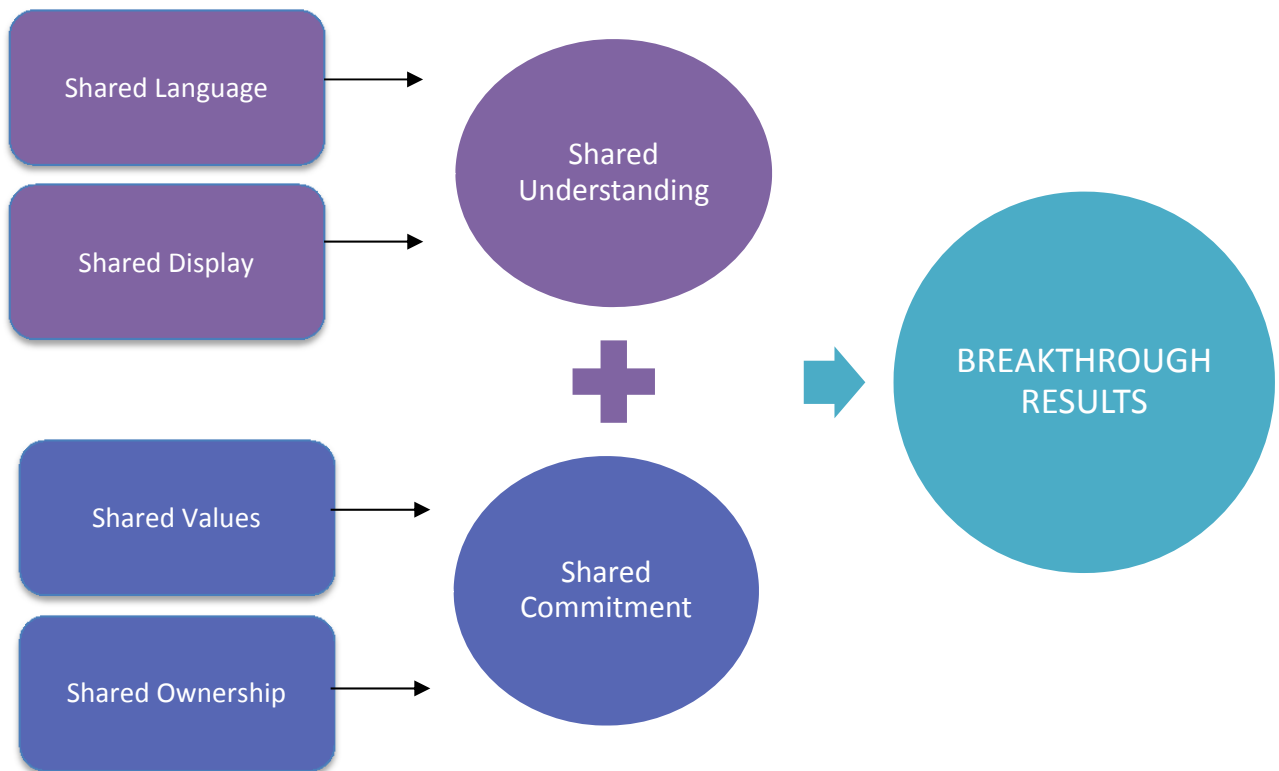
WICKED PROBLEMS

“A problem that is difficult or impossible to solve because of incomplete, contradictory, and changing requirements that are often difficult to recognize.

Moreover, because of complex interdependencies, the effort to solve one aspect of a wicked problem may reveal or create other problems.”

Wikipedia

A FRAMEWORK FOR UNLEASHING RESULTS





Randel|Consulting|Associates

Unleashing Results for Groups Tackling Wicked Problems

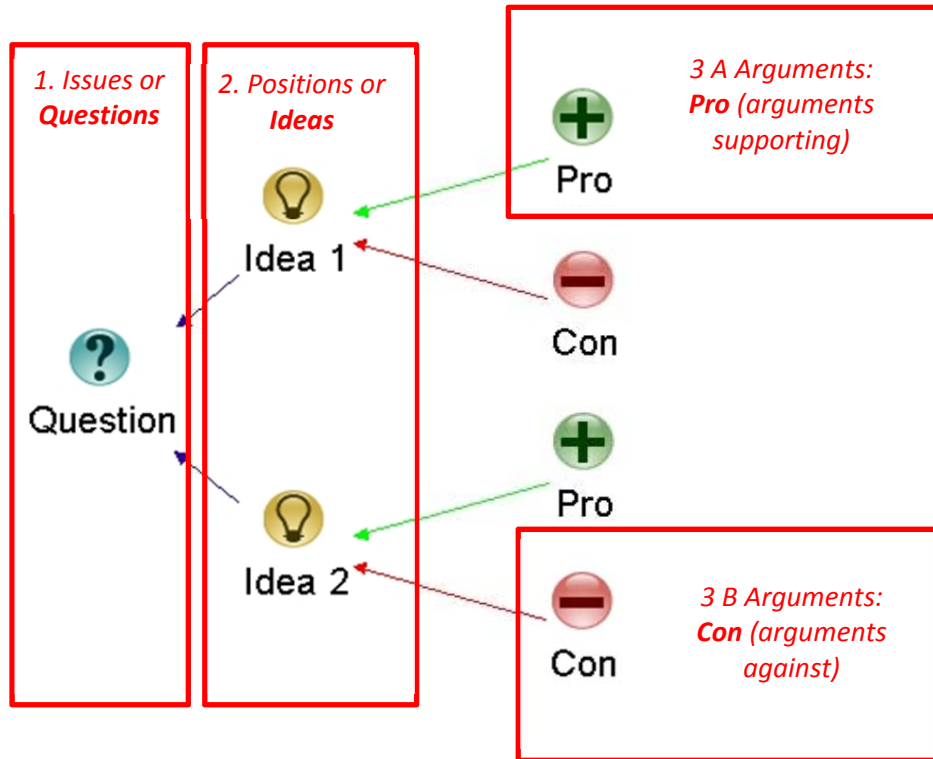


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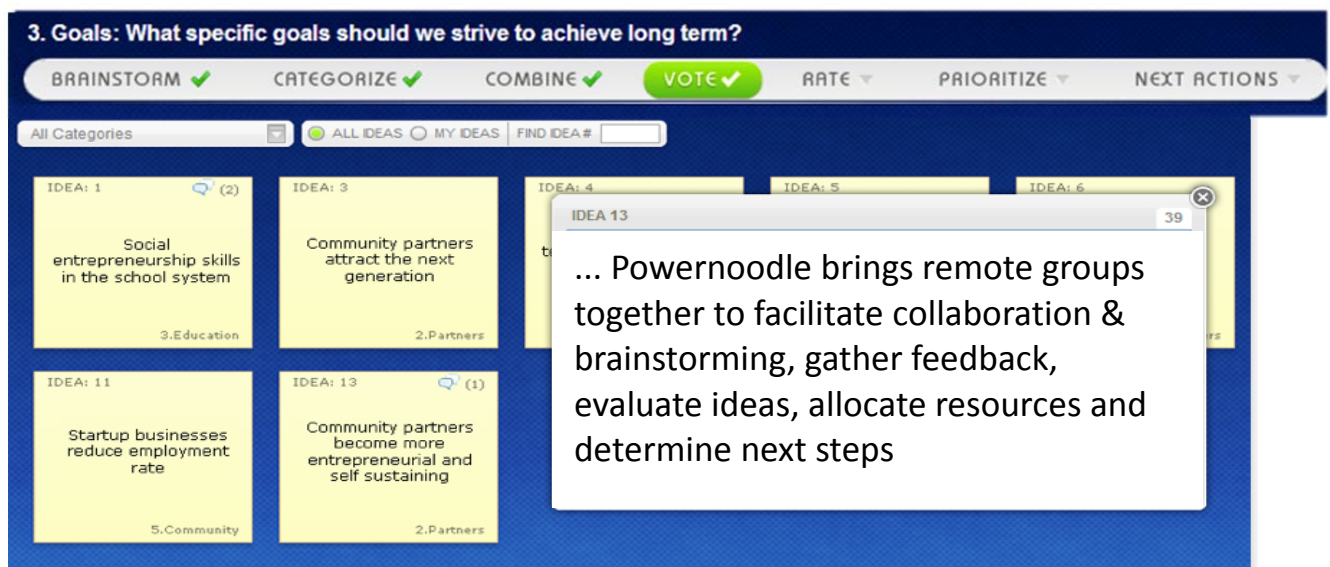
Advancing Excellence In Facilitation

TOOLS THAT UNLEASH RESULTS

CORE "GRAMMAR" OF DIALOGUE MAPPING



STRUCTURE OF THE POWERNOODLE TOOL



3. Goals: What specific goals should we strive to achieve long term?

BRAINSTORM ✓ CATEGORIZE ✓ COMBINE ✓ VOTE ✓ RATE ▾ PRIORITIZE ▾ NEXT ACTIONS ▾

All Categories ALL IDEAS MY IDEAS FIND IDEA#

IDEA: 1 (2) Social entrepreneurship skills in the school system 3.Education

IDEA: 3 Community partners attract the next generation 2.Partners

IDEA: 11 Startup businesses reduce employment rate 5.Community

IDEA: 13 Community partners become more entrepreneurial and self sustaining 2.Partners

IDEA 13 39

... Pownoodle brings remote groups together to facilitate collaboration & brainstorming, gather feedback, evaluate ideas, allocate resources and determine next steps

KEY RESOURCES FOR BUILDING SHARED UNDERSTANDING AND COMMITMENT

BOOKS

- Conklin, Jeff **Dialogue Mapping: building shared understanding of wicked problems** (2005)
- Culmsee, Paul **The Heretic's Guide to Best Practices: the reality of managing complex problems in organizations** (2011)
- Ertel, Chris and Solomon, Lisa Kay **Moments of Impact: how to design strategic conversations that accelerate change** (2014)
- Heifetz, Ron **Leadership without Easy Answers** (1998)
The Practice of Adaptive Leadership (2009)
- Kahane, Adam **Solving Tough Problems: an open way of talking, listening and creating new realities** (2004)
- Pioneers of Change **Mapping Dialogue: a research project profiling dialogue tools and processes for social change**
http://www.collectivewisdominitiative.org/papers/pioneers_dialogue/00_all.pdf
- Sibbett, David **Visual Meetings** (2010) **Visual Teams** (2011) **Visual Leaders** (2013)
- Straker, David **Rapid Problem Solving with Sticky Notes** (1997)

MEETING TECHNOLOGY

- Dialogue Mapping** www.CleverWorkArounds.com **YouTube:** Paul Culmsee
http://cognexus.org/cognexus_institute.htm - Dialogue Mapping Resources
<http://cognexus.org/tutorials.htm> - Tutorials
<http://compendium.open.ac.uk/institute/> - Software Download
- Pownoodle** www.Pownoodle.com
<http://help.pownoodle.com/>

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