

# KIC

## 10 USEFUL QUESTIONS |

### TO START PROBLEM SOLVING



By Baiba Drēgere - Vaivode

1. **What is the situation** we are facing? Identify the background.
2. **What is wrong with the existing situation?** E.g., we are not achieving our goals, process is not happening as it supposed to. We make a lot of mistakes. Customers are not satisfied.
3. What **will happen if we do nothing** to improve the situation?
4. Why do we need to improve it **now**? Why is it urgent?
5. What has **held us back** from solving this problem in the past? What has changed since then?
6. What is your **desired outcome** from solving this problem? What kind of **benefits** would you like to get out of solving this problem?
7. What could be the **smallest outcome** that would help to achieve benefits?
8. If you solve this problem, **how it will affect customers, employees, and managers?**
9. What **support do you need** and from whom to start addressing this issue?
10. What could be your **first step to find the root cause** of this problem?

**LEARN MORE IN TRAINING:**

KIC vadītāju programma

## Produktīva pakalpojumu vadīšana

Procesu uzlabošana | problēmu risināšana | klientu apkalpošana

Pasaules LEAN prakse atzīts pakalpojumu efektivitātes algoritms | 12 - 15 dalībnieki | 7 dienas |

## Komunikācijas pamati | Klientu pieredze. Saskarsme. Emocijas.

Ko sevi ietver klientu pieredze?

klātienē  
15. novembris  
9.00 - 17.00

Baiba Drēgere - Vaivode  
KIC biznesa trenere