WHAT are the real issues?

PURPOSE: To determine the correct focus of a complex incident/problem

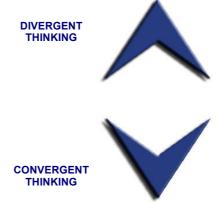**STEP 1: STATE THE PROBLEM**

EXISTING ISSUE
- **What** is the problem situation? or
- **What** is the issue you are facing?

FUTURE ISSUE
- **What** is your concern? or
- **What** are you worried about?

DIVERGENT THINKING

CONVERGENT THINKING