WHAT are the real issues?

THINKING: 56

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

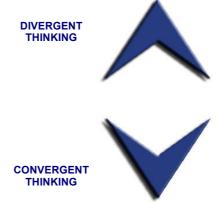
STEP 1: STATE THE PROBLEM

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?



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