

## STEPS, QUESTIONS & FORMAT



### **STEP 2: CLARIFY INFORMATION**

#### **Components**

**What** are all the components/factors stakeholders that should be considered in this problem?

#### **Elements**

**What** is the factual situation (elements), positive and/or negative for each component/factor and stakeholder?

#### **Questions**

- **How** does the problem influence/affect the component/factor/stakeholder? and
- **How** does the component/factor or stakeholder influence/contribute to the problem?

### **STEP 3: CRYSTALLIZE CORE ISSUES**

- **What** is the core issue, which when resolved will resolve at least 80% of the problem? Or
- **What** (one) concept/word or theme will describe most of the elements listed?

### **STEP 4: RE-FOCUS THE PROBLEM**

- **What** is your shared understanding of the problem? or
- **What** is your conclusion and action(s) to be taken? or
- **What** are the ways forward and next steps?