



The Skill Of Creative Problem Solving: Part 2

Transcript Summary

- **Introduction to the Coffee chat.** [0:05](#)
 - Welcome to another learning rebels coffee chat. Thank you for joining on a Friday before a long weekend.
 - If this is the first time for a coffee chat, please let us know.
 - Creative problem solving breaks up into three phases, getting stakeholder buy-in, getting people to do something different when it comes to ideation and any sort of new process.
 - The four quadrants of where your stakeholders are as far as the interest and influence level.
 - Stakeholders who sit outside the team who are looking for ideas or people within the team.
 - Where the majority of the team members are in the high interest, low influence and low interest quadrant, or alternatively low interest, hockey influence.
- **Stakeholder buy-in.** [8:42](#)
 - How to manage stakeholders when moving ideas forward, and best practices for getting them on board to do something different.
 - How to identify those who have influence and engage with them.
 - Having the cheerleaders on your side is always great, even if they need convincing or they need to really understand what it is that you're trying to do.

- The five buckets of communication.
- When people are having fun or it's something enjoyable, they become believers and advocates for that.
- Kendra involves them early, intentionally scope everyone's participation, and it is all about communication. It is about communication, how are they communicating what they want to achieve.
- **The bull in a china shop approach.** [19:07](#)
 - Joyce was inspired by Connie Nilekani at that time, a bull in a china shop. She learned that communication is important before going into these sorts of things and getting people on board and influence them.
 - The department within the company is new and corporate hasn't explained how training works with other departments.
 - Shannon talks about the value of a creative problem-solving session and how it can help determine the direction the department needs to go in.
 - Shannon goes back to a needs analysis to see if the training is working for you and how can it be improved.
- **How can we move stakeholders from confused to involved?** [24:19](#)
 - Stakeholder involvement is showing interest, involvement and showing that you are supporting them in the areas in which they feel they need help.
 - Stakeholders are naturally going to rebel against something they don't feel they are a part of. People want to be asked.
 - Revenue growth from increased training. Kevin Yates, I and d detective, is running a labor day special.
 - Get stakeholders in the room, including potential end users, managers, directors, etc.
- **The power of drawing your superhero power.** [30:15](#)
 - Design thinking sessions, free-to-problem-solving sessions. People almost immediately drew on paper a picture of their superhero trait or what they brought to the session.
 - In introductions, they are sharing what their superpowers are, and then that is up on the wall.
 - The idea of drawing her superhero power is a great way to get into a groove and start to think differently. It accelerates getting to a place where it would take so many meetings.

- Keeping the conversation going and keeping the energy going is important.
- **Sharing ideas before a meeting. [34:57](#)**
 - People are not thinking about what emails they are missing, so anything that can keep the ideas flowing and engaged in that is the better off.
 - Dana asks people to share their ideas before a meeting, and Shannon explains how to get people to engage in that activity.
 - Stacey believes that if someone tries it once and nobody does it, they have a tendency to give up on it, so it's about tenacity on their end.
 - Stacey suggests that having a way to collect thoughts in writing before or after helps get the ideas out so they don't feel like they have to talk through it all.
- **Sorting out the small gripes. [39:48](#)**
 - After the meeting, people will be sent times on the spot to share their ideas, but they might have ideas but they are not fully formed yet.
 - Kendra suggests giving people a form or a collection mechanism that gives them pointed questions to ask.
 - The first 15 years of Kendra's career was L and D, and what she found herself doing in change management.
 - The follow-up process for any meeting or training initiative is important.
- **Communicate expectations and expectations. [45:11](#)**
 - Covid-19, expectations of productivity have increased, and some of us have not recalibrated, so there is a limited cognitive real estate with competing priorities.
 - Communicating in a variety of formats and vehicles, and aligning on what the expectation was or what was agreed on before making that assumption.
 - Making sure everyone is clear on what they agreed on, who's doing what, and then someone has to be accountable and then hold others accountable.
 - How to handle status updates, putting things into a ticketing system like Jira and keeping everything in a project.
- **How to get stakeholder involvement in the process? [51:33](#)**
 - If someone misses something, they can send an email to jira to see if anyone has posted an update.
 - Resources between blog post number one and blog post two.
 - A big giant resource for creative problem solving. Every organization has old issues, but they need to think differently about it.
 - The recording from part one is available on the website.

- Holmes 15 gets you 15% off, and the next one is with mayra in october, building an actual chatbot and building different AI tools.