



The Skill Of Creative Problem Solving: Part 2 Chat

11:03:07 From Maureen Flanagan To Everyone:

Thanks to the holiday weekend, some PM meetings got cancelled and I'm able to attend.

Yippee!

11:03:11 From Jason Dreyer To Everyone:

Always try to make time for this group and the chat!

11:03:14 From Anh Nguyen To Everyone:

Reacted to "Thanks to the holid..." with ❤️

11:03:18 From Anh Nguyen To Everyone:

Reacted to "Always try to make t..." with ❤️

11:03:22 From Connie Halvorsen To Everyone:

Reacted to "Always try to make t..." with 👍

11:03:23 From Staci Trekles To Everyone:

Reacted to "Thanks to the holid..." with ❤️

11:03:48 From Douglas Boehm To Everyone:

first time today

11:03:50 From Kendra Harter To Everyone:

1st timer here 😊

11:03:54 From Staci Trekles To Everyone:

It's my first time here!

11:03:55 From Anh Nguyen To Everyone:

Reacted to "first time today" with 😊

11:03:58 From Anh Nguyen To Everyone:

Reacted to "1st timer here 😊" with ❤️

11:04:02 From Anh Nguyen To Everyone:

Reacted to "It's my first time h..." with ❤️

11:04:07 From Connie Halvorsen To Everyone:

Welcome Douglas! Happy to have you here!

11:04:15 From Maureen Flanagan To Everyone:

Welcome Kendra and Staci

11:04:17 From Jason Dreyer To Everyone:

Welcome Kendra and Staci

11:04:19 From Anh Nguyen To Everyone:

Reacted to "Welcome Kendra and S..." with ❤️

11:04:21 From Anh Nguyen To Everyone:

Reacted to "Welcome Kendra and S..." with ❤️

11:04:22 From Connie Halvorsen To Everyone:

Welcome Kendra and Staci!

11:04:26 From Anh Nguyen To Everyone:

Reacted to "Welcome Kendra and S..." with ❤️

11:05:26 From Douglas Boehm To Everyone:

Replying to "It's my first time h..."

welcome, you'll enjoy this group a lot!

11:05:34 From Douglas Boehm To Everyone:

Reacted to "Welcome Douglas! Hap..." with 🙌

11:06:04 From Anh Nguyen To Everyone:

Reacted to "welcome, you'll enjo..." with ❤️

11:06:22 From Douglas Boehm To Everyone:

Reacted to "Thanks to the holid..." with 👍

11:06:43 From Anh Nguyen To Everyone:

Here are the recent blog posts from Shannon on creative problem solving:

<https://www.learningrebels.com/2023/08/17/using-creative-problem-solving-to-craft-unique-ld-solutions/>

<https://www.learningrebels.com/2023/08/17/using-creative-problem-solving-to-craft-unique-ld-solutions/>

11:10:39 From Maureen Flanagan To Everyone:

It depends on which stakeholder and for which initiative we are rating.

11:10:43 From Anh Nguyen To Everyone:

Here's the image if you'd like to share with your colleagues.

11:11:20 From Donna Schiele To Everyone:

Reacted to "It depends on which ..." with 👍

11:11:20 From Anh Nguyen To Everyone:

Reacted to "It depends on which ..." with 👍

11:11:26 From Douglas Boehm To Everyone:

Reacted to "It depends on which ..." with 👍

11:12:33 From Kendra Harter To Everyone:

involve them early, intentionally scope everyone's participation

11:12:39 From Maureen Flanagan To Everyone:

Ask them about what they did in the past and what results they got. Dr. Phil's "How's that working out for you?"

11:12:50 From Douglas Boehm To Everyone:

Reacted to "Ask them about what ..." with 👍

11:13:14 From Anh Nguyen To Everyone:

Reacted to "Ask them about what ..." with 👍

11:13:17 From Anh Nguyen To Everyone:

Reacted to "involve them early, ..." with 👍

11:13:31 From Staci Trekles To Everyone:

I find sometimes it's about timing, working on them for a while by asking questions but also being willing to be patient with them.

11:13:52 From Jason Dreyer To Everyone:

Reacted to "I find sometimes it'..." with 👍

11:13:56 From Anh Nguyen To Everyone:

If you can get the ones who have influence onboard and behind your initiative, they are great advocates and ambassadors.

11:14:22 From Joyce Pickering To Everyone:

Issue I have is that the department (within the whole company is new) and that corp really hasn't explained how Training is to work with the other departments. So it's hard to get buy in when they don't know what the dept actually does.

11:14:41 From Anh Nguyen To Everyone:

Reacted to "Issue I have is that..." with 🙄

11:14:46 From Douglas Boehm To Everyone:

at times a bull in a china shop, and at times dunder Mifflin version

11:14:56 From Connie Halvorsen To Everyone:

Reacted to "If you can get the o..." with ❤️

11:14:57 From Joyce Pickering To Everyone:

Reacted to "at times a bull in a..." with 😂

11:14:57 From Maureen Flanagan To Everyone:

Reacted to "at times a bull in a..." with 😊

11:15:03 From Anh Nguyen To Everyone:

Reacted to "at times a bull in a..." with 😂

11:15:04 From Connie Halvorsen To Everyone:

Reacted to "I find sometimes it'..." with 👍

11:15:11 From Staci Trekles To Everyone:

Reacted to "at times a bull in a..." with 😂

11:15:36 From Connie Halvorsen To Everyone:

Reacted to "at times a bull in a..." with 😊

11:15:49 From Jason Dreyer To Everyone:

Reacted to "Issue I have is that..." with 🙌

11:16:15 From Douglas Boehm To Everyone:

Replying to "Issue I have is that..."

went/going through same, gotta find the wins and use the word of mouth as well as make those relationships so you hear where people are focused and find how you can "fit in"

11:16:31 From Connie Halvorsen To Everyone:

Reacted to "went/going through s..." with 👍

11:17:07 From Joyce Pickering To Everyone:

Reacted to "went/going through s..." with 👍

11:17:52 From Douglas Boehm To Everyone:

@Shannon Tipton strong slide design

11:18:54 From Donna Smith Fee To Everyone:

Enjoyable + advocacy = success!

11:19:01 From Connie Halvorsen To Everyone:

Reacted to "Enjoyable + advocacy..." with 👍

11:19:18 From Connie Halvorsen To Everyone:

I love the idea of showing them too!

11:19:25 From Anh Nguyen To Everyone:

Reacted to "Enjoyable + advocacy..." with ❤️

11:19:32 From Anh Nguyen To Everyone:

Reacted to "@Shannon Tipton stro..." with 👍

11:19:38 From Anh Nguyen To Everyone:

Reacted to "I love the idea of s..." with 👍

11:19:39 From Douglas Boehm To Everyone:

Reacted to "Enjoyable + advocacy..." with 👍

11:19:43 From Staci Trekles To Everyone:

If you're not the one who they trust, gather folks around who they do trust to help build your own credibility with them

11:19:59 From Douglas Boehm To Everyone:

Reacted to "If you're not the on..." with 😊

11:20:13 From Joyce Pickering To Everyone:

Reacted to "I love the idea of s..." with 👍

11:20:22 From Connie Halvorsen To Everyone:

Reacted to "involve them early, ..." with 👍

11:20:31 From Connie Halvorsen To Everyone:

Reacted to "Ask them about what ..." with 👍

11:21:33 From Staci Trekles To Everyone:

Reacted to "Enjoyable + advocacy..." with ❤️

11:22:38 From Maureen Flanagan To Everyone:

Align the approach with the stage the stakeholder is in. Customize it to their needs or anticipate what they need. Ask stakeholder where they would place themselves and start the conversation there.

11:22:43 From Anh Nguyen To Everyone:

Reacted to "Align the approach w..." with 👍

11:22:52 From Anh Nguyen To Everyone:

Reacted to "If you're not the on..." with 🙌

11:23:28 From Jason Dreyer To Everyone:

Peacock!

11:23:39 From Connie Halvorsen To Everyone:

Reacted to "Peacock!" with ❤️

11:24:07 From Staci Trekles To Everyone:

Work with the living - there will be someone out there who is more receptive than others and that might be the place to start and prove yourself

11:24:55 From Anh Nguyen To Everyone:

Reacted to "Work with the living..." with ❤️

11:25:02 From Anh Nguyen To Everyone:

Reacted to "Peacock!" with 😊

11:27:55 From Maureen Flanagan To Everyone:

Depending on who the stakeholder is, we may want to omit the word "creative" and just use "problem-solving" (or opportunity expanding) techniques. We know it is creative, but some may think that's too woo-woo for the corporate setting. :-)

11:27:58 From Douglas Boehm To Everyone:

WIFM!

11:28:05 From Staci Trekles To Everyone:

Reacted to "WIFM!" with ❤️

11:28:05 From Anh Nguyen To Everyone:

Reacted to "Depending on who the..." with 👍

11:28:09 From Anh Nguyen To Everyone:

Reacted to "WIFM!" with ❤️

11:28:16 From Donna Smith Fee To Everyone:

Reacted to "WIFM!" with ❤️

11:28:17 From Jason Dreyer To Everyone:

Reacted to "Depending on who the..." with 👍

11:28:27 From Connie Halvorsen To Everyone:

Reacted to "WIFM!" with 👍

11:28:51 From Staci Trekles To Everyone:

Be willing to become the "expert" and understand where they're coming from

11:29:00 From Douglas Boehm To Everyone:

Reacted to "Be willing to become..." with 👍

11:29:08 From Staci Trekles To Everyone:

Reacted to "Depending on who the..." with ❤️

11:29:41 From Jason Dreyer To Everyone:

fact finding

11:29:57 From Anh Nguyen To Everyone:

Reacted to "fact finding" with ❤️

11:29:59 From Douglas Boehm To Everyone:

Learning Detectives

11:30:08 From Staci Trekles To Everyone:

Reacted to "fact finding" with ❤️

11:30:11 From Donna Smith Fee To Everyone:

Revenue growth from Increased Training

11:30:17 From Anh Nguyen To Everyone:

Reacted to "Learning Detectives" with 🙌

11:30:18 From Sara Rouse To Everyone:

"Just look for reactions" "What does your gut say"

11:30:50 From Maureen Flanagan To Everyone:

Revenue growth from investing in our people's growth

11:30:56 From Renee Minium To Everyone:

retention is important too

11:31:11 From Donna Smith Fee To Everyone:

Reacted to "retention is importa..." with 👍

11:31:12 From Maureen Flanagan To Everyone:

too much growth - but the idea that you are investing in your people is important

11:31:22 From Jason Dreyer To Everyone:

Reacted to "too much growth - bu..." with 🙌

11:31:23 From Donna Smith Fee To Everyone:

Reacted to "too much growth - bu..." with 👍

11:31:32 From Staci Trekles To Everyone:

Reacted to "too much growth - bu..." with ❤️

11:31:49 From Connie Halvorsen To Everyone:

Reacted to "too much growth - bu..." with 👍

11:31:59 From Anh Nguyen To Everyone:

Reacted to "too much growth - bu..." with ❤️

11:32:02 From Connie Halvorsen To Everyone:

Reacted to ""Just look for react..." with 👍

11:32:05 From Anh Nguyen To Everyone:

Reacted to "Revenue growth from ..." with 🙌

11:32:54 From Donna Schiele To Everyone:

As a facilitator, making sure all voices are heard.

11:32:54 From Donna Smith Fee To Everyone:

Microtalk! Stay on topic...talking stick methodology

11:33:09 From Anh Nguyen To Everyone:

Reacted to "Microtalk! Stay on t..." with 👍

11:33:14 From Anh Nguyen To Everyone:

Reacted to "As a facilitator, ma..." with 👍

11:33:44 From Joyce Pickering To Everyone:

Determine if the possible solutions are solved by coaching, reworking a process or training

11:33:52 From Thomas Wivinis To Everyone:

Replying to "As a facilitator, ma..."

Very important in my group

11:34:01 From Shannon Tipton To Everyone:

Reacted to "Microtalk! Stay on t..." with 👍

11:34:03 From Shannon Tipton To Everyone:

Reacted to "As a facilitator, ma..." with 👍

11:34:24 From Connie Halvorsen To Everyone:

Reacted to "Determine if the pos..." with 👍

11:35:15 From Staci Trekles To Everyone:

Having a way to collect their thoughts in writing before or after helps gets the ideas out so they don't feel like they have to talk through it all on the spot

11:35:38 From Connie Halvorsen To Everyone:

Reacted to "Having a way to coll..." with 👍

11:35:59 From Donna Smith Fee To Everyone:

Reacted to "Having a way to coll..." with 😊

11:36:04 From Donna Schiele To Everyone:

To help accelerate process (especially when time is limited), have them think/share ideas before the meeting.

11:37:58 From Donna Schiele To Everyone:

I have used post it notes during the meeting to allow Is and Es to have a voice.

11:38:05 From Thomas Wivinis To Everyone:

For me it is annual required training and trying to make it interesting/fresh every year

11:38:07 From Connie Halvorsen To Everyone:

Reacted to "I have used post it ..." with 👍

11:38:08 From Maureen Flanagan To Everyone:

We also have Lightning Talks -- about 10-15 minutes of tell / background information and then we focus on the How Might We... generation of ideas on sticky notes (in person or virtual). Begin to theme the responses.

11:38:23 From Connie Halvorsen To Everyone:

Reacted to "We also have Lightni..." with 👍

11:40:05 From Maureen Flanagan To Everyone:

The best kind of sessions are those that don't require too much (or any) pre-work!

11:41:54 From Connie Halvorsen To Everyone:

Reacted to "The best kind of ses..." with 👍

11:43:20 From Kendra Harter To Everyone:

Assign opposing roles and have them debate a topic based on their assignments to solicit all the possibilities

11:43:38 From Kendra Harter To Everyone:

....to make it less personal

11:44:00 From Donna Schiele To Everyone:

Reacted to "....to make it less pe..." with 👍

11:44:24 From Anh Nguyen To Everyone:

Reacted to "Assign opposing role..." with 🤔

11:44:27 From Staci Trekles To Everyone:

Reacted to "Assign opposing role..." with ❤️

11:44:32 From Anh Nguyen To Everyone:

Replying to "Assign opposing role..."

Very interesting!

11:44:40 From Douglas Boehm To Everyone:

Reacted to "Assign opposing role..." with 🙌

11:45:23 From Douglas Boehm To Everyone:

Replying to "Assign opposing role..."

Yes!

11:45:47 From Joyce Pickering To Everyone:

Reacted to "Assign opposing role..." with 🙌

11:46:30 From Anh Nguyen To Everyone:

Reacted to "Yes!" with 👍

11:47:00 From Douglas Boehm To Everyone:

define action(s)

11:47:14 From Kendra Harter To Everyone:

prioritize and assign time frames and owners

11:47:22 From Douglas Boehm To Everyone:

Reacted to "prioritize and assign..." with 👍

11:47:23 From Kendra Harter To Everyone:

communicate it 7 ways 😊

11:47:28 From Thomas Wivinis To Everyone:

For years, we had a post-assessment but have moved to a pre-assessment.

11:47:32 From Staci Trekles To Everyone:

We usually have a communication that summarizes everything followed by another follow up meeting to regroup

11:47:34 From Renee Minium To Everyone:

make a proposal and get executive sponsors

11:47:39 From Connie Halvorsen To Everyone:

Reacted to "communicate it 7 way..." with 👍

11:49:19 From Maureen Flanagan To Everyone:

Replying to "communicate it 7 way..."

Is this multi-channel communication and/or the number of times it is communicated?

11:50:29 From Anh Nguyen To Everyone:

Reacted to "We usually have a co..." with ❤️

11:50:33 From Anh Nguyen To Everyone:

Reacted to "make a proposal and ..." with 👍

11:53:33 From Joyce Pickering To Everyone:

Gotta get to a meeting. Have a great weekend everyone!

11:53:40 From Douglas Boehm To Everyone:

Reacted to "Gotta get to a meeti..." with 👍

11:53:51 From Maureen Flanagan To Everyone:

Replying to "Gotta get to a meeti..."

Enjoy your weekend! See you in a couple of weeks.

11:54:49 From Maureen Flanagan To Everyone:

If it can be easily set up, have a visual dashboard of progress towards the goal(s).

11:54:53 From Anh Nguyen To Everyone:

Reacted to "Gotta get to a meeti..." with 👍

11:54:59 From Connie Halvorsen To Everyone:

Reacted to "If it can be easily ..." with 👍

11:56:45 From Donna Schiele To Everyone:

Is there a way to receive the recording from Part I?

11:57:28 From Anh Nguyen To Everyone:

Thank you for joining us today!!! For all the upcoming Coffee Chats and Learn Something New, check out the info: <https://learningrebels.com/events/>

FLASH SALE for the LSN on Sept. 20th with Kevin Yates. Use promo code 'Holmes15' for 15% off. It's a Labor Day sale so register soon!

11:57:36 From Jason Dreyer To Everyone:

Join the community and you'll get long term access!

11:58:00 From Staci Trekles To Everyone:

Reacted to "Thank you for joinin..." with ❤️

11:58:02 From Anh Nguyen To Everyone:

Reacted to "Join the community a..." with ❤️

11:58:09 From Anh Nguyen To Everyone:

If you'd like to access to this and all Learning Rebels resources 24/7, you'll find them in the Learning Rebels Community! Not to mention connecting with other L&D pros like the ones you've met here today. <https://learning-rebels-network.mn.co>

11:58:31 From Douglas Boehm To Everyone:

Reacted to "If you'd like to acc..." with 👍

11:58:48 From Donna Schiele To Everyone:

Reacted to "If you'd like to acc..." with 👍

11:59:10 From Anh Nguyen To Everyone:

You can find the Intensive info on the events page too!

11:59:17 From Connie Halvorsen To Everyone:

Thank you Shannon and Anh Nguyen!

11:59:35 From Anh Nguyen To Everyone:

Safe travels @Renee

11:59:53 From Connie Halvorsen To Everyone:

I've got to go, but thank you everyone!

12:00:04 From Donna Schiele To Everyone:

Thank you! Great session!

12:00:06 From Anh Nguyen To Everyone:

Replying to "I've got to go, but ..."

Thanks, Connie!

12:00:11 From Thomas Wivinis To Everyone:

New grandson

12:00:14 From Staci Trekles To Everyone:

Thank you!

12:00:18 From Anh Nguyen To Everyone:

Have a wonderful holiday weekend, everyone!