****

**Problem Solving Questions**

**http://www.business-online-learning.com**

**Who?**

* Who is affected by the problem?
* Who else has it?
* Who says it is a problem?
* Who would like a solution?
* Who would not like a solution?
* Who could prevent a solution?
* Who needs it solved more than you?

**When?**

* When does it occur?
* When doesn’t it occur?
* When did it appear?
* When will it disappear?
* When do other people see your problem as a problem?
* When don’t other people see your problem as a problem?
* When is the solution needed?
* When might it occur again?
* When will it get worse?
* When will it get better?

**Why?**

* Why is this situation a problem?
* Why do you want to solve it?
* Why don’t you want to solve it?
* Why doesn’t it go away?
* Why would someone else want to solve it?
* Why wouldn’t someone else want to solve it?
* Why is it easy to solve?
* Why is it hard to solve?

**What?**

* What might change about it?
* What are its main weaknesses?
* What do you like about it?
* What do you dislike about it?
* What can be changed about it?
* What can’t be changed?
* What do you know about it?
* What don’t you know about it?
* What will it be like if it is solved?
* What have you done in the past with similar problems?
* What principles underlie it?
* What values underlie it?
* What problem elements are related to one another?
* What assumptions are you making about it?
* What seems the most important about it?
* What seems to be least important about it?
* What are the sub-problems?
* What are your major objectives in solving it?
* What else do you need to know?

**Where?**

* Where is it most noticeable?
* Where is it least noticeable?
* Where else does it exist?
* Where is the best place to begin looking for solutions?
* Where does it fit into the larger scheme of things?