



ADAPTIVE ACTION

Leveraging Uncertainty in your Organization

TAME YOUR WICKED PROBLEM WORKSHEET EXAMPLE:

Describe your wicked problem in three sentences.

1. *Our performance is below expectations.*
2. *The business environment is changing very quickly.*
3. *The organization works in silos.*



WICKED PROBLEM PATTERNS	WHAT? CURRENT PATTERN	SO WHAT? DESIRED PATTERN	NOW WHAT? OPTIONS FOR ACTION
What boundaries form the edges of and tensions within your wicked problem?	<i>Dept to dept Environment to us Mgt to workers</i>	<i>Customer to service</i>	<i>Focus attention on customer interface</i>
What two differences make the most difference for you and other stakeholders?	<i>Performance Speed</i>	<i>Quality Reliability</i>	<i>Find how the customer balances speed to quality to reliability</i>
What connections or disconnects hold the pattern in place?	<i>Annual reviews Budgets Work processes</i>	<i>Rigid rules for service delivery</i>	<i>Develop short list of simple rules to guide Adaptive Action for all</i>

...OR



To better understand the entire process, purchase our book...

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You can also earn your certification in the Adaptive Action process. HSD Institute runs regular training and certification programs that leave you with a depth of understanding that allows practical application with your situations and challenges. **FIND OUT MORE ABOUT HSD CERTIFICATION PROGRAMS**



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YOUR WICKED PROBLEM

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2. _____
3. _____

WICKED PROBLEM PATTERNS	WHAT? CURRENT PATTERN	SO WHAT? DESIRED PATTERN	NOW WHAT? OPTIONS FOR ACTION
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What two differences make the most difference for you and other stakeholders?			
What connections or disconnects hold the pattern in place?			