## Problem Solving 101 Book Summary, by Ken Watanabe

#### by Allen Cheng

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https://www.youtube.com/watch?v=Zf\_FyGtrmLg

https://www.youtube.com/watch?v=Joa7xWFMuIg

## **1-Page Summary of Problem Solving 101**

#### To solve a problem, take a systematic, logical approach.

Everyone has to figure things out, make decisions and solve problems. Although most people don't know about it, there is a proven system that can be used for these three purposes. The solutions are elegant, effective and satisfying. Sometimes they change the world for the better.

The tools that accompany this problem-solving system are easy to understand and apply. Having a specific thinking and planning approach helps you organize your thoughts logically and effectively, broaden your thinking to consider a variety of solutions, and manage life's various challenges. It helps you build capabilities that anyone can learn over time through repetition.

#### Avoid adopting an attitude that hinders problem solving.

Some people are not good at solving problems. Some of them: \* **Miss Sigh** - She gives up when things get difficult or complicated. Her default attitude is that she can't do things well and that she's not talented enough to succeed. \* **Mr. Critic** - He thinks everyone else's ideas are stupid, he never tries to solve any problems, and his default attitude is "I told you so" whenever someone makes a mistake.

• Miss Dreamer – She's got a million great ideas but never does anything to make them happen.

She prefers to think about how she can change the world with her creativity, instead of doing what's necessary to implement those ideas. Miss Dreamer doesn't like to be bothered by details.

• Mr. Go-Getter – Mr. Go-Getter is a problem solver, but he doesn't always think his way through problems before acting on them. He jumps into action and never stops to plan ahead or diagnose the situation at hand. His motto is "Ready, Fire, Aim"—he believes in just getting started without thinking about what comes next or how to do it properly.

# Problem solving requires determining its root cause, developing a sound plan and implementing it.

On the other hand, Kiwi is a soccer player who has learned to focus on what's in front of him. He doesn't dwell on mistakes or past events. Instead, he focuses tightly and develops action plans that are efficient and effective. If something goes wrong, he adjusts his plan accordingly and learns from it as well so that next time he can do better.

People who solve problems look for root causes before they act. Doctors do that when treating their patients. They ask questions, investigate the patient's medical history, take temperatures and run tests to find out what caused a problem in the first place. Problem-solving people use similar techniques; they try to scope out root causes as well as set definite goals regardless of setbacks or obstacles.

To identify the root cause of a problem, you need to target the symptoms. You can do that by taking these steps: 1) Identify all possible causes of a problem and 2) analyze which one is most likely. To find out more about it, 3) gather information and 4) confirm your hypothesis.

1. The first step is to come up with a solution. To do this, you should think of many possible solutions and decide which one will work best. Next, you need to plan your actions to implement that solution and put it into action. Finally, you need to determine an implementation plan for the idea so that it can be successfully implemented in real life situations.

#### To solve a problem, think and act in four components.

To solve a problem you must first figure out exactly what the problem is. You then need to determine its root cause, come up with an action plan, and execute that plan until the problem is solved. This method works for any size of problem.

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