

Team Problems/Team Solutions Facilitation Process

Henry Ford – “If everyone is moving forward together, then success takes care of itself.”

(Listen or Read Transcription to) **Wake Up Eager Workforce Podcast Episode #136**
From Friction to Flow: A Simple Process for Solving Team Problems Together
www.pricelessprofessional.com/solveteamproblems

The top takeaways from this episode are:

- Alignment Turns Friction into Flow
- Simple, Repeatable Steps for Real Results
- The Payoff Is Measurable and Cultural

Facilitation Tips:

- ☐ Use your calm, curious tone—no judgment, just exploration.
- ☐ Don't jump to solving too soon—let people fully express problems first.
- ☐ Encourage shared ownership, not leader “fix-it” mode.
- ☐ Let silence happen—it often draws out deeper thoughts.
- ☐ Follow-up tip: Schedule a follow-up meeting or check-in within 30 days to revisit progress.

Materials Needed:

- ☐ Flip charts or shared document .
- ☐ Index card sized post it notes.
- ☐ Markers or typing assistant.
- ☐ Optional: colored dots for voting.

1. Pick a problem your team or company needs to solve. Discuss answers for each of these items to get everyone viewing the problem in the same way.

- a. Describe it - What it looks like, sounds like, it shows up here...
- b. Define it in two sentences.
- c. Who or what stops us from solving it?
- d. What other problems does it cause?
- e. If this were no longer a problem...

2. **OPTIONAL:** If you have a list of problems or need to determine priorities, use the “My #1, #2 & #3 Post It Process”, as outlined in this podcast episode www.pricelessprofessional.com/solveteamproblems or this video article www.pricelessprofessional.com/dashboard.



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3. Brainstorm Potential Solutions

- Have the group brainstorm solutions to the selected problem(s). Share these ‘brainstorm rules’ - No censoring or correcting ideas—everything goes, even unusual suggestions.
- Capture all ideas on a Flipchart.
- Group similar ideas together to create categories and write a simple “headline” description for each solution.
- Ask the group where each solution should be placed on the Decision Grid Box.

Decision Grid Box

	Difficult to Do	Easy to Do
Major Improvement	3.	1.
Minor Improvement	x	2.

4. Review all of the Major Improvement - Easy To Do items in box 1 first, then review the Minor Improvement - Easy To Do items in box 2, and finally review the Major Improvement - Difficult To Do items in box 3. Ask:

- Is this something we should do? If so, what are the benefits?
- Are there potential barriers for implementing? What are they?
- What potential actions could address those barriers?
- Who will “chair” or “take ownership of” this decision and pick a date to commit to for completion or reporting back in.

As you close out the process – get feedback from the group on the process – with these debrief questions:.

- What stood out to you?
- What surprised you?
- How can we keep this momentum going?
- Please share the next steps...

Basketball hall of famer Phil Jackson summed it up perfectly, *“The strength of the team is each individual member. The strength of each member is the team.”*