

PROBLEM

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ANALYSIS

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WORKSHOP



## Today's Agenda

- Energizer
- Importance of problem analysis
- 5 Why's Method & Activity
- Iceberg Model Method & Activity
- Recap



# Today's Objectives

Expectations and outcomes

- To practice root cause analysis with the 5 Why's model
- To practice system thinking with the iceberg model

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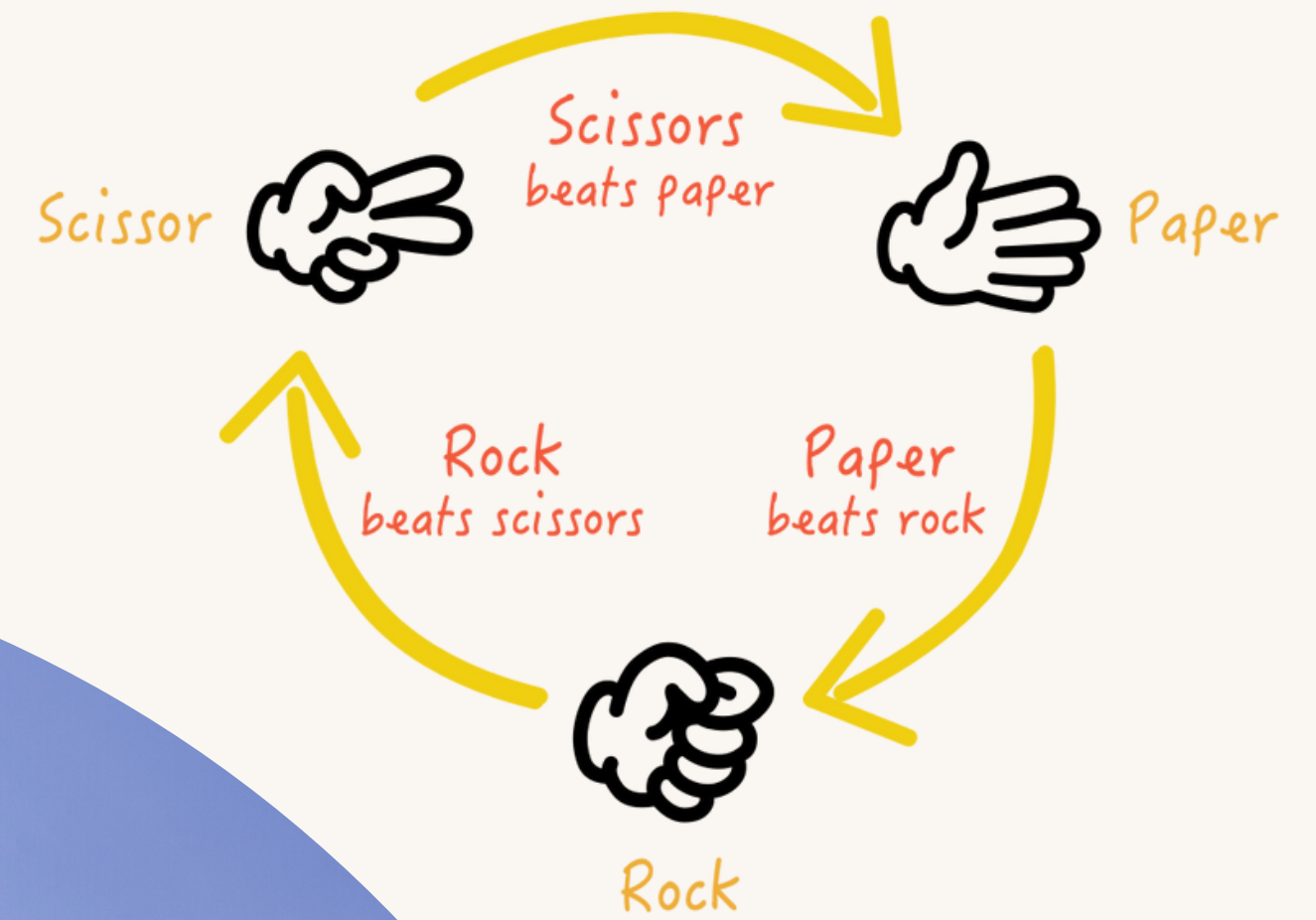
Keep your camera on and participate!

# ENERGIZER

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Rock Paper Scissors Tournament

Game rules



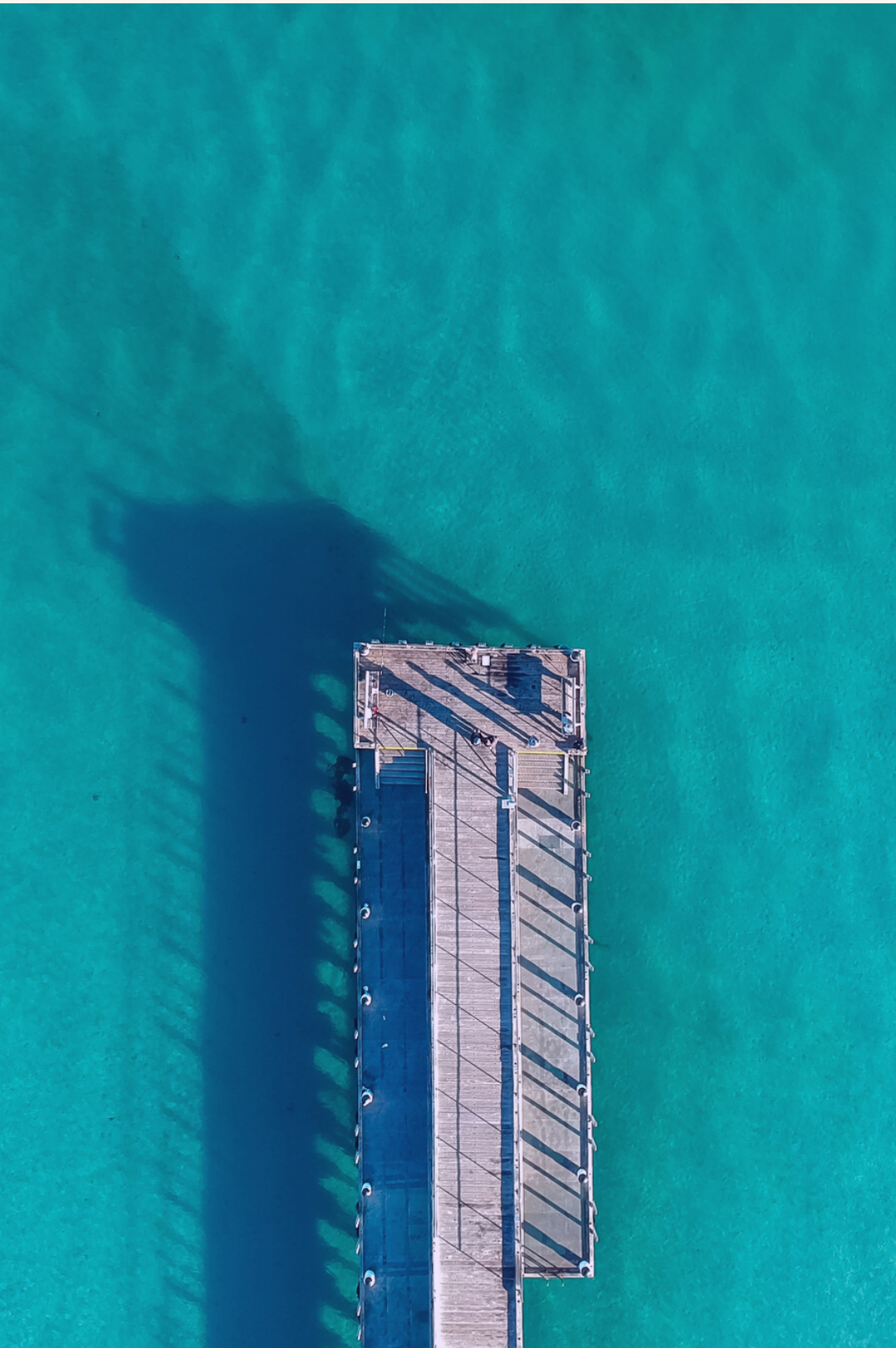
# WHY WE DO THIS

It's vital that we have a deep understanding of the problem before we try to solve it.

The more time we spend analyzing the problem, the better our solutions will be.

We have to understand the root causes of the problem.

Be patient and don't jump to solutions just yet!



## DRAFT YOUR PROBLEM STATEMENTS

For your sub-challenges based on the do's and dont's



## Good Examples

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- Lack of interactive science education means most students hate science.
- The cost of therapy is too high leading to greater depression rates.
- The amount of waste produced in urban households is leading to greater pollution.

## Bad Examples

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- Education is not interactive
- Many people are depressed in today's world.
- Cities around the world are not sustainable.

## Effective problem statements

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- Specific
- Concise
- Measurable
- Specify what is impacted

## Bad problem statements

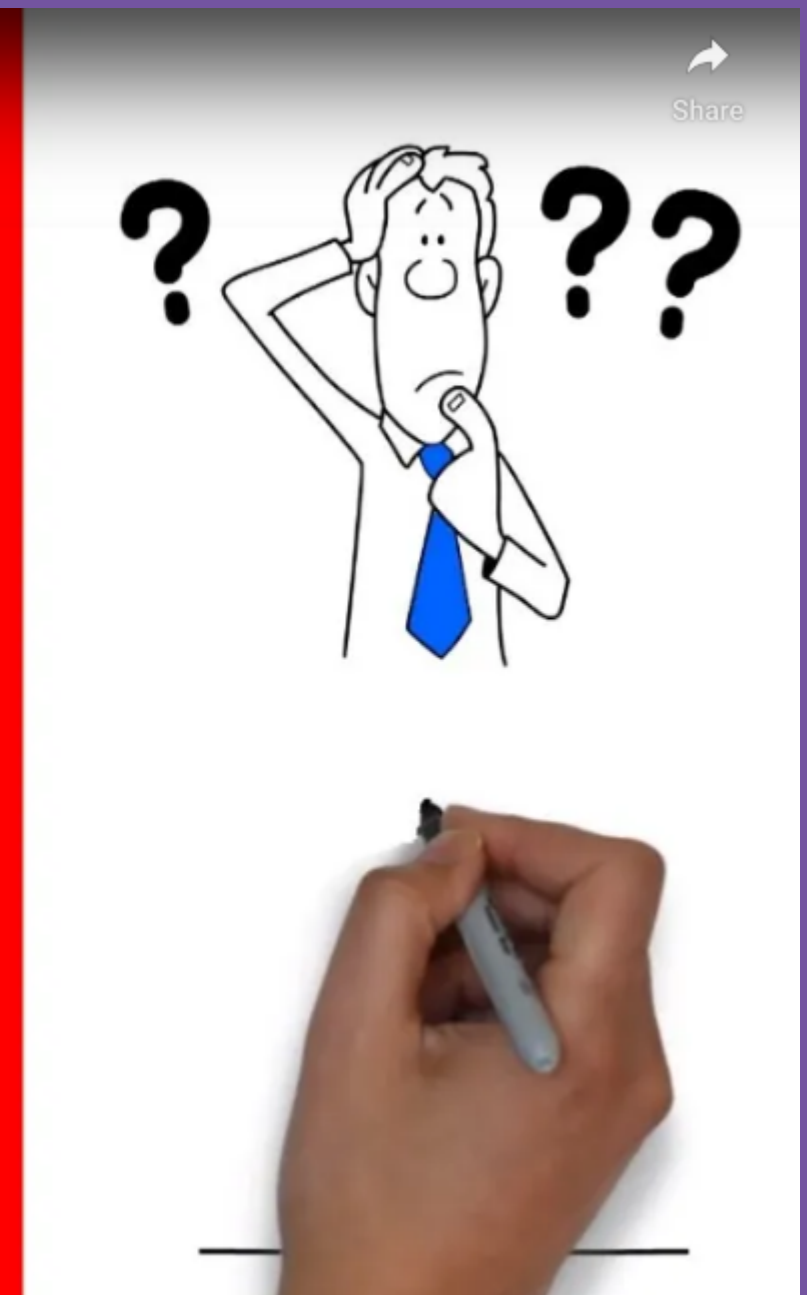
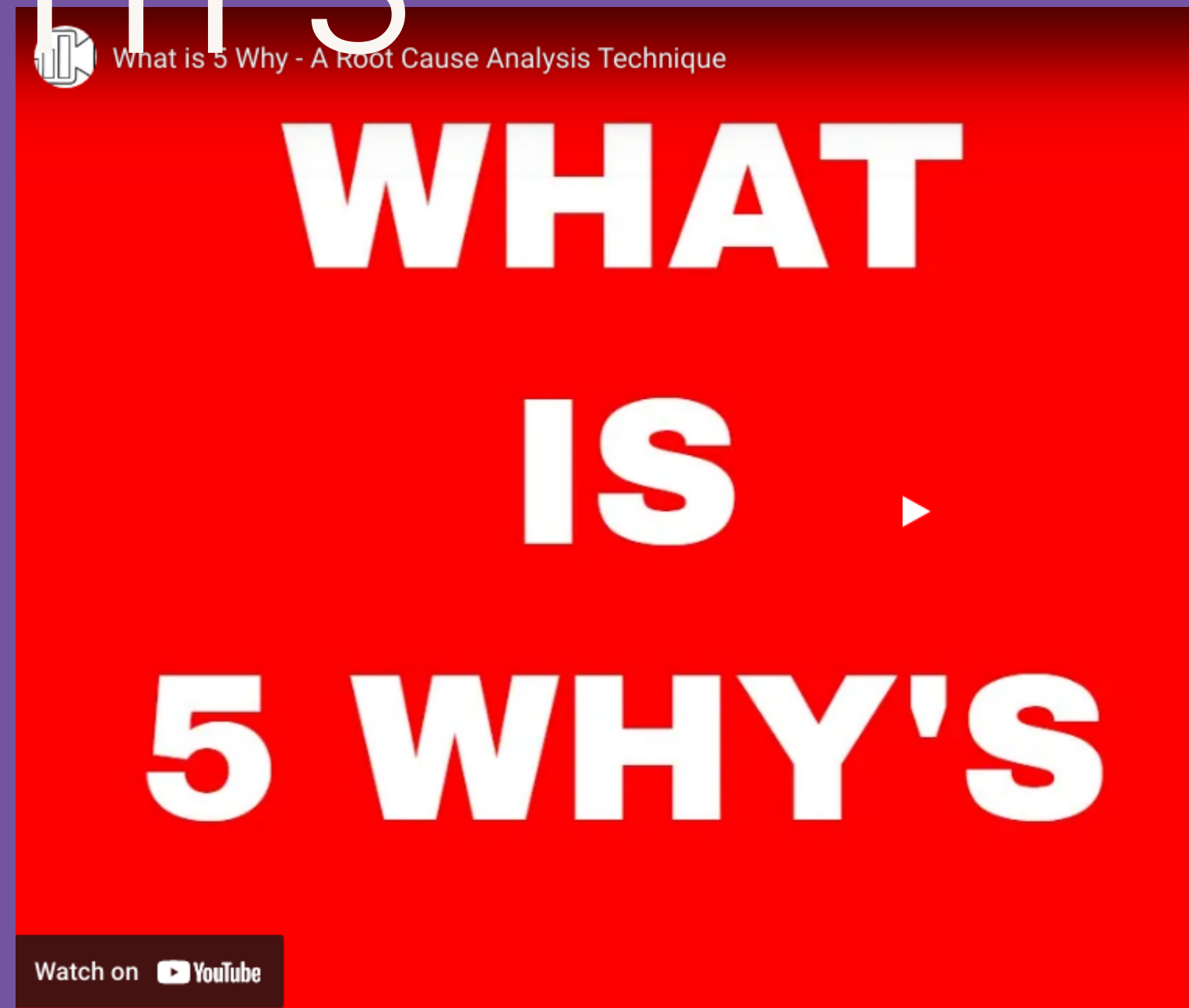
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- Too broad
- Generic
- Not measurable
- Lengthy - too much redundancy



# THE 5 WHY'S

- What is the objective of the 5 Why's?
- What are the rules for the 5 Why's?





# PART 1

## Individual Review & Discussion

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Let's review examples of root cause analysis  
(on Miro)

How can this methodology help us understand  
our problems better?

# Part 2

## ROOT CAUSE ANALYSIS

Conduct your own root cause analysis in three different break-out rooms on Mural!



TAKE

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A

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BREAK

Please be back in 10 mins!



# ICEBERG MODEL

Introduction

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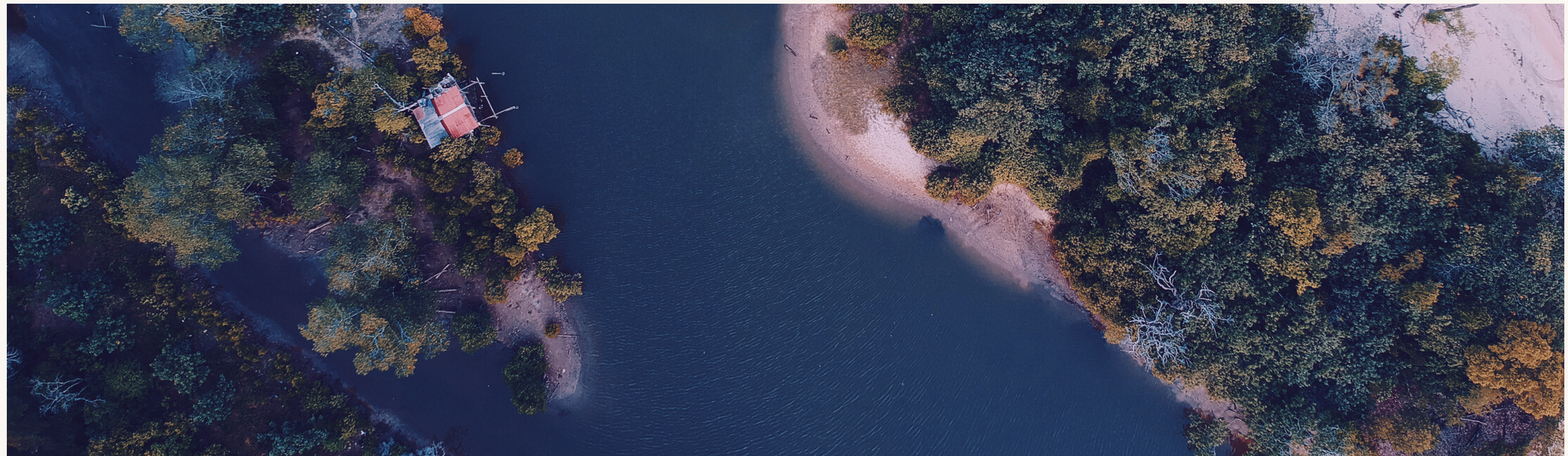
Let's look at the example on Miro

# INDIVIDUAL BRAINSTORMING

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Individually, add to the sticky what you think the systemic causes are for the challenge you worked on in the previous activity.

Note: If someone has already added a point to a sticky note, don't repeat the same point!



**01**

What is the 5-Why method? What is the Iceberg method?

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**03**

How did today's session change the way you think about problems?

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**02**

How can you apply it to the problem you wish to solve?

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**04**

Where else in your life can you apply these methodologies?

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RECAP

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RECAP

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RECAP