

WEEK 7 - IC2 Class - Problem Solving and Providing Solutions

Round 2: Providing Solutions for Various Business Problems

In business, providing solutions is an important skill that is necessary to overcome problems, issues, or situations on a daily basis. Today, we will study how to effectively communicate your ideas whenever you have a situation in your job, work situation, or project.

THREE PART LOGICAL SPEAKING Technique:

Part 1: "Explaining the Situation"

START:

Let me explain the situation.

EXPLAIN DETAILS:

1. For starters, ...
2. In addition, ...
3. Furthermore,...

Give ROOT CAUSE:

4. In my opinion, the root cause of all of this is/was...

Give OUTCOME:

5. As a result, ...

Part 2: "Providing a solution to the problem" phrases

1. The way I see it, we have three options...
2. From my viewpoint, we can do one of three things, ...
3. My take is we have three possible solutions.

Part 3: "Providing options" Phrases

1. We can...
2. We need to...
3. We have to...

3 common “Solution Speaking” Techniques:

Solution Pattern A:

The way I see it, we have three options. A, we can...

B, we can

Or C, we can

Those are the three options that I see we have at the moment.

Solution Pattern B:

From my viewpoint, we can do one of three things. ONE, we need to...

TWO, we need to...

Or THREE, we need to...

Those are the three possible options that I see we have at the moment.

Solution Pattern C:

My take is, we have three possible solutions. A, we can

B, we need to

Or C, we can

Those are the three possible solutions that I see we have at the moment.

Homework:

Business Scene Simulation: Write down your sample solutions or options for five actual business problems.

Directions:

1. Write down your solutions or opinions for **3** actual business problems in your work, job, or project.
2. PRINTOUT your homework and bring it to class next week.
3. Be prepared to give your reasons for your solutions or options.
4. Good luck!