ForceScaling

Own It & Resolve

After reviewing the Short-Term Issues list, as a team determine the three most important Issues to address with the company's best interests in mind. Typically, the meeting Facilitator will begin with the most important issues. Then, the team will determine the most important issues as the next three issues to resolve until the time limit has expired or the list has been completed. Team members will identify specific and time sensitive issues in the best interest of the company that need the attention of all the brain power within the team to help resolve.

Objective:

When creating an Issue:
1. When creating an issue, list the background information.
2. State the main issue that needs to be solved.

When Owning the issue to Resolution:
1. After the team reviews the information provided, the team listens and asks questions to ensure the main issue is actually the root of what needs to be resolved.
2. Determine the root Issue and move to the "what".

What:

When working through the issue:
1. Determine the desired outcomes.
2. Begin with the end in mind. Stay focused on the root issue and dissolve any side chatter or discussions.
3. Review and provide feedback regarding the information provided.
4. Question to discovery. Who, what, when, where, why,
5. What skills and strengths do we have within the team to help progress to the desired outcome?
6. It is important key points of the discussion are recorded in Commitment created, in the meeting notes, or in comments to capture highlights which may help with resolving the issue. Just be consistent in forming your team's best practices.

Next Step(s):
1. Identify who will own the commitment(s) to resolve the issue.
2. Create the Commitment
    a. Gather more information to bring back to the team.
    b. Complete the task – Identify what "done" means.
    c. Communicate the cascading message – ensuring people outside of the meeting understand the decision the Team has been made. Staff, Vendors, other departments, etc.
3. The goal is to resolve the Issue, so it does not become an issue in the future.