humanworks Ⓗ THE ALWAYS PROBLEM ACTION GUIDE

NAME:	DATE:

DEFINE THE ALWAYS PROBLEM

OUTCOME	CAUSE
What is happening to make you believe there is a problem?	What is a person/people doing or not doing to cause this situation?

GIVE THE PROBLEM A NAME:	

ACT ON THE ALWAYS PROBLEM

AFFECTIVE	COGNITIVE	CONATIVE
Is this problem caused by a misalignment of how people feel or core values?	Is this problem caused by a gap in skill or understanding?	Is this problem caused by missing strengths or conflicting ways of doing things?
YES NO	YES NO	YES NO
IF YES… EVALUATE ATTITUDES AND CORE VALUES	**IF YES… ASSESS GAPS ACROSS KNOWLEDGE & SKILLS:**	**IF YES… COMPARE KOLBE A™ INDEX RESULTS:**
What does each person VALUE in this situation? What do they care about?	What is something everyone needs to KNOW to fill this gap? What is it?	How do they gather and share information? Is this a source of conflict? Is a needed strength missing?
What are the PERSONAL core values? What are the ORGANIZATIONAL values?	Is there a specific way of THINKING that is needed to fill this gap? What is it?	How do they organize, arrange and design? Is this a source of conflict? Is a needed strength missing?
Is there a misalignment in values that has impacted the CONNECTION? What is it?	Is there a gap in a critical ABILITY or SKILL that must be addressed? What is it?	How do they deal with risk and uncertainty? Is this a source of conflict? Is a needed strength missing?
What should happen next based on the DIRECTION set by the core values?	How will those involved fill the gap(s) in skill or understanding?	How do they handle space and tangibles? Is this a source of conflict? Is a needed strength missing?

WHAT'S YOUR FIRST ACTION?	
WHAT NEEDS TO BE STRENGTHENED IN YOUR "WAY" OF WORKING?	