



"The significant problems we face today cannot be solved at the same level of thinking we were at when we created them."

*Albert Einstein*

"Every system is perfectly designed to produce the results you are already getting."

*Don Berwick  
Administrator (former)  
Medicare*



How good we're getting at problem solving has become one of the biggest problems!



Why did you do that?

What's wrong with you?

What's the problem?

How did that get messed up?



What are we doing well?

What are we doing now that is working?

Where are we already getting the results we want?



From your experience, what are the first two or three things we could do to better achieve what we want?

As the leader, what would you like to see me do more of, better or differently?



"All of life's answers are available,  
if we just knew which questions to ask."

*Albert Einstein*



*Thank you*

