21st Century Skills Series: Analysis/Solution Mindset
Lesson 1: Solving Problems

New World of Work

POWERED BY California Community Colleges
What is an Analysis/Solution Mindset?

- Considering different viewpoints and putting effort into understanding why information may be presented in a certain way.

- Looking at the bigger picture of the work situation, community, or society when solving problems.

- Examining information and data using critical thinking skills.

- Taking time to think about different ways of solving a problem and testing out ideas to see which one is best.
What happens when you don’t have an Analysis/Solution Mindset?

https://www.youtube.com/watch?v=zJLYITrTEoo
Step 1: Reframe

Think of life like a picture: How does it change when you zoom in versus when you take a step back?
Reframing Helps You Ask New Questions

- When you reframe the way you look at things, you can see other perspectives and come up with new solutions.

- Dr. Tina Seelig, a Professor at Stanford University, explains that changing the frame changes the range of solutions to a problem:

  [https://www.youtube.com/watch?v=vPIFE_fcKb4](https://www.youtube.com/watch?v=vPIFE_fcKb4)

- For example:
  - What is the sum of 5 plus 5?
  - Versus:
  - What two numbers add up to 10?

- How did the client in the 21st Century Skills video clip reframe the problem for John and Jane?
Reframing Helps You Come Up With Innovative Solutions

Scenario:

+ You have just been hired to replace a manager who never provided guidance to his workers
+ So, the staff members are all stressed, are not getting their work done properly, and assume you will be as bad as the manager who just left

What are Some Solutions?

+ Think about multiple perspectives and points of view: yours, the staff, the bosses who hired you
+ What further information/data might you need?
+ What are some possible solutions to this problem? Think creatively!
+ Does anyone have a real life example from work they can share to show how reframing might help?
Reframing can help you break big problems into smaller ones.

- Reframing isn’t just about taking a step back to look at the context, it is sometimes about looking at the smaller parts of a bigger issue.

- This can help you feel less overwhelmed and stressed when you approach a big issue one part at a time.

- For example:

  - Balancing academic work with your personal life responsibilities can be complicated.

  - How can you approach this larger issue with a series of smaller solutions that can add together to create big changes?
Step 2: Collecting Information

• An important part of reframing is collecting the information you need to make informed decisions that can lead to solutions

• Think about the steps in the decision making process

• Use your critical thinking skills when you evaluate information
How do you gather information?
What are the main ways you get your news?
How often do you check news updates?
Think About What is Hidden...

+ When you click on news online, analytics are started to track the type of information you research most

+ News feeds become tailored to your preferences and populate with articles that might be of interest to you

+ Ads pop up related to your search/spending preferences

+ All of this creates a limited POV, you see what you seek, and instead of well rounded information you can build bias

+ How can you reframe the information you are exposed to?
Step 3: Analysis

+ A good check list of tips when evaluating news: http://blog.ed.ted.com/2017/01/12/how-to-tell-fake-news-from-real-news/

+ Check media and information sources for tonal bias: is the tone neutral, positive, negative?

+ Who is the target population? Are there groups that are left out, not given a voice?

+ Can you identify the core message/data?

+ Is marketing involved?

+ Can you cross reference against other sources, check how valid the information is? This also includes checking the date when the article was released. Are there updates to the information?

+ Practice: http://www.techrepublic.com/article/10-sharing-economy-underdogs-you-should-know/

+ If you are interested in the topic of how companies market to our habits, read “The Power of Habit” by Charles Duhigg
Step 4: Identify Problems & Seek Solutions

Problem Solvers

- The world is filled with problems, which means it has just as many solutions.
- Think about your interests, skills, and career goals.
- Use this to see what problems exist and how to be solution-minded.

Examples

- 24 yr old Christopher Gray, who struggled to find financial aid while in college, designed the app Scholly to help low income students find scholarships. [https://myscholly.com](https://myscholly.com)
- Ellen Grealish, Sheila Murphy, and Gwenn Rosener, a trio of working mothers, started Flex Professionals to help women transitioning back into the workforce find jobs. [http://www.flexprofessionalsllc.com](http://www.flexprofessionalsllc.com)
- Retired due to injury, NFL player David Vobra founded the Adaptive Training Foundation to work with individuals with disabilities, including veterans, through athletic training. [http://adaptivetrainingfoundation.org](http://adaptivetrainingfoundation.org)
- What are some examples from your own community?
What impact can your solutions have on others? What is your approach to ethics?

- Problems and solutions can impact your life and the lives of others, especially at work.

- So, take the time to think about the three types of ethics in decision making.
A “Popcorn Share” is when you quickly answer a question to help get you thinking and sharing ideas.

Finish this sentence

One strategy I often use to solve a problem is.....

One person at table begins

Shares thoughts quickly and then calls on another person at the table

Everyone at table shares until last person speaks.

Now you have ideas to help you work on the handout!
Next Steps: Practice!

LinkedIn and New World of Work have partnered to provide suggested next steps after each of the 21st Century Skills lessons.

Go to: www.linkedin.com/learning

These videos will help you continue to explore Analysis-Solution Mindset. You can earn certificates of completion to post on your LinkedIn profiles along with any of your digital badges and skills verifications.

Courses: Solving Business Problems Problem Solving Techniques Critical Thinking

Videos: Learn how to solve problems Common pitfalls when solving problems Introducing the five-step problem-solving process Finding a problem to solve Defining the problem you solve Developing critical thinking skills in students Engage students in higher-order thinking