

Drive Success From Any Challenge

How do you meet challenges in your business?

73% of field service organizations are struggling to achieve revenue growth – but why? Between labor shortages, workforce management and scheduling difficulties, demanding customer expectations and more, it can feel impossible to stay afloat.

Here are a few practical strategies to help
IDENTIFY, PRIORITIZE AND SOLVE
any challenge that comes your way:

IDENTIFY THE CHALLENGES

Regularly assess your business. This may include analyzing financial data, reviewing customer feedback and soliciting input from your team and stakeholders such as customers, partners and suppliers. These groups often provide valuable insights into the challenges your business is facing.

PRIORITIZE THE CHALLENGES

Once you've identified your challenges, prioritize them in terms of their impact on your business and the resources required to address them. This helps you focus your efforts and ensure that you're tackling the most pressing issues first.

SOLVE THE CHALLENGES

Develop a plan of action that includes specific goals, tasks and deadlines to help you stay on track. Measure your progress as you work to address your challenge, and regularly review and make necessary adjustments to ensure you're on track to meet your goals.

LET'S GET TO WORK

Let's face it – all businesses face challenges. But those with the right tools can face them head-on in stride. Use this worksheet to help identify your challenge, evaluate short and long-term damages, prioritize tasks to help tackle it and strategize potential solutions.

Problem-solving structures like the one below are valuable in any challenging situation, so feel free to make copies and pass them out to your employees!

Identify the Challenge:

What do you want to change?

Ask yourself:

- What specific performance measure needs to improve?
- What damage is it causing or will it cause in the future?
- What do you know?
- What don't you know and need to find out?

Current State:

Desired State:

Analyze the challenge – What do you want to change?

Ask yourself:

- What specific performance measure needs to improve?
- What damage is it causing or will it cause in the future?
- What do you know?
- What don't you know and need to find out?

Causes:

Effects:

Create a clear, concise problem statement:

Before going further, consider whether you are the right person to tackle this problem. If not, who are the other stakeholders?

Ask yourself:

- Whose perspectives do you need to complete this problem-solving template (e.g. customers, external partners, subject matter experts, co-workers, manager, etc..)

Notes:

Additional Questions:

IMPORTANCE AND DIFFICULTY

How much does it matter whether this problem is solved?
Is it possible? Do we still have the will?

TIME AND RESOURCES

How long will it take to resolve this problem?
Do we have what it takes to do this job?

RETURN ON INVESTMENT

How long will it take to resolve this problem?
Do we have what it takes to do this job?

FORCE-FIELD ANALYSIS

What could help or hinder our efforts?

Brainstorming Solutions:

How can we make the change?

Ask yourself:

- How can problem causes be eliminated?
- How can barriers be minimized?
- What positive forces can be maximized?
- What impacts (positive and negative) may result from implementing the solutions?

Select and plan the solution – What's the best way to do it?

Criteria for Evaluating Solutions

- Resources (budget, people, materials available to the group)
- Time (length of time it takes to solve the problem)
- Acceptability (stakeholders and organizations will accept the solution and the changes involved)
- ROI (expected pay-off from the solution)
- Control (implementation is within the control of this group)
- Appropriateness (solution solves the problem)

Solution Chosen:

Action plan — Who, what, where, when and how

What tasks do you need to:

- Mitigate risks
- Identify and solve issues
- Measure progress and results
- Communicate changes, status and results

Task	Who Is Responsible	Resources Needed	Due Date

