

**How to solve problems
instead of creating new**

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What is a conflict?



Goal — what do we need to get in result?

- Very important to understand what are you going to solve?
- Solve a problem not a people

What is the reason for human behavior?

For each behavior, there is always a reason even if behavior looks unnatural.



Ask yourself these two questions.

- How does it affect work
- If you don't solve it, what will happen?



Schedule a meeting

- Ask your teammate does she/he understand that the problem exists.
- You should get an agreement that person agreed on the problem.
- If you didn't get this agreement, you wouldn't need to continue the meeting. Ask for brake and prepare other arguments.

Solution discussing

- Ask for the suggestion about problem solution from his/her side first.
- Validate this suggestion (what if?)
- Help if needed.

Execution control

"People do not do what you expect. They do what you inspect"

Louis V. Gerstner

Key points

1. Define the problem. Spend some time for investigation and information gathering.
2. Prepare for a meeting.
3. Discuss the problem personally. 1:1
4. Solve the problem, not the people.
5. Ask what solution sees another person. Do not force. Wait for suggestion the from that side.
6. Executive control

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