

## Strategic thinking in complex problem solving

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### Abstrak

Strategic Thinking in Complex Problem Solving provides a framework and practical tools to help the reader solve problems. In our personal and professional lives, we are required to solve problems that are not clearly defined and have moving and interdependent parts. Successful resolution requires us to be T-shaped, having both depth and breadth of knowledge and skills. This book focuses on the latter part, the knowledge and skills that can be beneficial in solving any complex problem. Integrating findings from many disciplines as well as conclusions from practitioners, this book provides concrete guidelines. It breaks the resolution process down into four steps-framing the problem (identifying what needs to be done), diagnosing it (identifying why there is a problem or why it has not been solved yet), identifying and selecting potential solutions (identifying how to solve the problem), and implementing and monitoring the solution (resolving the problem, the do). For each of these four steps-what, why, how, do-the book explains techniques that can promote success and demonstrates how to apply them on a case study and in additional examples. The case study-that of a lost dog that may have been kidnapped-guides the reader through the resolution process, illustrates how the concepts apply, and creates a concrete image to facilitate the recollection. Relying on theoretical and empirical evidence but using simple, accessible language, it enables the reader to learn not just about problem solving but how to actually solve complex problems.