

# 3-4-5-6 „S<sup>OL</sup>upport“ Tools...

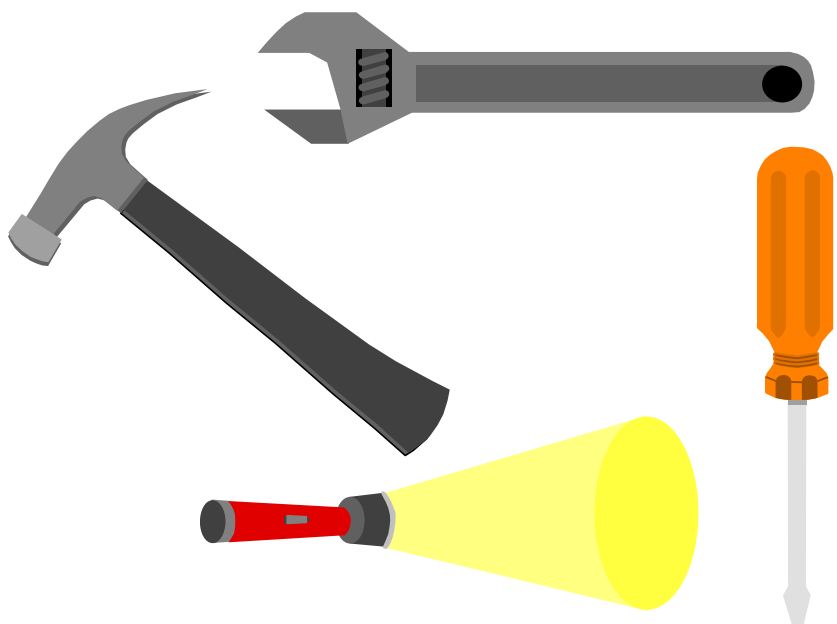


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## Adding to Solution Focus...



## ... some further tools...



## ... to support / to help to:

- “*distinguish what was confused*” (clarify, differentiate, “take a closer look”, zoom in, chunk down, “see the trees”, find the-difference-that-makes-a-difference, ...), and to
- “*include what was denied*” (honour, appreciate, “find a broader view”, zoom out, chunk up, see the forest, find patterns, integrate, ...)

(Expressions in italics: by Matthias Varga von Kibed, Bristol 2003)



# What 2 do 2-day...

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**Intro:** „Solutions” here means: both the process and the result of a change from an undesired state to a different, desired (or at least less undesired...) one.

Solutions for 2 or more people might require to first reach some common ground: i.e. early agreement about how 2 describe the desired state (goal, 2-be, future perfect, ...) and hypotheses about which first steps might lead towards it - starting from the present state (as-is).



“Navigating” towards solutions in groups may be facilitated by repeatedly striving for transparency and sufficient consensus about:

- common goals that benefit *all* stakeholders
- the relevant “ingredients” of current and desired states
- maps and landscapes, applicable models
- rules and values

SF already has some history of including-what-works. In that tradition, here’s some more tools, from outside the classical SF-toolbox, to support group solutions (“S<sup>ol</sup>upport Tools”): by

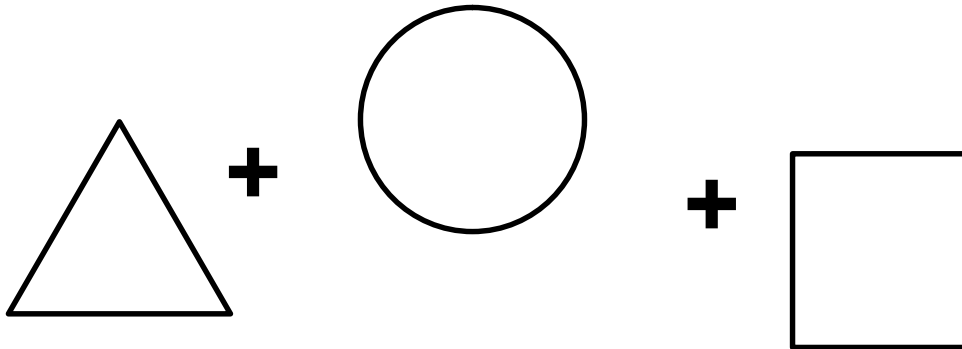
- “distinguishing what was confused”, and / or
- “including, what was denied”.



# Triple „Little Elephant“: multi-perspectives



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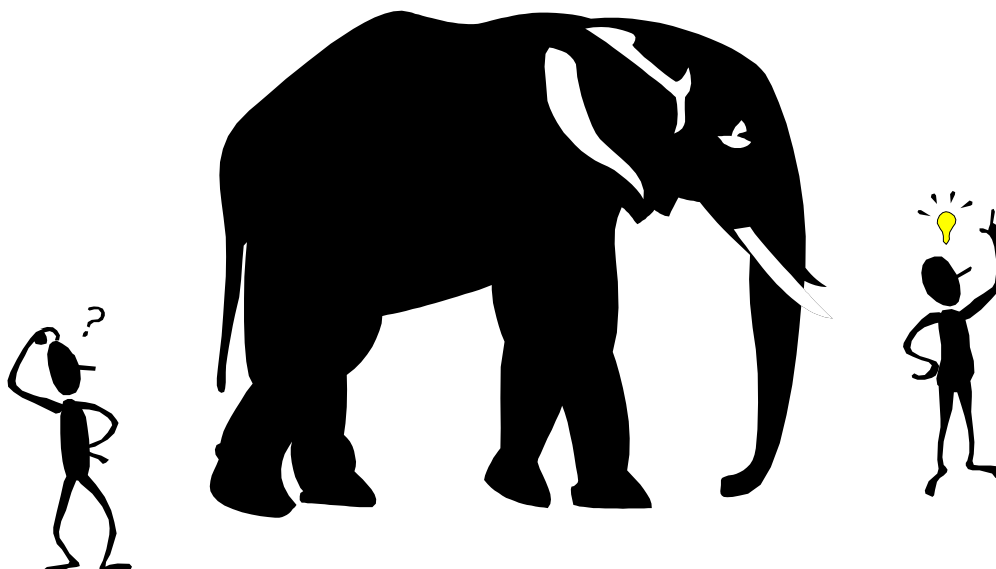


The “Little Elephant” is a metaphor and a symbolic reminder

- to look at descriptions from various perspectives
- to develop solutions that fit for several stakeholders at the same time,

e.g.:

- first - second - third (“meta”) position of consulting
- technical, legal, and ecological aspects of a product
- trainer’s (= my own), customers’ (seminar attendants’), and sponsor’s (payer’s) interests in a training
- my, my boss’, our customers’ needs
- being a parent, being an employee, being a citizen
- ...



Inspired by (a.o.): [www.geoffmarlow.com](http://www.geoffmarlow.com)

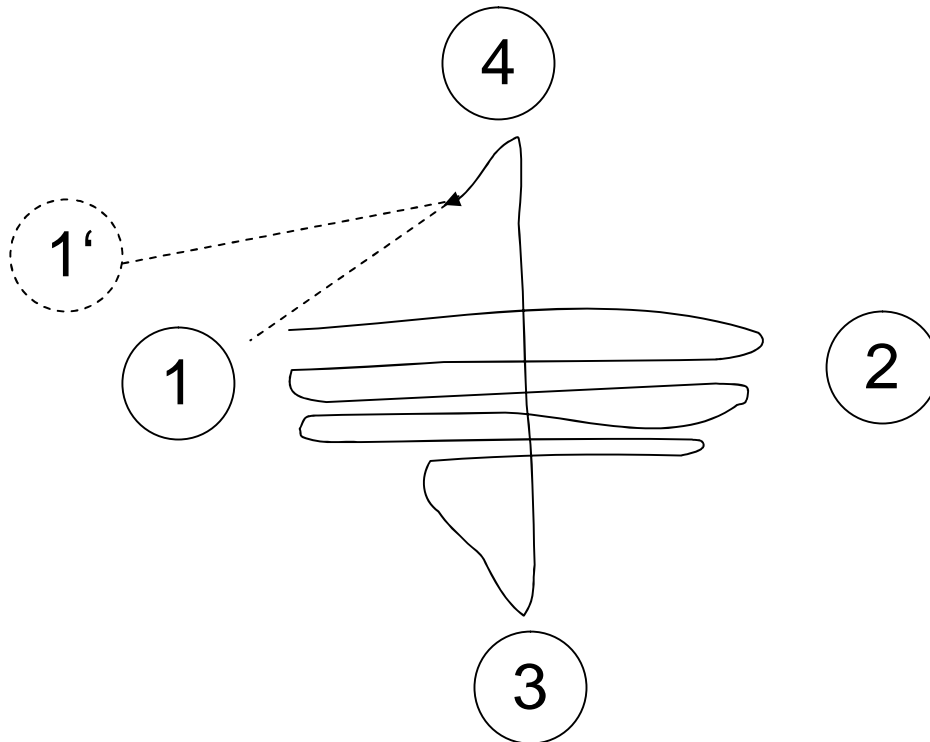


# „TetraLemma“: 4 types of change...

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(“Four Edges”, derived from Indian legal logic; here:)

A “map” or “mental model” of a “generic” sequence of solution types, to choose from, and to find orientation.



Mapping and navigating your way:

- from confusion to -1- making up your mind and deciding your position;
- from being single minded to -2- considering alternatives, choosing one, and “transferring the power of the not-chosen to the chosen”;
- from being stuck in a dilemma to - 3 - finding a synthesis (“both”);
- expanding the context to - 4 - where the original dilemma doesn’t exist, or doesn’t matter anymore (“neither-nor”);

and then:

- starting over again - 1' - ...

Inspired by (a.o.): Matthias Varga von Kibed & Insa Sparrer  
Bristol 2003; [www.syst-strukruraustellungen.de](http://www.syst-strukruraustellungen.de)

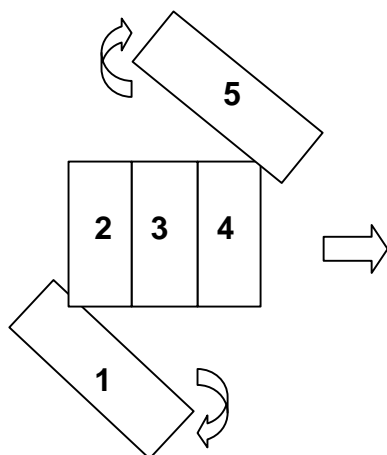


# „Focus Five“: solutions in time...

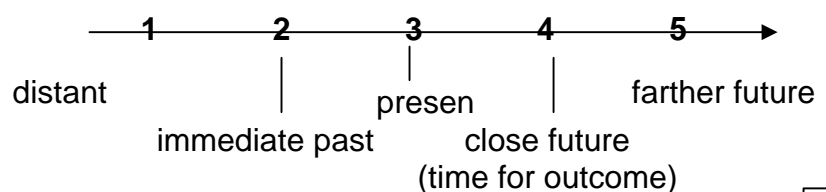
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<b>Larger context</b> <ul style="list-style-type: none"><li>- What is today's outcome good for? What will it itself be input to?</li><li>- What will be the next, larger task?</li><li>- What else will be influenced by our outcome?</li></ul>		
<b>INPUT</b>  Description(s) of current situation  Materials and documents present  Special talents of people present ...	<b>Today's agenda (THROUGHPUT)</b>  Agenda  Project plan  Process of transformation: <ul style="list-style-type: none"><li>- how much?</li><li>- of what? with what?</li><li>- in what sequence</li></ul> ...	<b>Desired (tangible!) OUTCOME</b>  What result can we carry out of this room later on? <ul style="list-style-type: none"><li>- qualitatively: what exactly will we have reached?</li><li>- quantitatively: how much of it / to what extent?</li></ul> ...
<b>Basement</b> Important values (So far maybe only implicit) presuppositions (So far maybe unwritten) rules / code of conduct Any further relevant resources (beyond what's listed in "Input") ...		

Inspired by (a.o.): Martin Gerber  
[www.flowteam.com](http://www.flowteam.com)



## Focus Five as Timeline:





## „6 Colour Cube“: separating aspects...

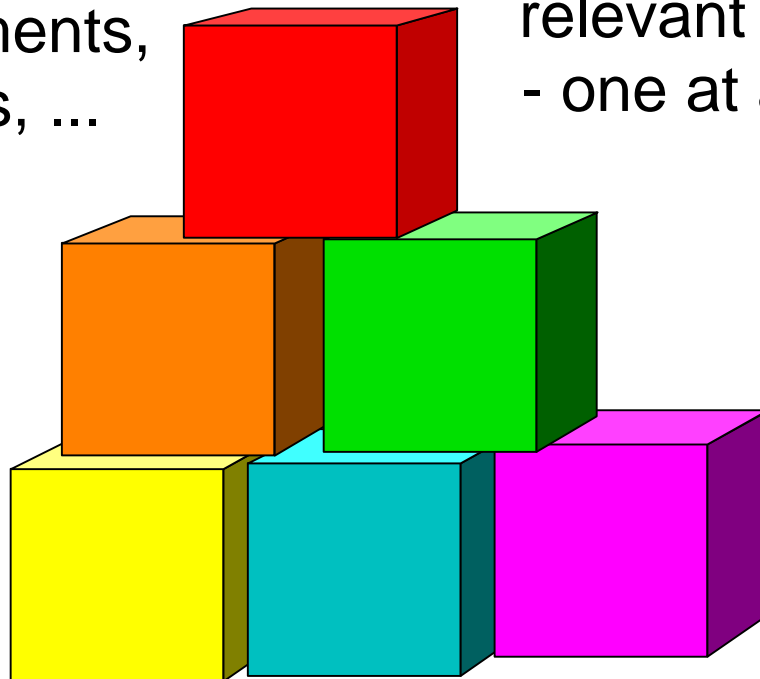
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To differentiate ingredients of

- descriptions,
- statements,
- ideas,
- assessments,
- solutions, ...

To allow for  
**all**

relevant aspects  
- one at a time...



**White:** facts only (incl. “resources”)

**Red:** emotions, feelings, intuition (incl. decisions by “gut feeling”)

**Black:** criticism, negativity, risks (incl. “problems” & “obstacles”)

**Yellow:** positiva, what’s good (incl. “exceptions”)

**Green:** creativity, innovation, “thinking beyond the box” (incl. “solutions” & “miracles”)

**Blue:** “meta” activities, direction, summaries (“process control”)

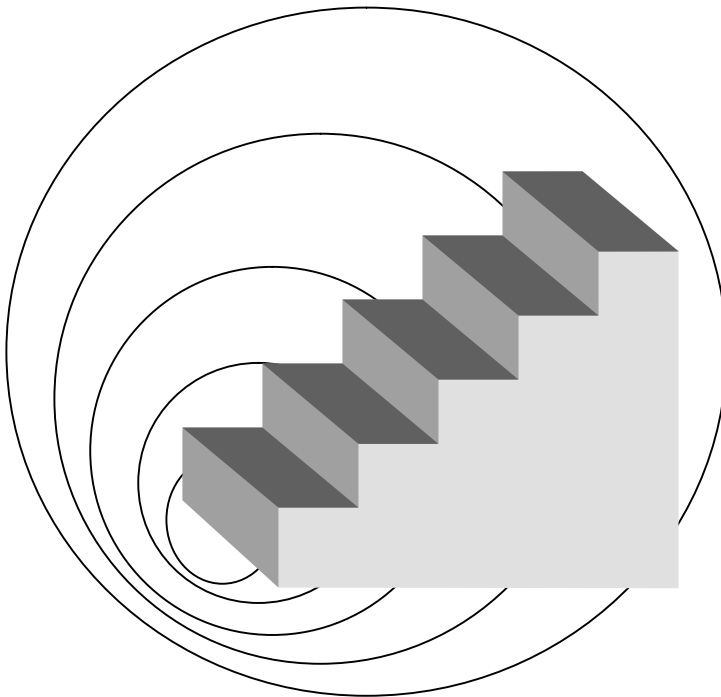
Inspired by (a.o.): Edward de Bono:  
„Six thinking hats“, Penguin 1985



# „(Systemic) Logical Levels“

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spirituality  
belonging to  
identity  
values / convictions  
skills  
behavior  
context /  
environment



Inspired by (a.o.): Robert Dilts „Logical Levels“  
as extended by Bernd Isert: „Wurzeln der Zukunft“, Paderborn 2000



"Should you find any of  
these tools helpful,  
I 'd like to hear from you!"

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