

WHAT IS THE PROBLEM?

If we don't know how to determine what the problem is, problems won't be a problem for us because we won't recognize them.

1. Classical approach to problem-solving

- A problem is everything that prevents us from achieving our desired goals.
The problem is everything that does not satisfy us.

2. MUE problem-solving*

- MUE problem definition:
Any negative state is a problem.

We have "only" five (5) negative states:

1. Delays,
2. Non-quality,
3. Insufficiently,
4. Dissatisfactions,
5. Inappropriate consumption of resources (excessive and to little).

The above five (5) negative states determine all problems regardless of the issue, users, current state, goals and current state of resources.



* **MUE problem solving** is the application of the Model of Universal Excellence - MUE, which is the only universal and complete model of action on the world education market.

You can see more about individual elements of the application of the Model of Universal Excellence - MUE at the link: <http://www.mue2007.wordpress.com>

INCENTIVE QUESTIONS

- What is your definition of a problem?
- Do you agree with the MUE problem definition above?
- Can your problem definition identify every problem?
- Can you accept the MUE definition of the problem?

SOME THOUGHTS ABOUT PROBLEMS

- Between the current and the desired state are problems that must be solved to reach the desired goal.
- Each goal must be measurable (quantitatively and qualitatively) and time-defined.
- Any deviation from the set goal is a problem.
- The problem is all that you have to remove to reach the desired goal.
- Every problem can be solved with appropriate competencies (knowledge, skills and behaviours).
- The problem is a part of everyday life you are unsatisfied with.

The "**MUPS - Model of Universal Problem-Solving**", fully presented in the book "**BECOME AN EXPERT IN PROBLEM-SOLVING**", bases its achievements on defining a problem through five negative states.

CONCLUSION

Identifying negative states in the MUE way is one of the innovative elements of the problem-solving model that enables a universal approach to problem-solving.

All users define problems identically, so improvisation is excluded (due to different approaches to defining problems).