



**NZ State Services Commission & ANZSOG
present:**

SOLVING COMPLEX PROBLEMS WELL

SPEAKER

Dr Nick Fleming

Director

Innergise Pty Ltd

MC & LOCAL SPEAKER

Arlene White

CEO

Education Payroll Ltd

SLIDES FROM TODAY'S
PRESENTATION WILL BE
AVAILABLE ON THE ANZSOG
WEBSITE

Solving **Complex Problems** Well

ANZSOG



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Complex Problems

- No definitive problem description
- Product of inter-related systems
- The problem keeps evolving
- A solution depends on how the problem is framed
- Solutions aren't "right or wrong" but enable "better or worse"



#1


COMPLEX PROBLEM
SOLVING

ANZSOG

 Innergise



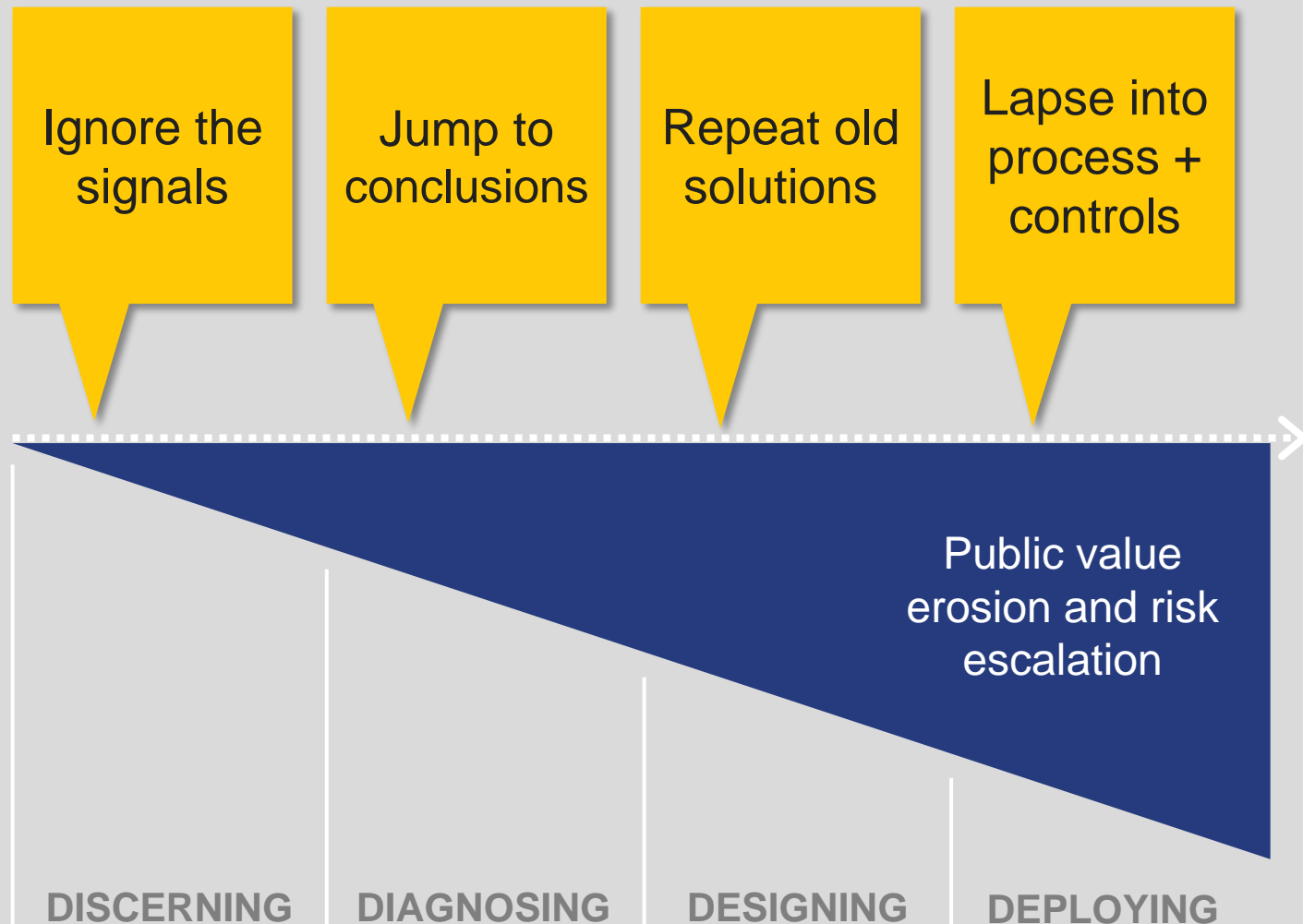
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We are
solving
the wrong
problems

ANZSOG

 Innergise





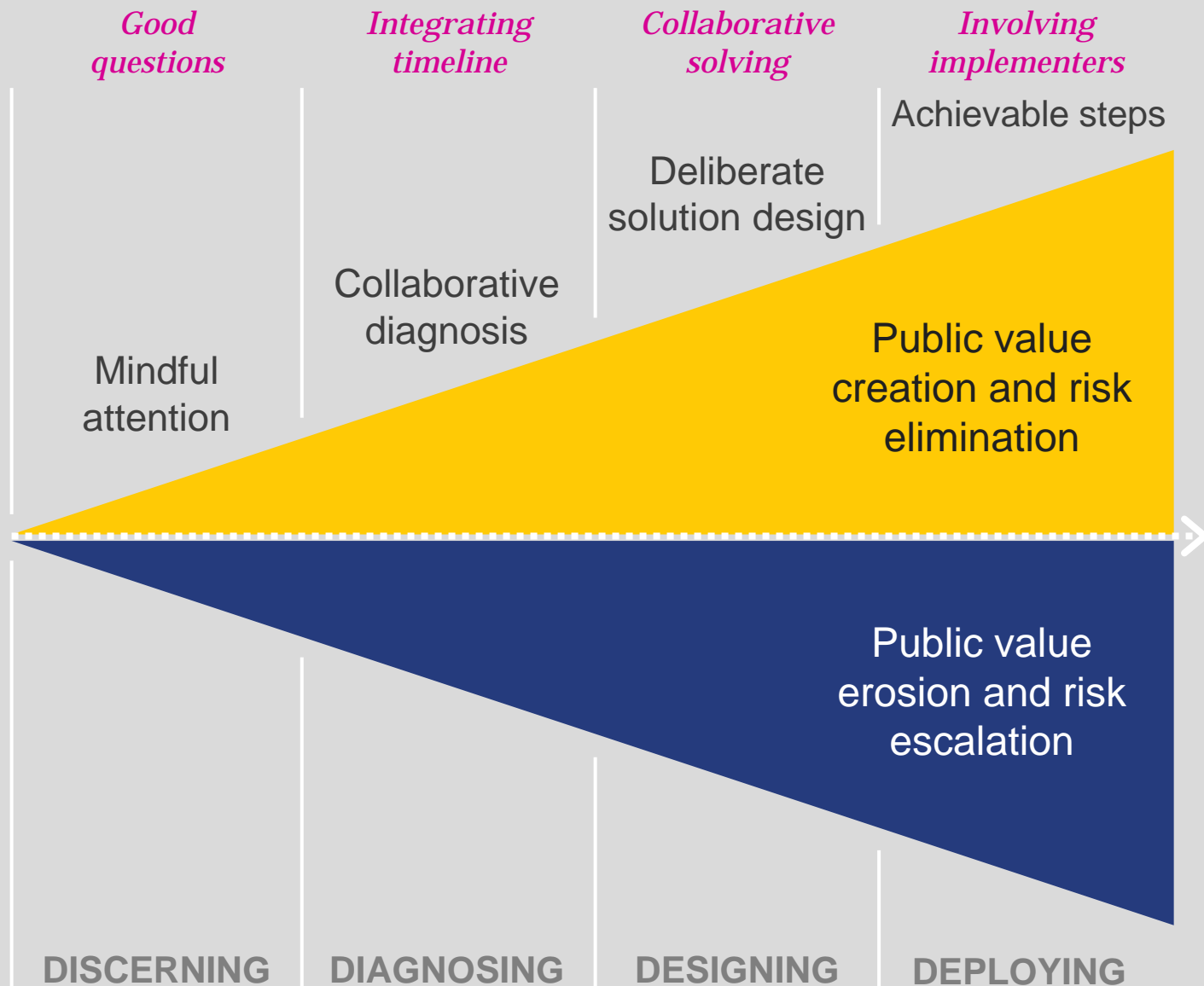
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We're not taught to problem solve.

We don't get to the root causes of problems,
which are often human not technical in nature.





What's it worth investing?

Cost



Probability

of a similar mistake



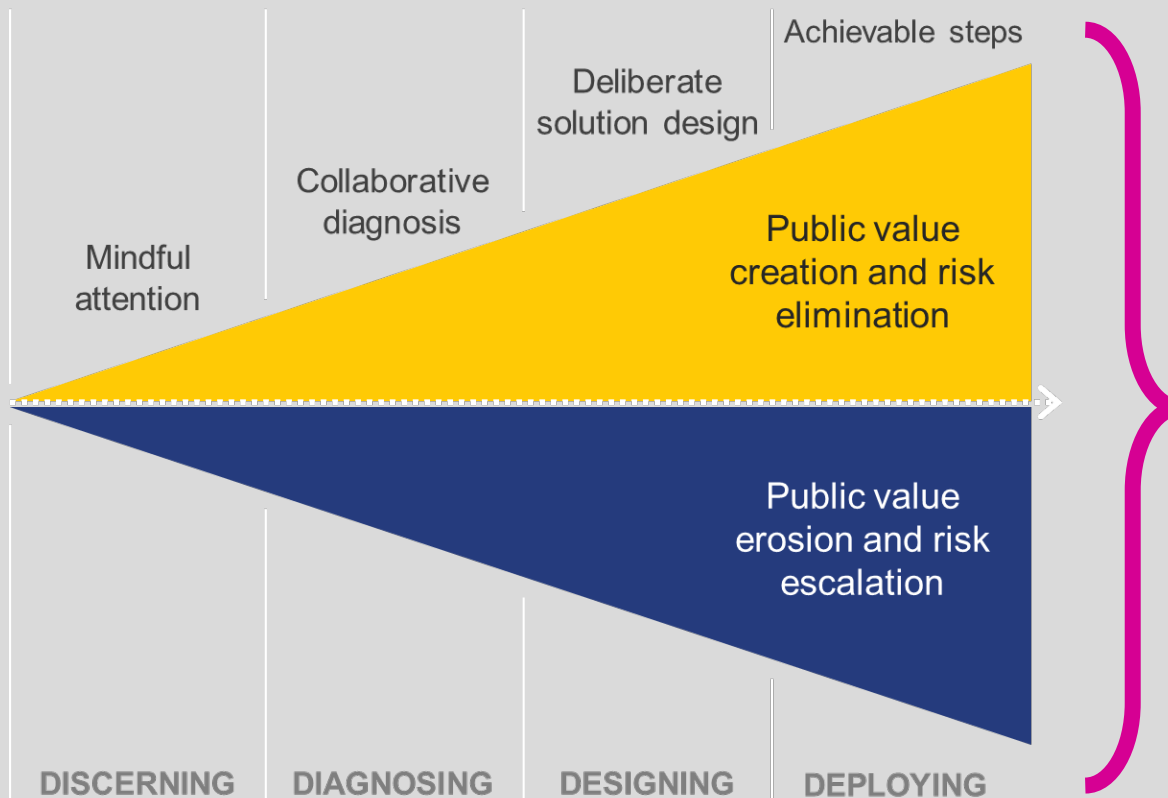
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for a 1 in 10 return
on investment



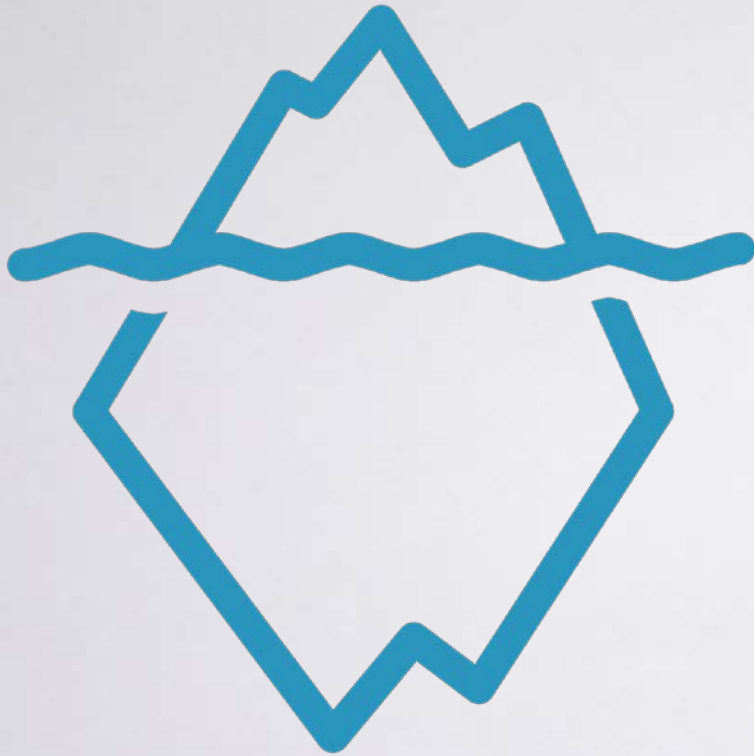
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Dividend

- Saved effort
- Avoided risk
- Better-spent taxpayer dollars
- Repeatable practices
- Engaged latent energy + talent
- Career growth
- Renewed trust



What is the problem?

The headline

What are the causes of the problem?

Obvious systemic causes-and-effects

What mindsets permit these things?

Worldviews

What deep stories and values underpin these mindsets?

Formative ideas



THANK YOU

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Dr Nick Fleming

innergise.com.au





What is the problem?

The headline

“Government is imposing it’s green ideology.”

What are the causes of the problem?

Obvious systemic causes-and-effects

Drought has fuelled the climate change and sustainability lobby.
Government is fulfilling a policy promise to the urban latte lappers.
Sustainability actions don’t address our real (water supply) challenges.

What mindsets permit these things?

Worldviews

It’s not right to be wasting public money.
It’s not fair to impose urban whims on regional businesses.
Our business is about good engineering and sound financial management.

What deep stories and values underpin these mindsets?

Formative ideas

“Government should be small, efficient and low taxing.”
“It’s all take and no give for regional communities.”
“There are rules and standards that keep us on the right track.”

Insight Trading

Collaborating to transform the infrastructure that shapes society

by Nick Fleming and Susanne Cooper



Available at
amazon

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Upcoming Thought Leadership Seminars

<i>Rights-Based and Tech-Driven: Open Data, Freedom of Information, and the Future of Government Transparency</i> Speaker: Professor Beth Noveck	Wellington	31 July 2018
<i>Prevention is better than cure: so why aren't we doing more of it?</i> Speaker: Professor Paul Cairney	Wellington	15 October 2018
<i>Understanding the burden of targeting and rationing on benefits and payments recipients; and the gendered nature of welfare systems</i> Speaker: Professor Donald Moynihan & Professor Pamela Herd	Wellington	1 November 2018



Enquiries to:
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Upcoming Executive Education Workshops

Women leading the public sector Speaker: Christine Nixon/Amanda Sinclair	Wellington	21 August 2018
Communicate for impact and influence Speaker: Zina O'Leary	Wellington	21 November 2018



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