

# **The Art of Problem Solving\***

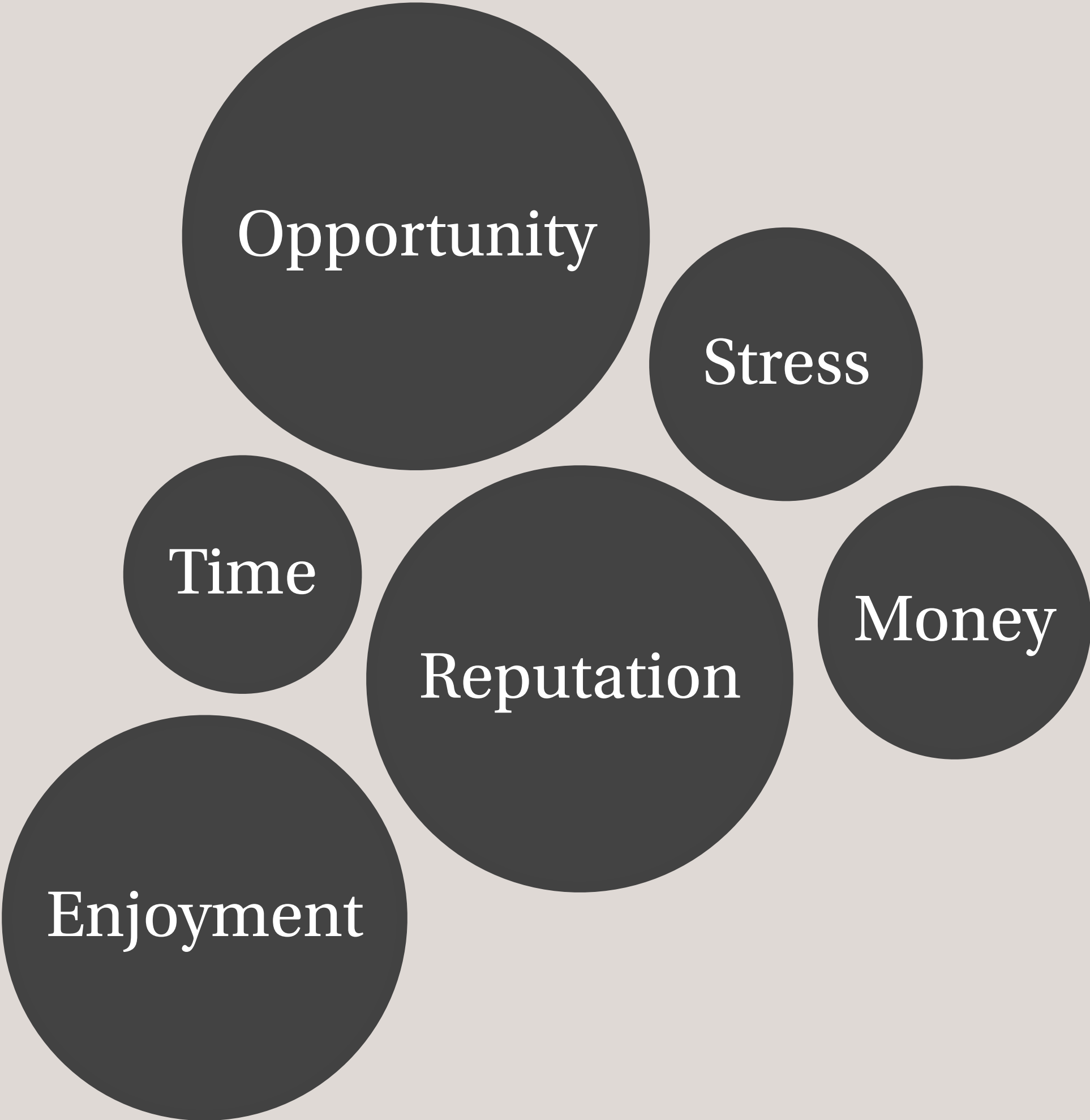
**By Ben Everard**



**THE IDEA BUREAU**

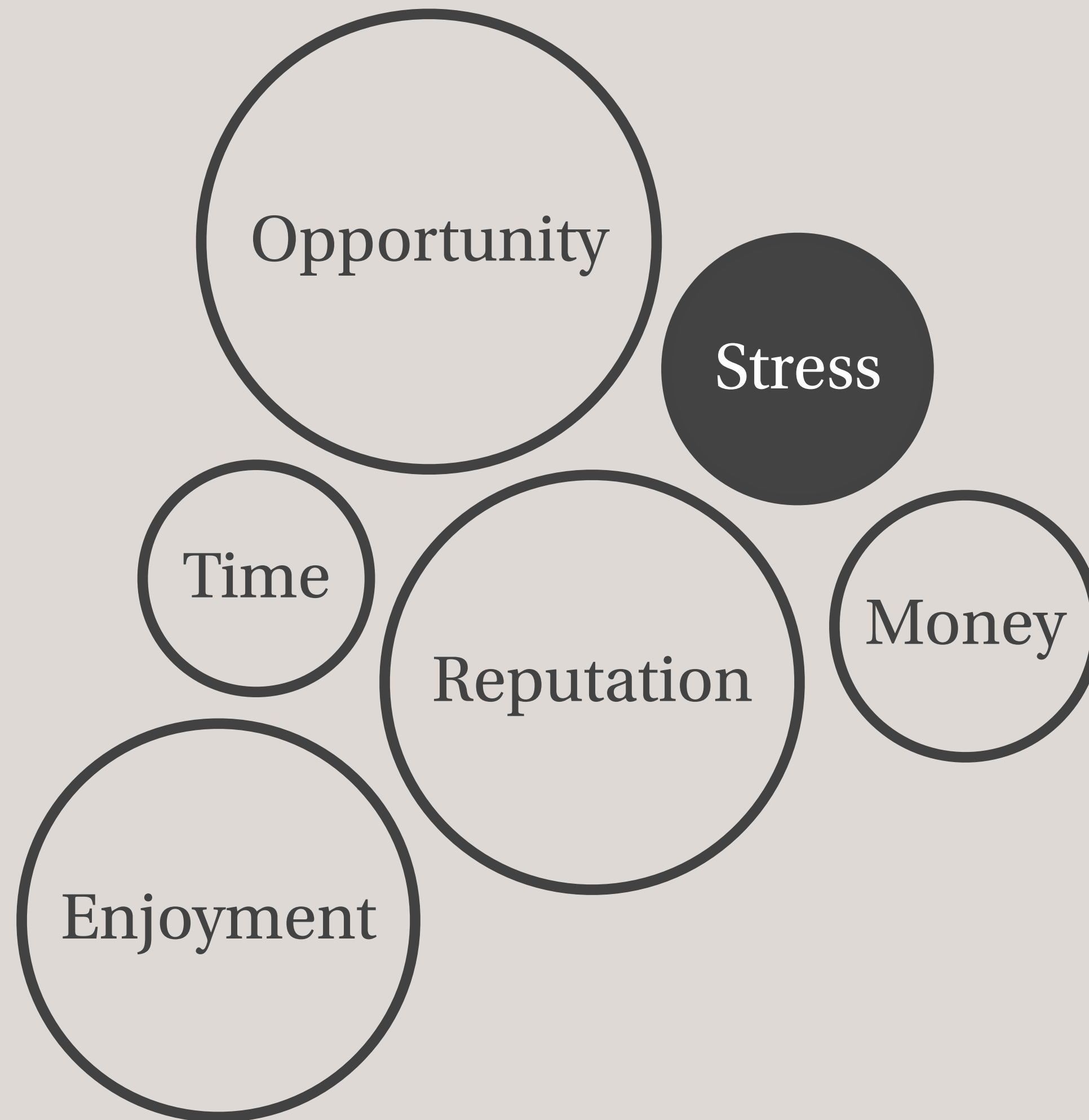
**Ben, why the f\*\*\* are you  
talking about this?**

# Impact

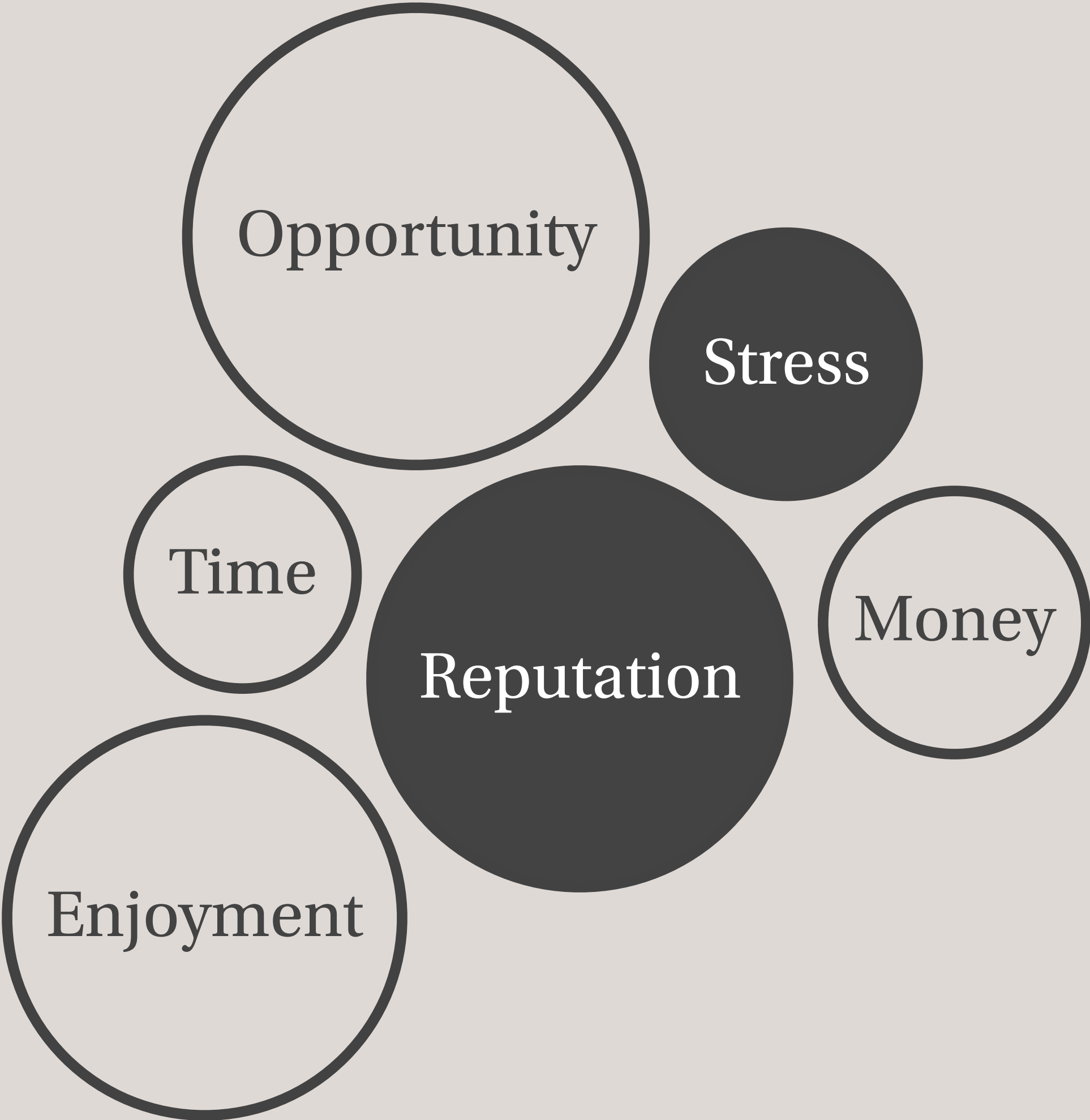




# Impact

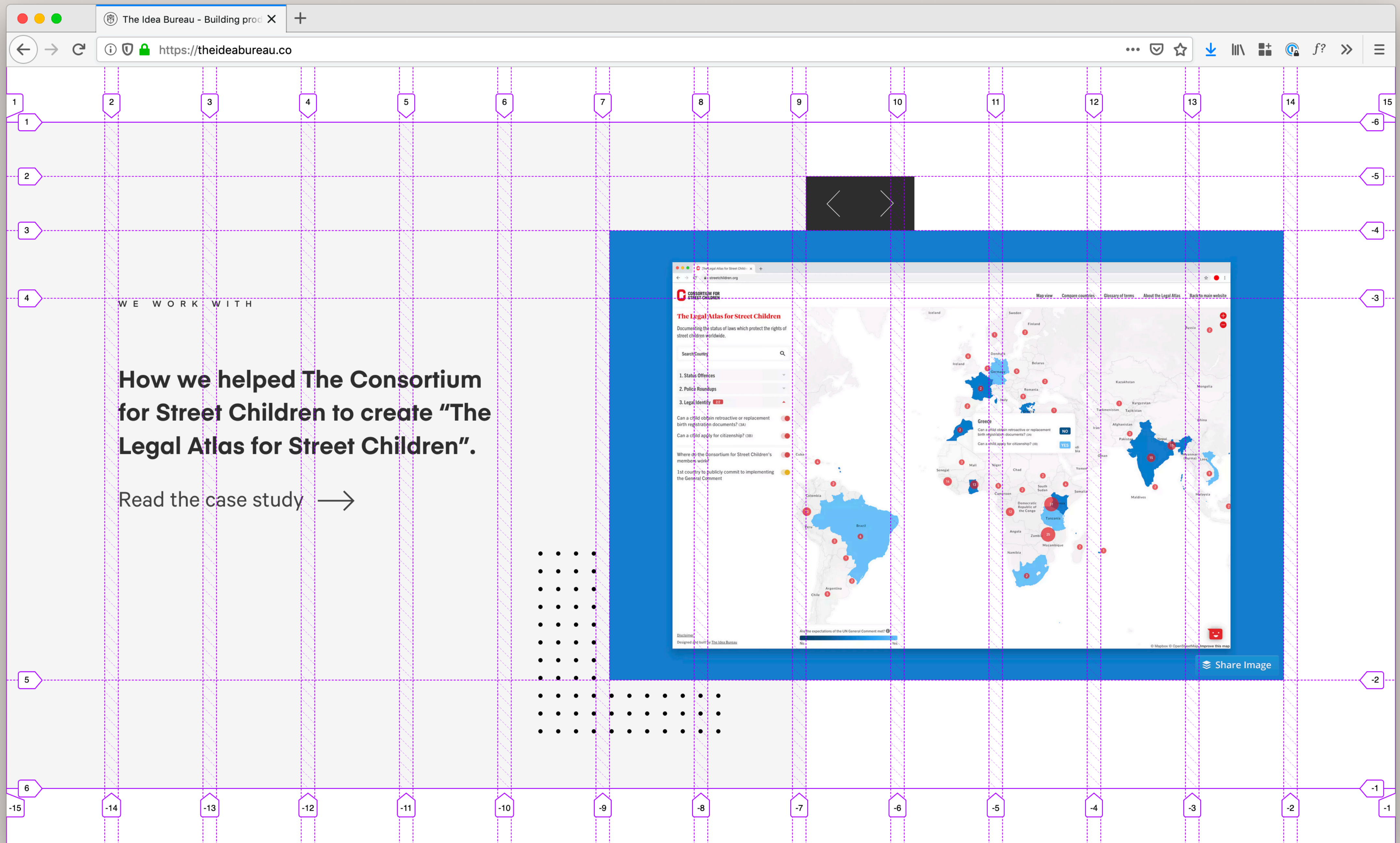


# Impact









**This isn't just for our  
work problems.**







# Brexit





**Discover**



**Understand**



**Solve**



**Report**



**Share**





**Discover**



**Understand**



**Solve**



**Report**



**Share**

## 1. Discover

**Proactively discover  
our problems.**

## **1. Discover**

**Embrace problems while  
they're cheap to solve.**

## **1. Discover**

**Think about the future  
now, it'll be an investment  
you had wished you'd made.**

## 1. Discover

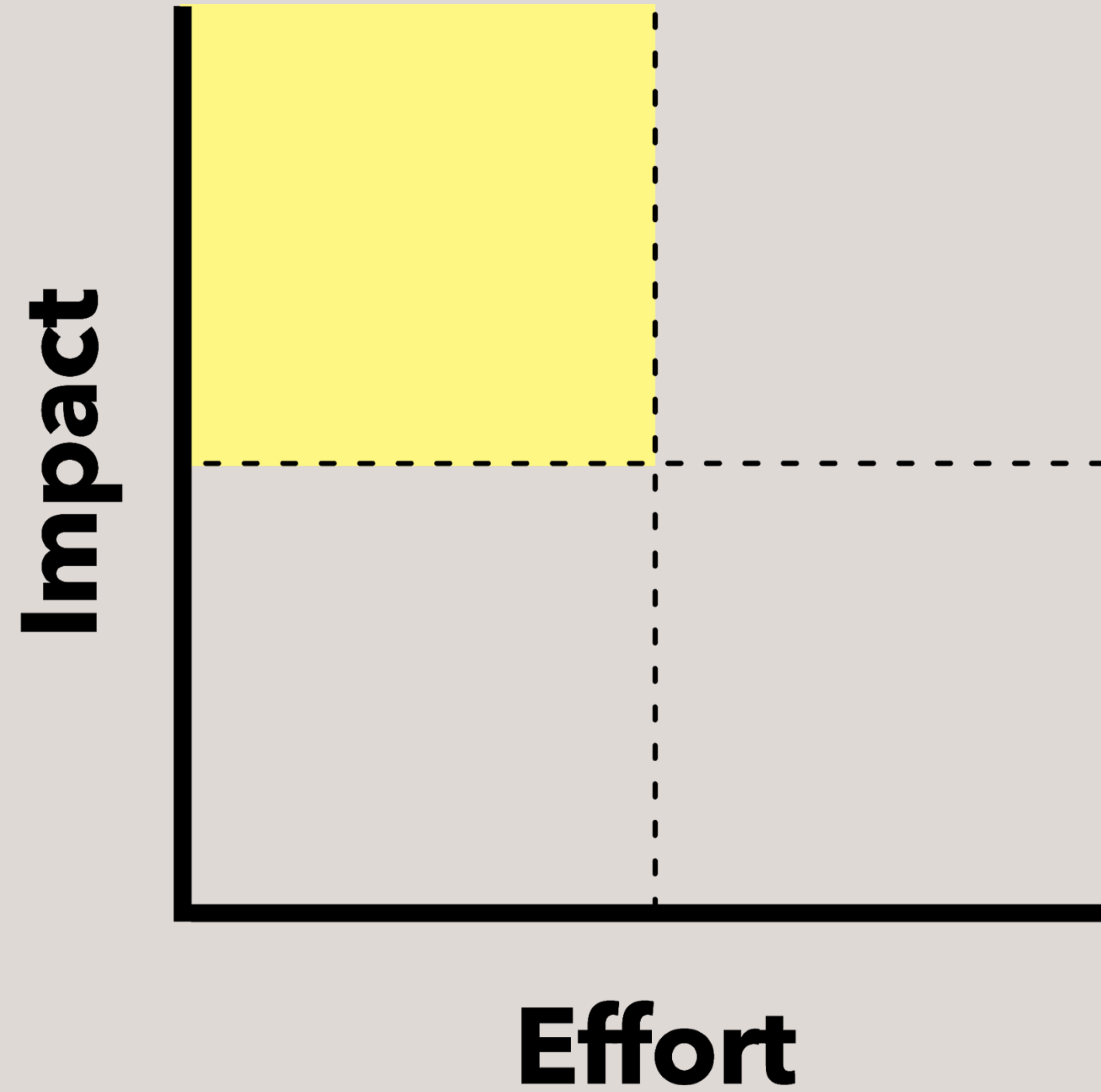
**Don't hide from our problems.**

## **1. Discover**

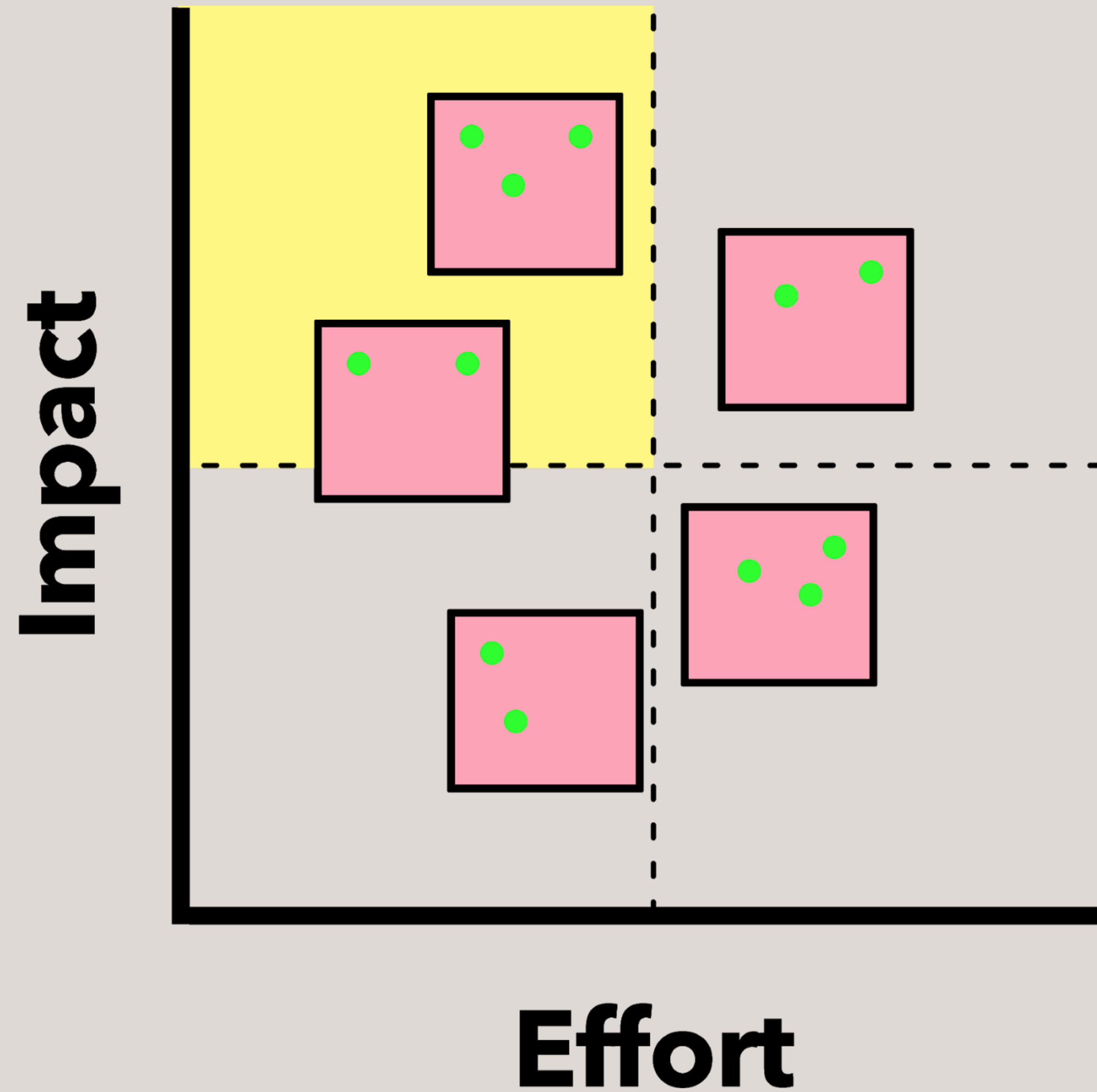
**Document our problems.**

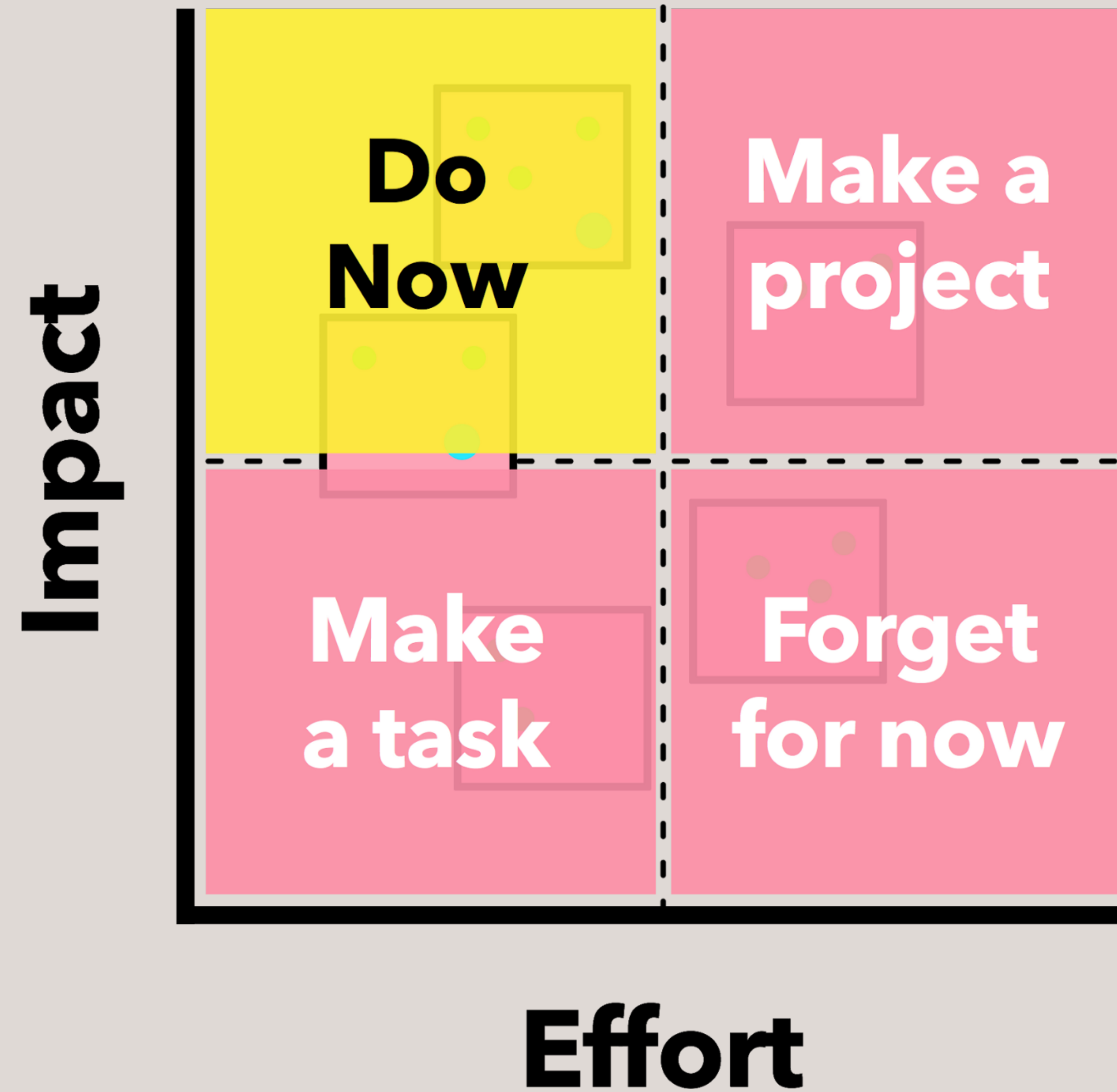
## 1. Discover

**Prioritise our problems.**











Boards

Trello

I've got 99 problems but prioritising them is the problem

All my problems

The spare bedroom needs redecorating

Effort: High Impact: Low

Score: Forget for now

We could be celebrating our projects more

Effort: Low Impact: High

Score: Do now

Our projects are over running

Effort: High Impact: High

Score: Make a project

How do I convince to my gran that Brexit was a stupid idea.

Effort: High Impact: Low

Score: Forget for now

The headlight in my car is broken

Effort: Low Impact: High

Score: Do now

Our website contact form isn't performing so well

Effort: Low Impact: High

Score: Do now

+ Add another card

Our website contact form isn't performing so well

in list [All my problems](#)

EFFORT

IMPACT

SCORE

Low

High

Do now

Description

Add a more detailed description...

Add Comment

Write a comment...

Save

Activity

Ben Everard

added this card to All my problems

a few seconds ago

ADD TO CARD

Members

Labels

Checklist

Due Date

Attachment

POWER-UPS

Effort / Impact

Effort: Low

Impact: High

Save

Archive

Share

Menu

About This Board

Add a description to your board

Change Background

Filter Cards

Stickers

More

Power-Ups

Calendar, Google Drive and more...

Ben Everard added [Our website contact form isn't performing so well](#) to All my problems

9 hours ago

Ben Everard added [We could be celebrating our projects more](#) to All my problems

9 hours ago

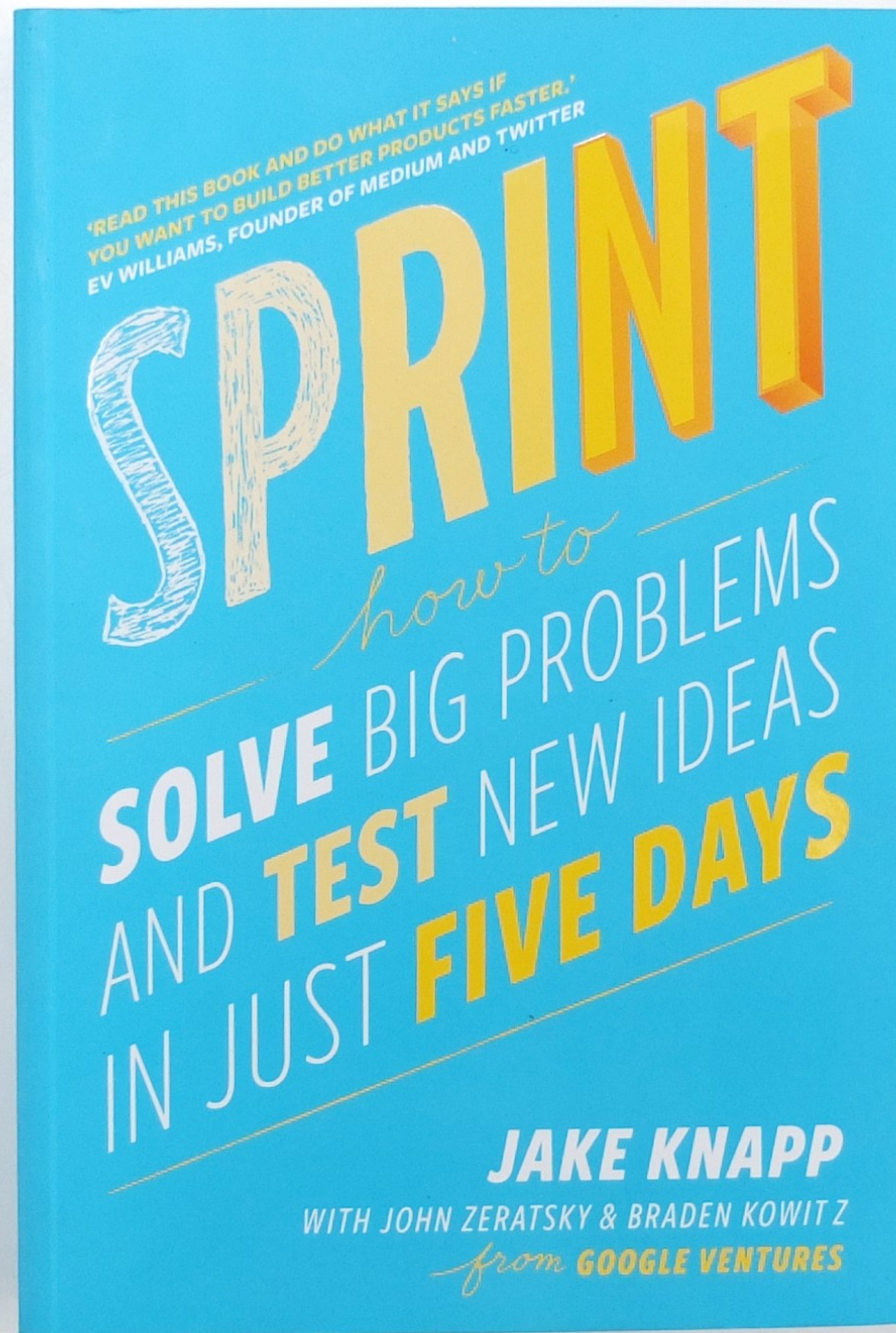
Ben Everard added [How do I convince to my gran that Brexit was a stupid idea.](#) to All my problems

9 hours ago



https://bit.ly/12SgiTzz









**Discover**



**Understand**



**Solve**



**Report**



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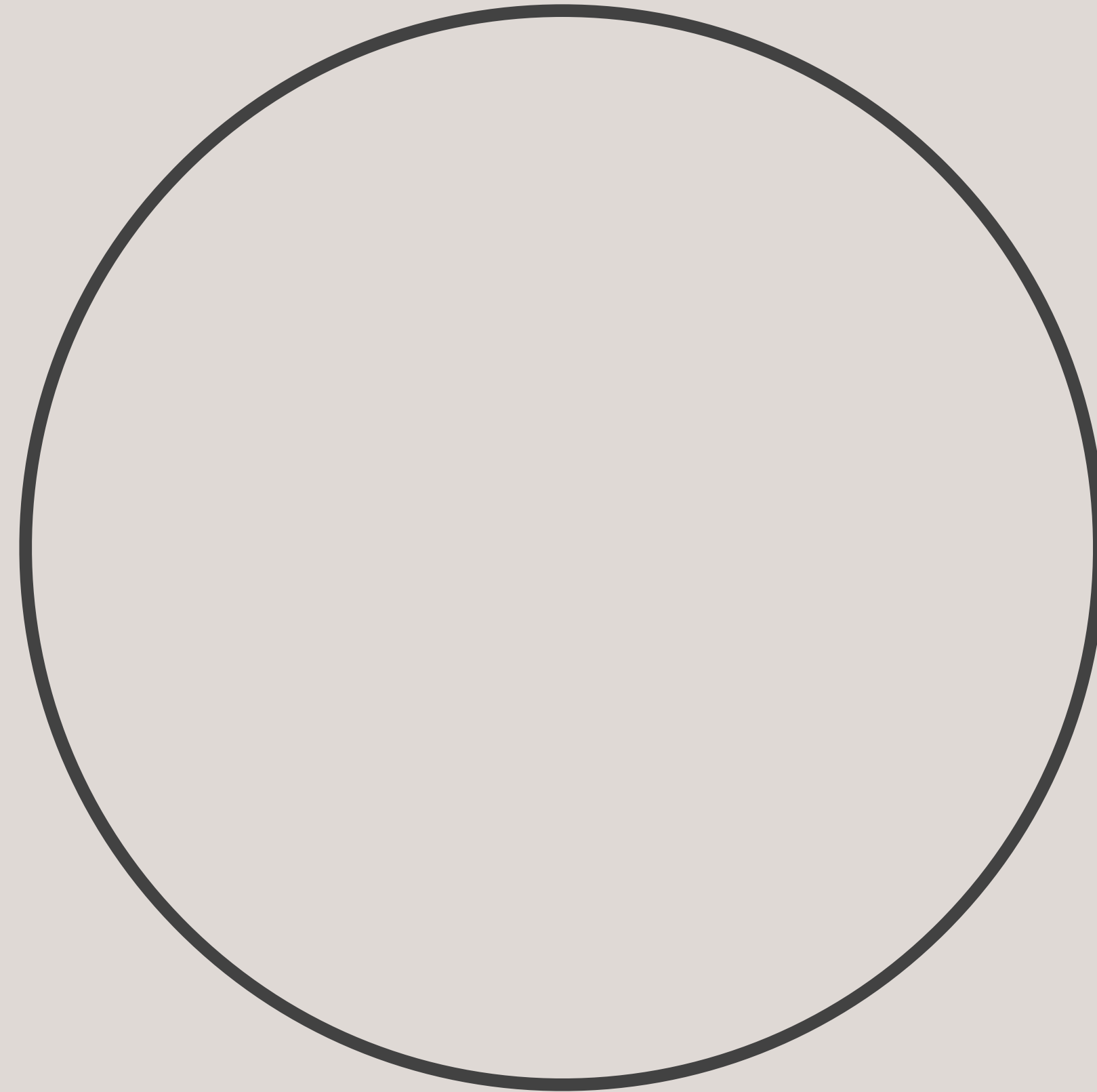
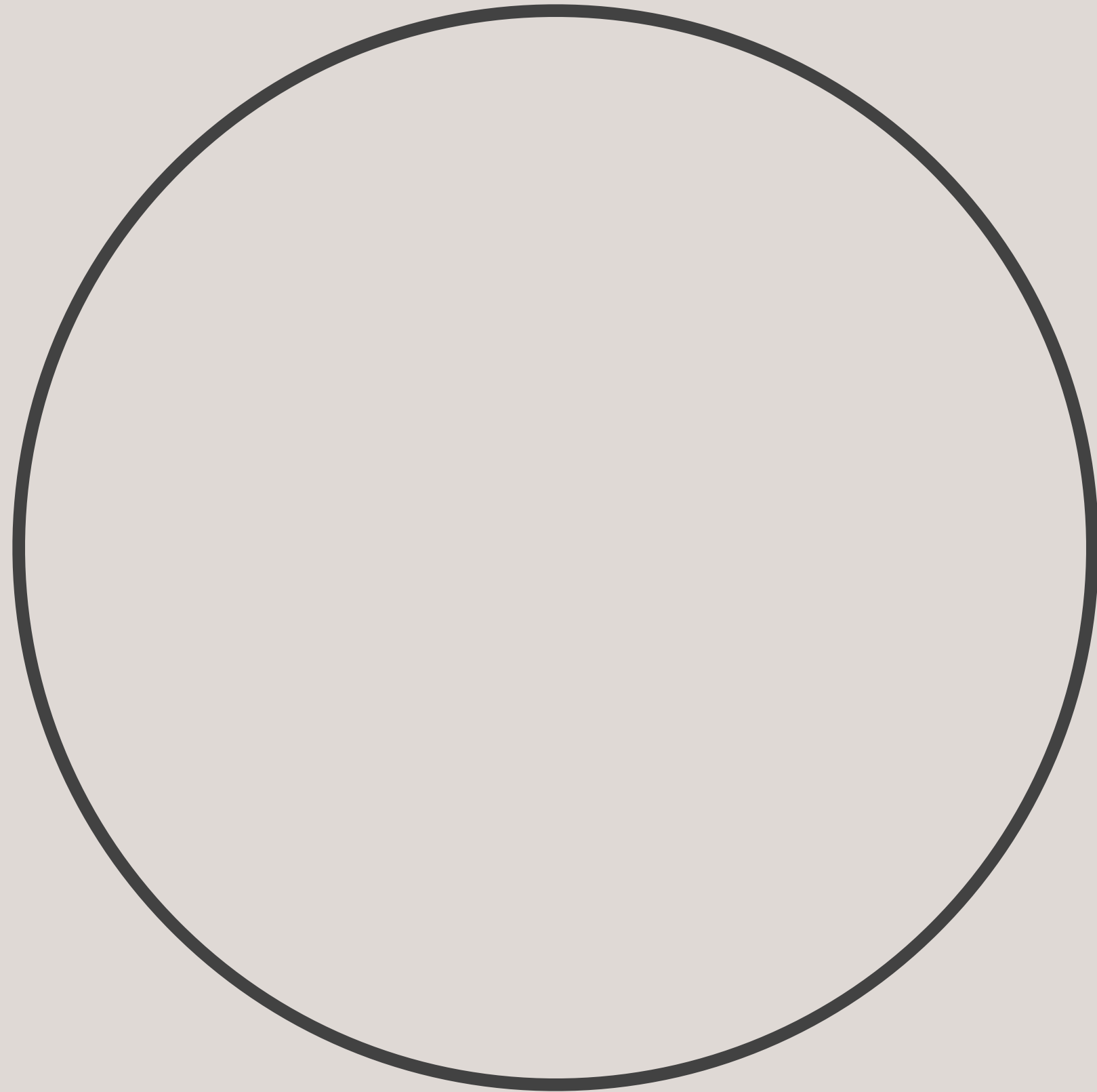
**Share**



## 2. Understand

**Know the problem.**

**Problem**

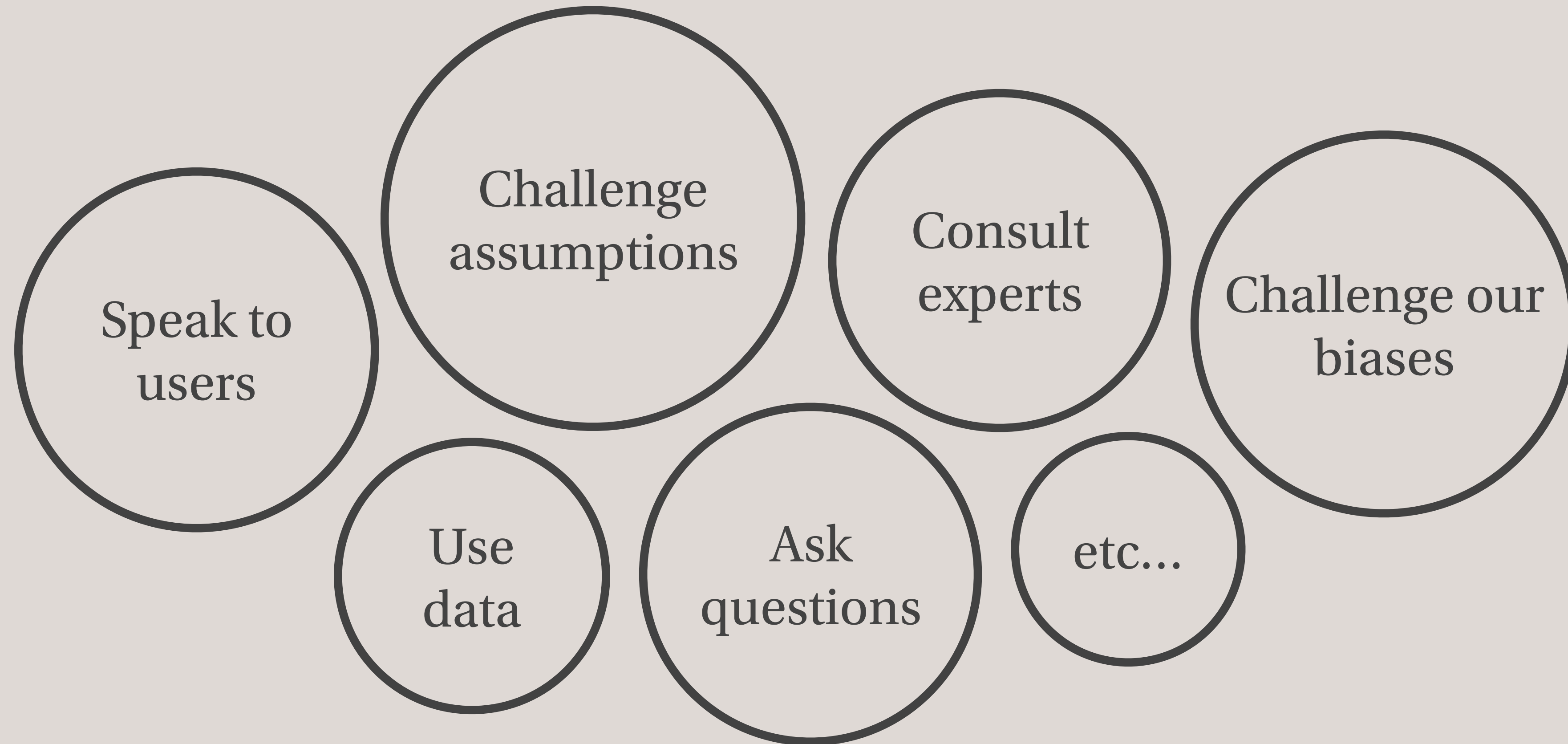


**Knowledge**

## 2. Understand

**"Very little will cost you more than having to do something twice"**

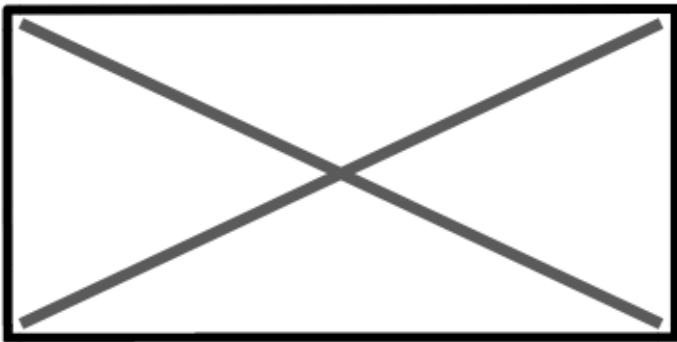
## 2. Understand



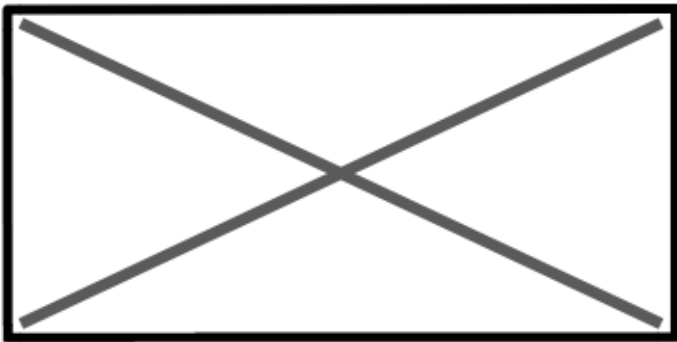
## 2. Understand

**Is this even a problem  
that needs solving?**

# 2. Understand



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**Discover**



**Understand**



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**Share**

**"If I had more time, I would  
have written a shorter letter."**





**Discover**



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**Share**

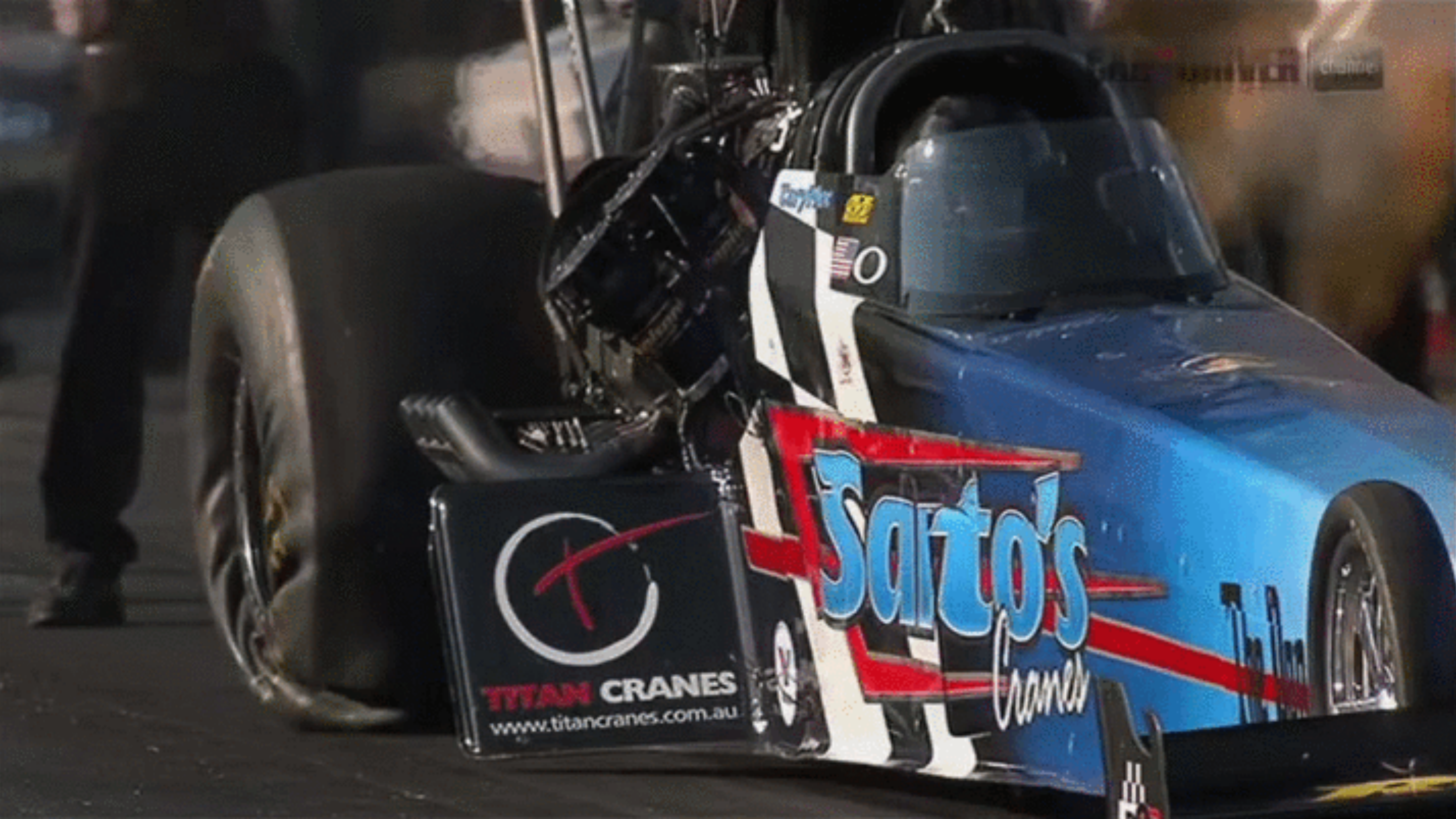
### 3. Solve

**Keep it simple!**

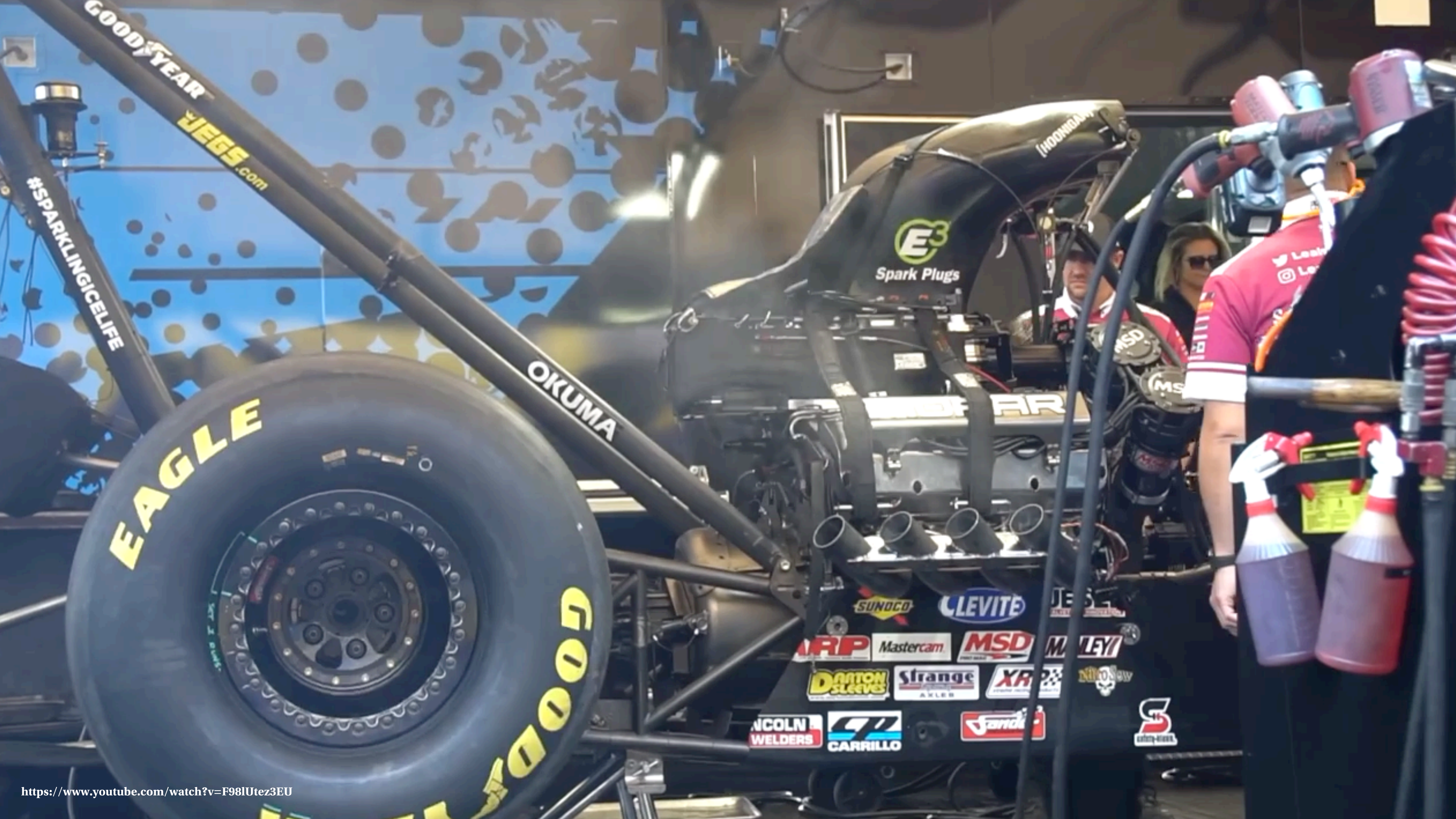
### 3. Solve

**Layering complexity will either  
become a resource drain  
or a failure, pick one.**











### 3. Solve

**Test. Test. Test.**



**Discover**



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**Understand**



**Solve**



**Report**



**Share**



## 4. Report

**Things go wrong, and it's important to be able report on what happened.**

## 4. Report

**It's a strength to report to a stakeholder how a problem occurred, not a weakness.**


# 4. Report



**Monzo**  @monzo · Jul 12



A good response process can mean the difference between something being resolved in minutes and an issue developing into something worse...

Here's how we do it at Monzo 



How we respond to incidents  
A good response process can mean the difference between something being resolved in minutes and an issue developing into something ...  
[monzo.com](https://monzo.com)

 2



 3

 36





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**Share**

## 5. Share

**The problem is solved...  
are we done?**

## 5. Share



**Luke Murphy-Wearmouth**  
@lurkmoophy



London Design Teams! We're wanting to do some design team knowledge swaps at Memrise. The idea is we sit down together in a room and share stuff around process, learnings etc. Anyone keen to chat?

11:33 AM · Jan 31, 2019 · [TweetDeck](#)

---

**4** Retweets   **5** Likes





5. Share

Add a number to another number in JavaScript

hallo

0

javascript

☆

I have got a number in my JavaScript variable! Now how do I add another number to it? Please


3 Answers

oldestnewestvotes

22

link | edit | flag

answered 11 minutes ago

i3jQuery1,234 2 13

I agree, jQuery is really the best, it solves all kinds of browser problems and is good, as well – |sumc0da 8 mins ago


+1 jquery is best quality code ever, if you don't use your a idiot – Werry\_Togan 4 mins ago

add comment

4

link | edit | flag

answered 5 minutes ago

Timothy Goatse4,321 1 12

yeah, jQuery is definately the way to go – fishnipples 5 mins ago

I used the jQuery diet plugin and lost 10kg in a week – jfatty 4 mins ago

add comment

-2

To add numbers together you should use the + operator, for example:

```
var a= 1;
var b= a+2;
alert(b); // 3
```

tagged

javascript × 18553

asked

a while ago

viewed

some times

latest activity

just now

Wanted: Yet another ASP.NET developer. See this and other great job listings at jobs.stackoverflow.com.

Related

What is the best number?

How can I use JavaScript to parse some HTML using regex?

JavaScript: why is my text content getting mangled when I clone nodes? Obviously I must be doing something wrong as jQuery is perfect

Stupid JavaScript floating point numbers are broken

How can I extract number from HTML using a regex without using the song that ends the world?

Is there a jQuery plugin for making an HTML page appear in the browser?

Where are my legs?





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**Understand**



**Solve**

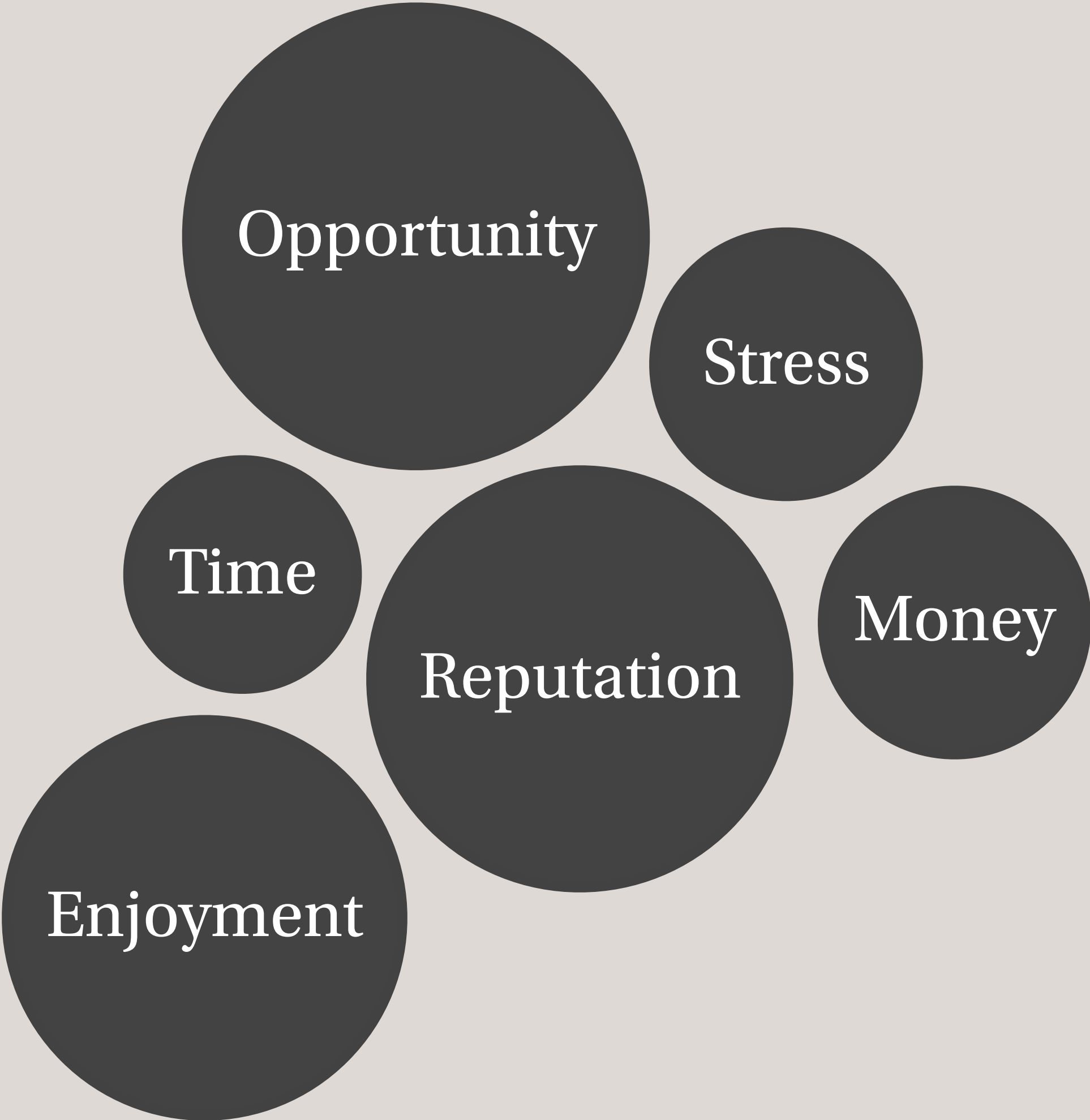


**Report**



**Share**

# Impact



**Thanks, sincerely.**

**@\_beneverard**

**noti.st/beneverard**