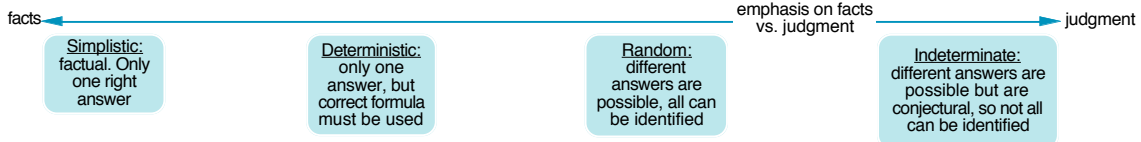


PROBLEM COMPLEXITY SPECTRUM

SIMPLE ← → COMPLEX

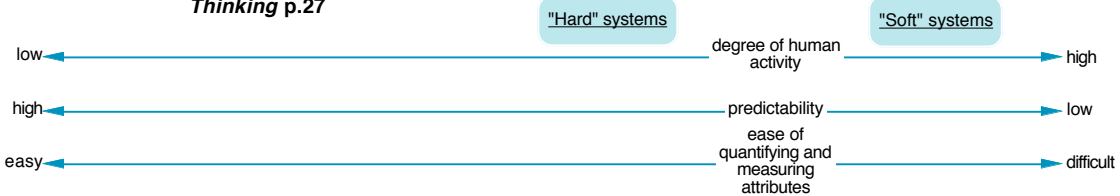
simple ← → complex

Thinker's Toolkit p.51



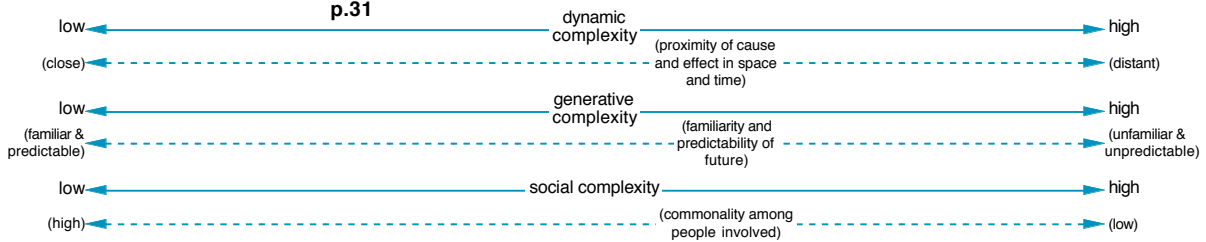
simple ← → complex

Practical Systems Thinking p.27



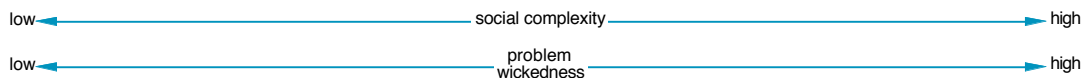
simple ← → tough

Solving Tough Problems p.31



tame ← → wicked

Dialogue Mapping



Tame problems (p.18-19):

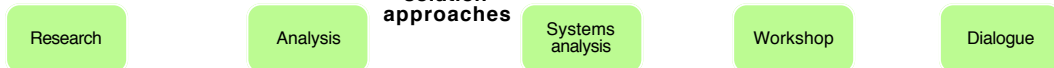
1. Well defined & stable problem statement
2. Definite stopping point
3. Solution right or wrong
4. Belongs to class of similar problems with similar solution processes
5. Solutions can be easily tested
6. Number of solutions is limited

Wicked problems (p.14-15):

1. Don't understand problem until have attempted solution
2. No stopping rule
3. Solutions not right or wrong just better or worse
4. Each problem is unique and novel
5. Every solution is one shot - changes problem
6. No given solutions

authoritarian or expert solution acceptable ← → inclusive, dialogic approach required

Most appropriate solution approaches



tools for simple problems ← → tools for complex problems

Typical tools and methods

