



## **Outcomes Thinking**

Outcomes Thinking is a different way of looking at problems and goals. It helps people move forward instead of being mired in the negativity of a problem. If you've ever found yourself addressing a problem over and over, Outcome Thinking skills can help you solve a problem efficiently and effectively—forever!

Example Lesson:

1. Here's how Outcomes Thinking works: **Think of a problem in your work or personal life.** Instead of focusing on the problem -- "I'm not smart enough." -- Outcome Thinking asks the question: "What do you want instead?" Now answer these five questions -- the typical questions most of us ask when we face a problem.
  1. What do I want instead of this problem? (Your answer will be your desired outcome.)
  2. How will I know when I have achieved this outcome? (What will I see, hear, and/or feel to know that I've done it?)
  3. What will I gain by achieving this outcome? What will I lose? Is it worthwhile?
  4. What resources do I need to achieve this outcome? How will I get them?
  5. What is the first step I can take to achieve this outcome?
  
2. **Outcome-Focused Thinking Skill Development (Video Role Play Scenarios)**
  - accountability-driven
  - quality decisions
  - creates opportunities
  - positive work dynamics
  - moves to immediate results
  - open communication

### 3. Problem-Focused Thinking (“Un-Skill” Video



#### Role Play Scenario)

- places blame
- may fix symptom, not underlying problem
- a drain on energy
- wastes time/resources
- closed communication