Stop Solving Every Problem Yourself:
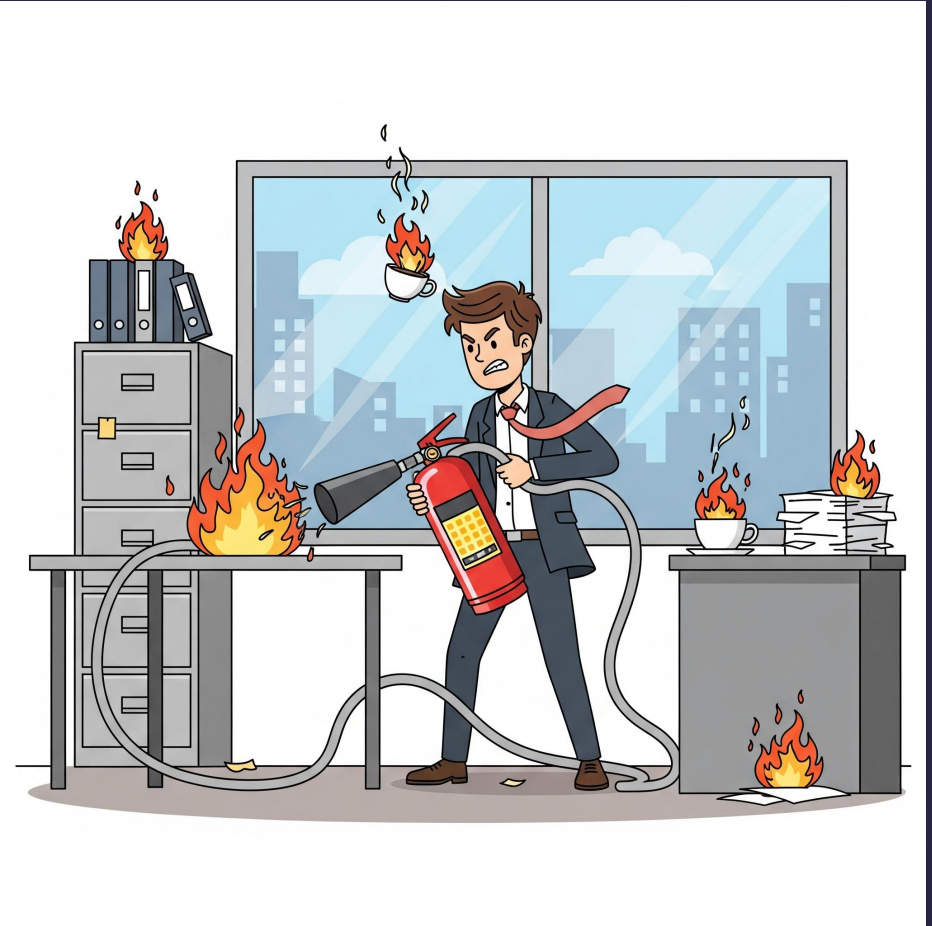
Build a Culture That Does It ~~With You~~

Kayvan Moghaddassi // **October 2025**

KAYVAN
CONSULTING

Problems occur every single day

CONSTANT FIREFIGHTING

EVERY PROBLEM LANDS ON YOUR DESK

PROBLEMS DON'T GET SURFACED UNTIL IT'S TOO LATE

Underlying issues

- **Lack of clarity of ownership**

- **Culture issues**

  - **Escalation not resolution**
  - **Fear**

- **No problem solving framework**

- **Personnel**

There is a better way!

Misconceptions

- **Big ideas and solutions only come from leadership.**

- **Some people are just naturally "good" at this kind of thing.**

- **The first solution is the best solution.**

- **Loudest voices = best solutions.**

- **"Bring me solutions, not problems"**

Spotting the problem is as valuable as solving it

Identifying issues

DESCRIBE THE ISSUE

EXPLAIN THE IMPACT

IMAGINE THE DESIRED OUTCOME

Identifying issues

DESCRIBE THE ISSUE

What have you experienced or observed that is either:

- **Causing an issue now?**

- **Will cause a an issue in the future?**

Identifying issues

**EXPLAIN
THE IMPACT**

**Explain the real-world impact
that this is having / will have on:**

- **Our team**
- **Our clients/customers**
- **Finances**
- **Timings**
- **Resources**

Identifying issues

IMAGINE THE DESIRED OUTCOME

Without describing the *solution,* help us understand the ideal outcome we're looking for.

Identifying issues

DESCRIBE THE ISSUE

EXPLAIN THE IMPACT

IMAGINE THE DESIRED OUTCOME

ISSUE	IMPACT	Outcome
Deliveries arriving out of hours	Goods left outside overnight get damaged or stolen	All deliveries are left in a safe place regardless of time/day

Problem submission form

Please use this form to submit any problems or issues you've experienced or observed in the business.

Problem name *

Enter a short name for the issue, for quick reference.

_____

Your name

| Anonymous | ⌄ |

DESCRIBE THE ISSUE *

What have you experienced or observed that is either causing an issue now, or will cause an issue in the future?

_____

EXPLAIN THE IMPACT *

Explain the real-world impact that this is having / will have on: Our team, Our clients, Finances or Timings

_____

IMAGINE THE DESIRED OUTCOME *

Without describing the solution, help us understand the ideal outcome we're looking for.

_____

↺ Clear form   Submit

Problem-solving works best
when it's a process,
not a panic.

Key components to problem solving as a team

- **Regular cadence**
- **Simple tools / framework**
- **Address dual-role dilemma**

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Issues ›
Challenges

"HOW" suggests that we do not have the answer or the solution yet. Keeps us open minded.

"MIGHT" suggests that there is no single answer. We're here to generate lots of ideas, and don't need to settle on the first thing that comes to mind.

"WE" brings in the element of collaboration, reminding us that we intend to find a solution together.

HMW...

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The way we name our projects publicly needs to change

Possible privacy issues for our clients due to street name

A new naming system that describes the project while protecting client's privacy and information.

HMW...

Develop a naming process that protects our clients' privacy/info while celebrating the project's essence

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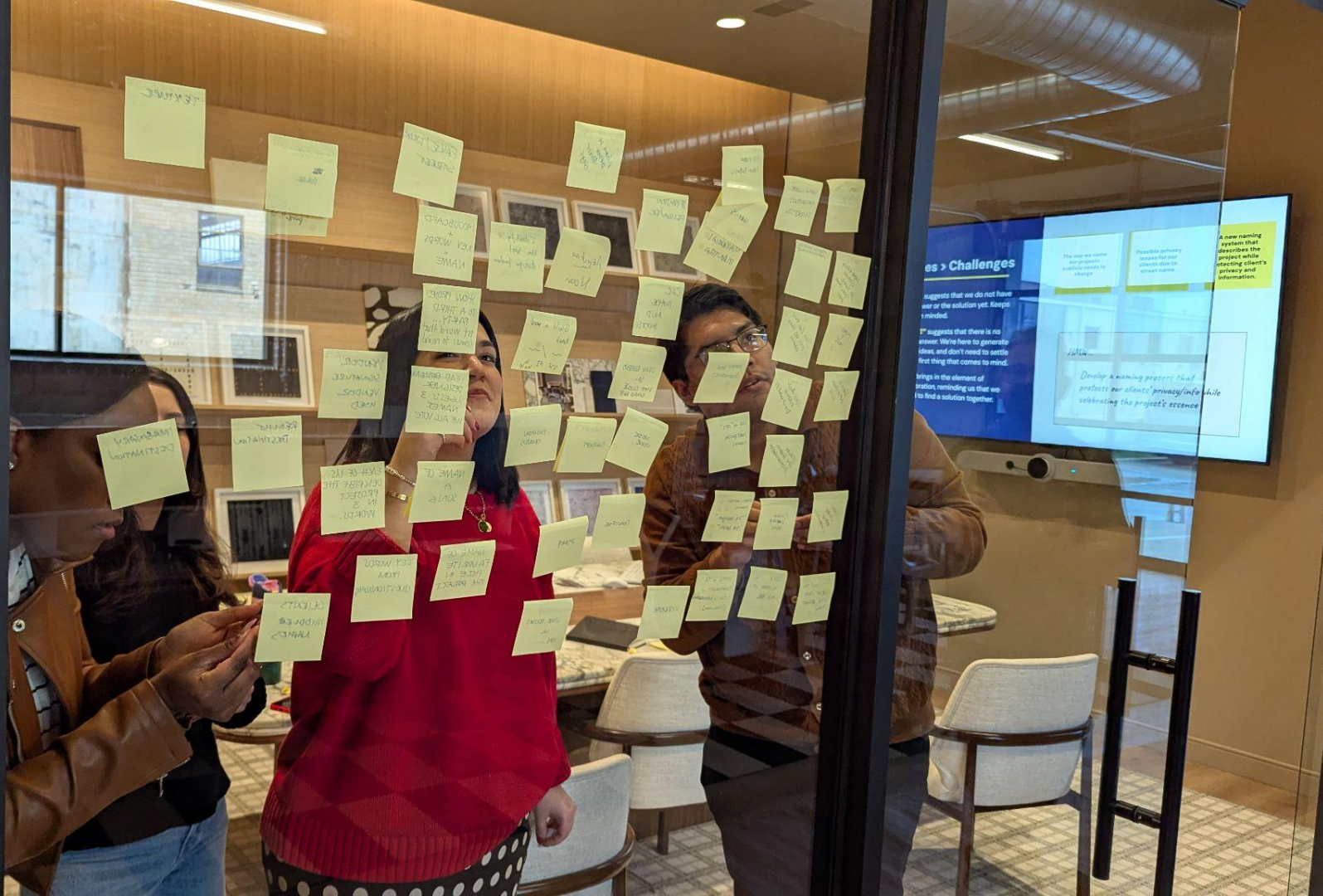
HMW…

Key components to problem solving as a team

- Regular cadence
- **Simple tools / framework**
- Address dual-role dilemma

Skills get the job done. Adaptability keeps the organization alive.

JOB INTERVIEW
please keep quiet

Core Skills In 2025

Country - United States of America

Share of employers who consider skills to be core skills for their workforce.

Country - Uni...

Compare ≫

%	Skill
75%	Analytical thinking
73%	Resilience, flexibility and agility
66%	Leadership and social influence
63%	Creative thinking
56%	Motivation and self-awareness
56%	Empathy and active listening
54%	Curiosity and lifelong learning
52%	Technological literacy
51%	AI and big data
49%	Talent management
49%	Service orientation and customer service
43%	Systems thinking
42%	Dependability and attention to detail
38%	Resource management and operations
32%	Quality control
29%	Design and user experience
29%	Networks and cybersecurity
28%	Reading, writing and mathematics
28%	Teaching and mentoring
25%	Global citizenship
25%	Multi-lingualism
24%	Marketing and media
21%	Programming
21%	Environmental stewardship
12%	Manual dexterity, endurance and precision
6%	Sensory-processing abilities

Legend:
- Cognitive Skills
- Self Efficacy
- Working With Others
- Physical Abilities
- Management Skills
- Technology Skills
- Engagement Skills
- Ethics
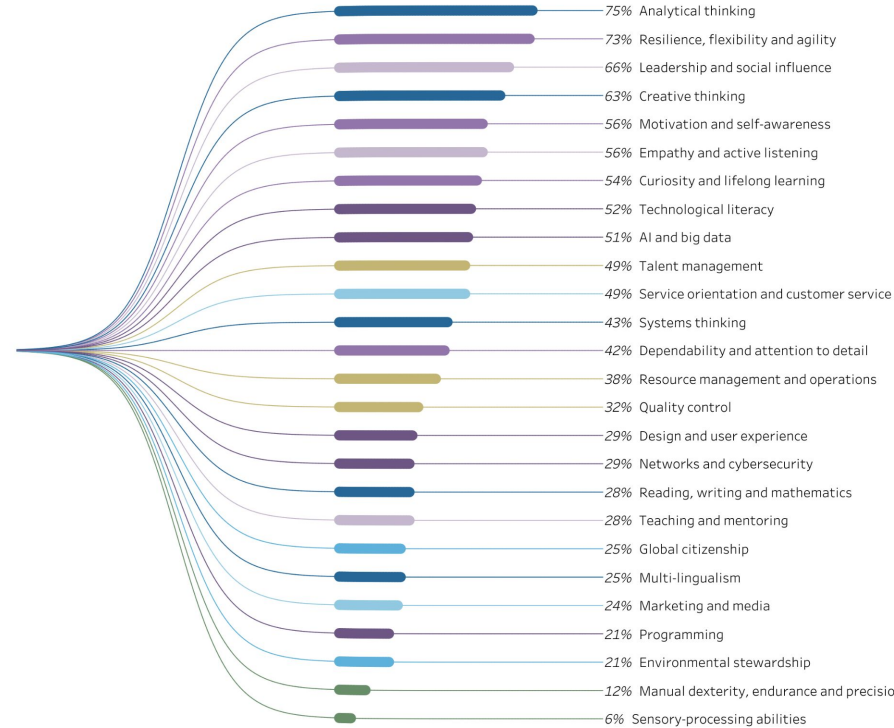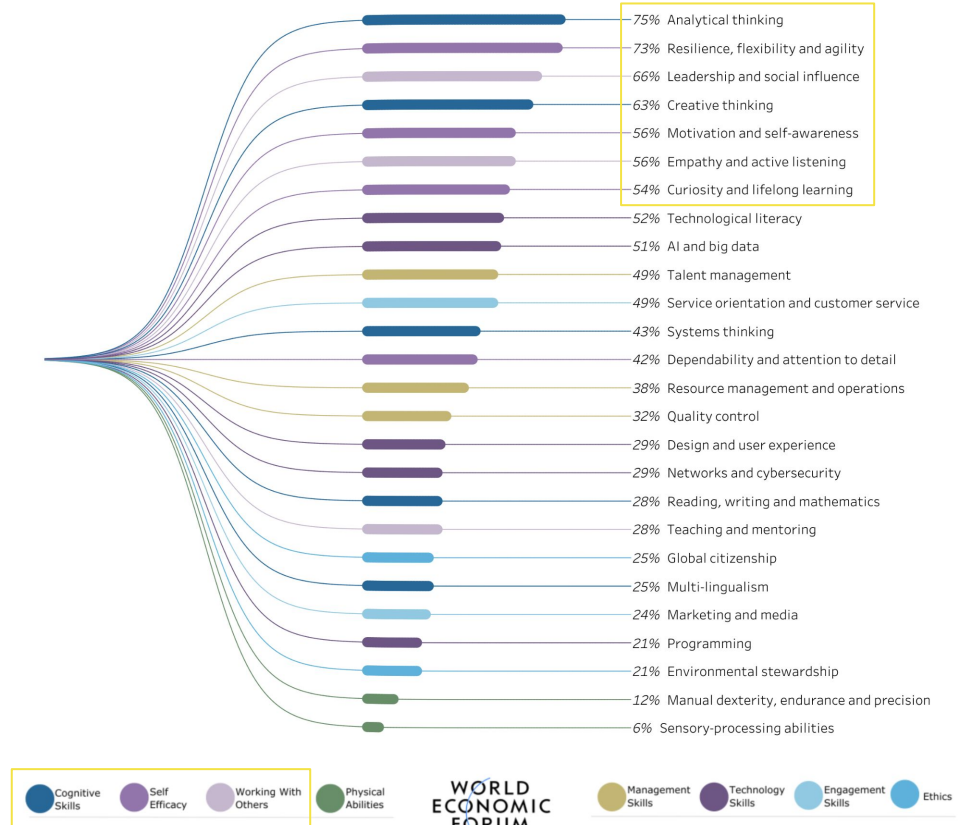
WORLD ECONOMIC FORUM

Export View

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Cognitive Skills   Self Efficacy   Working With Others   Physical Abilities

WORLD ECONOMIC FORUM

Management Skills   Technology Skills   Engagement Skills   Ethics

Export View

Source: World Economic Forum, *Future of Jobs Report 2025*

Hiring for the future

- Roles are changing rapidly, especially with AI adoption, automation, and shifting market needs.

- The skill set you hire for today may not be the one you need tomorrow.

- To build a problem-solving, adaptable culture, you must hire for human capabilities that enable continuous learning and flexibility.

- Skills like emotional intelligence, adaptability, curiosity, and self-awareness are what make people effective problem-solvers.

- People with high emotional intelligence adapt faster, take feedback better, and navigate change without losing focus.

- Hiring for these traits ensures your team can evolve with the business, not just   fill a gap in the org chart.

Create a culture that solves with you.

Thank you

KAYVAN CONSULTING