



The idea of this collection was, to compare classical and solution focused management tools, to better be able to adapt to (not-yet-SF-) management clients' "grammar", "jargon", and expectations.

Where possible a more abstract "frame" or title of the type of tools has been indicated.

Readers are invited and most welcome to extend this collection with all their creativity!

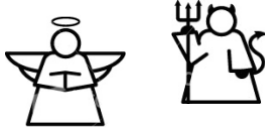
Please send any further ideas and proposals you'd like to share to Klaus at:

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Thank you!

Klaus

„generic“, abstract tool type	SF tools	Classical management-tools
Management two-by-two	Solution matrix from CORFU	SWOT, Boston-Consulting-Portfolio, McKinsey-Matrix, ...
Sequence of steps	Solution Cycle (G. Bergmann) (see below); PLUS (M. Hjerth), POWERS (C. Visser)	PDSA / PICCA-Zirkel
Elements & Wholes	Wishbone	Fishbone / Ishikawa
Analysis tool	SMEA (success mode and effects analysis); Motto: Which opportunities can be discovered or invented, and what does it take to do so (what's already seeded inside the system)	FMEA / DRBFM (failure mode / design review based on failure mode); Motto: What can go wrong, and with what undesired consequences; risk analysis in project management
Chose stepsize	Scaling: small and tiny stepsizes; knowing what's better without having to know what's good (working with differences)	All-or-nothing decisions; on target yes-or-no, project milestones; BPR (= business process reengineering, or „bombing-OD“)
Reinforce development	Positive spiral: Finding what works and reinforcing it (by noticing, compliments, praise, and doing more of it)	Negative spiral: criticism -> justification -> excuses -> camouflage -> tricks during discussions of personal targets or budgets -> criticizing lack of achievement or lack of ambition ...
Reinforce development	Compliments & Appreciation (“without the right attitude it's not even a good technique...”)	Assessments, commitments to objectives, sales competitions
Direction of questions	Miracle question	Investigating for justifications
Direction of questions	Asking for exceptions, resources and opportunities	Asking for deficits, mistakes, and risks
Adapt complexitiy	SIMPLE (and: „simple, but not easy“) / 5-what-for? What else?	Searches for “root causes” / 5-why by Toyota?
Language	Ericksonian hypno-talk: „Suppose, ...“ (in MBTI: NF?)	Numbers, data, facts - full stop. (in MBTI: SJ, NT?)
Assess change over time	Distributions rather than averages; focus on „positive deviance“ & search for „explanations“ for positive deviance (exceptions)	Statistical process control: averages (e.g. for performance measurement, or focus on negative deviations (to search for „root causes“



Further (attitude) aspects (useful for solutions, even if not strictly „SF“):	(Closer to SF-attitude ...):	(Closer to classical attitude ...):
Leadership style	Shared leadership; „leader“ New scheme with clarity of objectives x resources?	Classic, i.e. authoritarian supervisory style („manager“); incl. management-by-methods; GRID-scheme
Parts- vs. Wholes-perspective	Thinking in overall responsibility, flexible substitutions, („throughput world“ in ToC [Eli Goldratt's „Theory of Constraints“])	Thinking in compartments, with budgeting („cost world“ in ToC) „target cascade“?
Tolerance towards mistakes	Tolerance for mistakes: mistakes welcome as learning opportunities	TQM-dogmas: Zero defect, six sigma
Conflict resolution mode	Openness for conflicts, respect for diversity, non-violent communication	Suppression of conflicts by rigid rules; termination of conflict by hierarchy
Cooperation mode & spirit	Cooperation, applause, creative exchange, heroes	Competition, greed, envy, accusations & scapegoats
Focus	Interests, motives	Positions, facades
New Tool (1):	„reverse ripples“: new word for ToC's search for „core conflict“, derived from tracing the „ripple effect“ backwards	Toyota's search for „root cause“
New Tool (2):
New Tool (3):
New Tool (4):
New Tool (n):

