

OUTCOME THINKING MODEL®

The Outcome Thinking Model® is comprised of 4 distinct steps:

I. Desired Outcome - a positive statement which identifies specifically what is needed, along with the expected benefits to the organization; to the customers; to the individual.

II. Clarity - a series of specific measures designed to examine the pluses and minuses of the desired outcome; resources;

III. Manageability - the desired outcome is viewed in terms of obstacles and whether they are in your control; you can influence or they are out of your control. This step helps make the outcome doable.

IV. Action - having completed a quick analysis of the desired outcome, you are able to move to first step. Unless there is a measurable first step, you do not have a doable outcome.

OUTCOME THINKING® - 21st Century Problem-Solving

Outcome Thinking® is a thought-action process used by high performers to manage successfully. It is a combination of thinking differently to act differently to achieve superior results.

Most managers already use Outcome Thinking® at certain times in certain situations. However, they do so intuitively without recognizing the pattern or method they have used. When they hit certain obstacles, they shift to a problem-focus.

Learning the principles of Outcome Thinking® gives managers conscious command of this powerful thought/action process, enabling them to use Outcome Thinking® consistently, by choice rather than chance. It requires some practice and discipline.

Outcome-Focused Thinking

- accountability-driven
- quality decisions
- creates opportunities
- positive work dynamics
- moves to immediate results
- open communication

Problem-Focused Thinking

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

Adopting an Outcome Thinking approach throughout the organization results in better decisions, interdepartmental cooperation and flexibility to respond to situations productively and in a timely manner.