

# SOLUTION SALONS



## When & How to Use Solution Salons

Solution Salons are a great tool to generate ideas for problem solving. The idea is derived from a peer-consultancy model where you rely on the collective knowledge and guidance of peers. This structure is designed for a presenter to share a challenge with peers who will workshop a solution. Below are the steps and times allotted for each part of the process, it is important to keep to the times below. The times allow for idea generation and keep the process moving. If participants or the presenter do not fill their allotted time, pause and hold the remaining time to draw out additional thoughts or questions.

Before starting, the presenter should have a challenge prepared to present to the group and a way to take notes. The group should assign a timekeeper to moderate the conversation, the timekeeper can/should also participate.

### **Step 1 – Frame the Problem & Provide Context | 5 min | Presenter Only**

The presenter has 5 minutes to speak about their challenge. Please hold all 5 minutes.

### **Step 2 – Clarifying Questions | 5 min | Presenter & Participants**

During this step, participants may ask the presenter clarifying questions that only require one word answers. For example: *How many people will this impact? When would you like to launch? Does someone already hold this position?*

### **Step 3 – Probing Questions | 10 min | Presenter & Participants**

There are no restrictions for the probing questions asked of the presenter.

### **Step 4 – Group Discussion & Proposal | 10-15 min | Participants Only**

Participants should discuss the problem as though the presenter were not present, and it was their problem. The presenter should take a step back, listen, and take notes but not participate in the discussion. The goal is for participants to propose a plan of how to resolve the challenge with the information they've been provided.

### **Step 5 – Presenters' Reflections | 3-5 min | Presenter & Participants**

Presenters should share learnings, and follow up with any questions and steps that will/can be incorporated.

### **Step 6 – Presenter Summary/Next Step Share-out | 4 min | Presenters**

If you are running multiple solution salons in the same space, presenters should commit to next steps and share learnings with the full group.

## Organizing Participants

The ideal solution salon is made up of 1 presenter and 4-7 participants. Participants should not be on the same team as the presenter (in a manager or peer relationship). Peers can take part as participants provided they are not directly invested in or impacted by the problem or potential solution.

You can run multiples solution salons in the same space and rotate participants. Learnings and next steps should be shared with the full group.

## You Are Ready to Begin - Participant Instructions

Post or print the following instructions for participants. Be sure each team has a timekeeper who will also remind the group of the steps and framework.

<b>Step</b>	<b>Timing</b>
1. Frame the Problem & Provide Context	5 min.
2. Clarifying Questions (one-word response or yes/no)	5 min.
3. Probing Questions	10 min.
4. Group Discussion & Proposal	10-15 min.
5. Presenters' Reflections – Small Group	3-5 min.
6. Presenter Summary/Next Step Share-out – Full Group	4 min.

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