

5 Why's Technique

Describe the problem. *(Make sure it is the same one for all team members)*

Answer the following questions. Make sure to continue to handle each question with care. The further you get, the more challenging it gets. You answer each question by responding on the last answer.

Start by explaining why the problem above is a problem:

Why is that?

Why? How come?

Why? Can you explain?

Why is that?

Reframe:

Take a look at your answers. How would you now describe the problem? Write it down by starting the following phrase:

How might we help *<name the one who is having the problem>*

to *<describe the problem or need specifically>*