

Zone Chairperson Workshop

Problem-Solving



*Participant
Manual*



Session Objectives

At the end of this session, participants will be able to:

- Define the 5 Whys Method
- Apply the 5 Whys Method
- Explore Using the 5 Whys Method in Your Zone

How to Use the 5 Whys

1. Define the problem.
2. Ask the first “why”.
3. Ask why four more times.
4. Address root causes and implement curative actions.

5 Whys to ask your friend

1. **Why were you late?**

Friend’s response: *Because my alarm clock didn’t ring.*

2. **Why didn’t your alarm clock ring?**

Friend’s response: *Because it had no power.*

3. **Why didn’t your alarm clock have power?**

Friend’s response: *Because the battery didn’t work.*

4. **Why didn’t the you change the battery?**

Friend’s response: *Because I had no replacement batteries.*

5. **Why didn’t you have replacement batteries?**

Friend’s response: *Because I forgot to buy new batteries.*

Root cause = His friend forgot to buy new batteries.

Curative Actions

1. Because the alarm clock didn't ring.

Have someone at home wake you up.

2. Because it had no power.

Have a backup alarm clock.

3. Because the battery didn't work.

Replace the existing battery before it stops charging.

4. Because he had no replacement batteries.

Keep a supply of replacement batteries available.

5. Because he forgot to buy new batteries.



Buy new batteries.

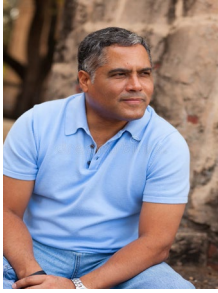
Case Study – New Member Losses

A club in your zone lost four new members this year. Since increasing membership is one of your district’s goals, you want to ensure club members in your zone are happy. You aren’t certain why they left, but you heard it might be due to their lack of orientation.

You investigate and contact a few people from that club. You talk to the club president, an experienced Lion and a new member to see if you can get more information.

Here is what they have to say:

| | |
|---|---|
|  <p>Club President Elena</p> | <p>I am concerned about the new members who left. I have not yet had the chance to look into why they left but I heard that these members felt that their new member orientation wasn’t very good.</p> |
|  <p>Lion Marian</p> | <p>It’s unfortunate that we lost those new members. They seemed enthusiastic at first but were frustrated by the fact that we didn’t do a formal orientation with them. Our Lion who used to run orientation sessions moved away. We haven’t had anyone offer to fill this role yet. Now we refer our new members to the member orientation information on our website.</p> |



**New Member
Lion Radha**

I did get to know the new members before they left. It was great to connect to other Lions who were new too. They were frustrated because there was no formal orientation process.

It doesn't feel very welcoming to be told to go to the website and read the orientation materials. While we join to serve others, many of us hope to make connections with experienced volunteers while we serve.

The 5 Whys

Now that you have read the three club members comments, discuss them with the other participants and answer the Why questions below. We will start by giving you the answer to the first why. Be prepared to share your answers later with the rest of the participants.

Why did the four new members leave?

1. Why?

Poor member orientation.

2. Why?

3. Why?

4. Why?

5. Why?

Curative Actions

Use the 5 Whys answers on page 5 to think of curative actions for each why response. We will start by giving you the first curative action for the first why. Be prepared to share your answers with the rest of the participants.

1. Curative action for the first why.

Ensure consistent member orientation.

2. Curative action for the second why.

3. Curative action for the third why.

4. Curative action for the fourth why.

5. Curative action for the fifth why.

5 Whys Worksheet - Problem 1

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| Problem Statement |
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| What can you independently confirm about the problem? |
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| Who can you contact to ask your 5 Whys questions? |
| |
| What are some 5 Whys questions that would be helpful to ask to get more information about this problem? |
| |

5 Whys Worksheet – Problem 2

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| Problem Statement |
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| What can you independently confirm about the problem? |
| |
| Who can you contact to ask your 5 Whys questions? |
| |
| What are some 5 Whys questions that would be helpful to ask to get more information about this problem? |
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Notes: