

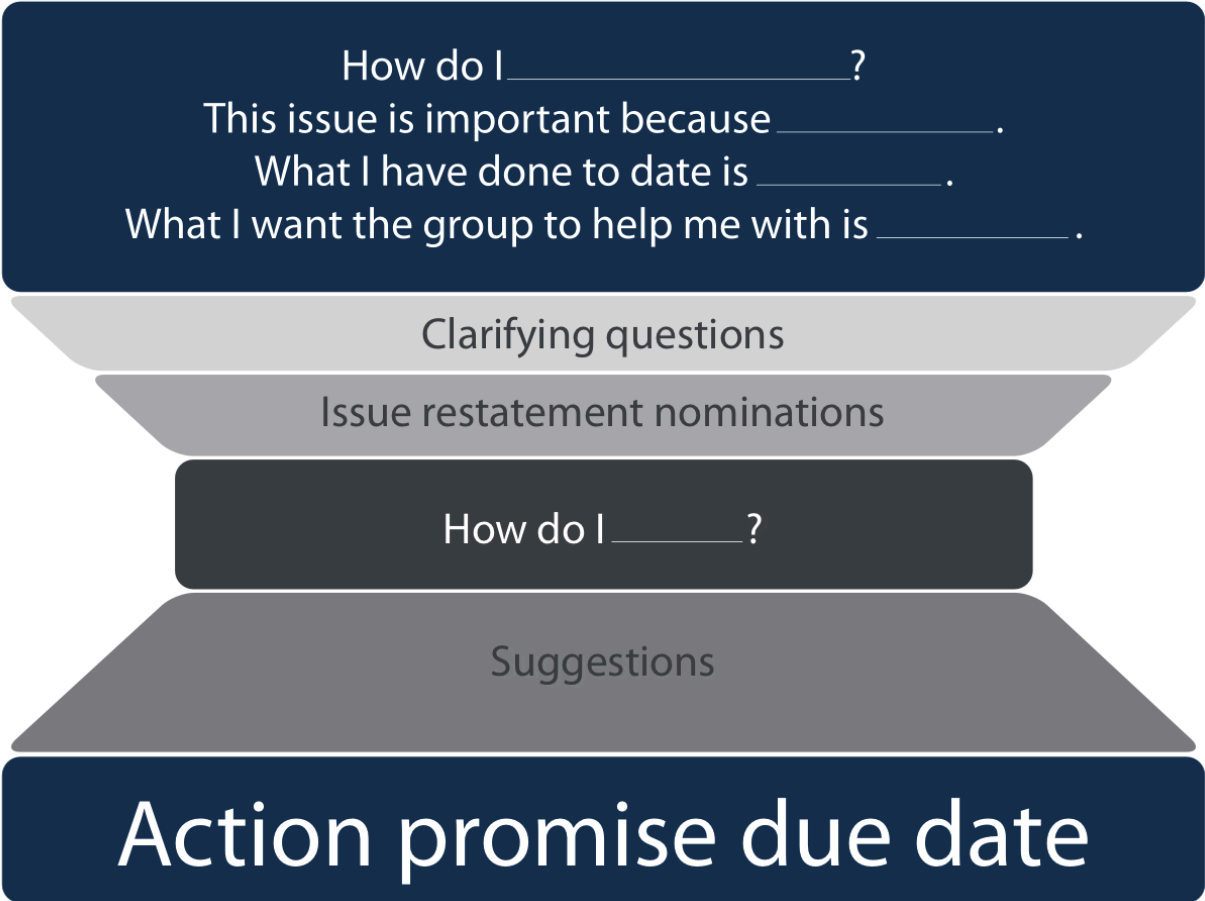
# Issue Processing

START with a How Do I (HDI) question  
Understand the significance: What is the dollar value of this issue?  
What can you share, succinctly, that you have done so far?  
What is it you want help form the group with?

We use the Vistage concept of being *carefrontational* - we challenge non-judgementally

Our framework is a unique method to find root causes and create accountable outcomes

## Issue processing flowchart



# Issue Processing (continued)

## CLARIFYING QUESTIONS

### Stage 1: Definition

Determine the desired scope and outcome

- What information do you have to date?
- What information needs to be shared?
- Who needs to be involved?
- Who is impacted? How?

### Stage 2: Planning

Explore a roadmap of the outcome

- What actions drive results?
- Who owns each area of influence?
- What are the key milestones? How are they measured?
- How are updates communicated?
- How is input/feedback shared?

### Stage 3: Execution

Understand the Implementation of the plan

- What obstacles have surfaced?
- How do stakeholders remain accountable?
- What are the key milestones?
- What is the impact of missed milestones?
- How do you access results?

## FEEDBACK & NEXT STEPS

### Constructive Feedback

- Leadership focused thinking, mindset
- Additional strategic thought needed
- Offer alternatives or considerations
- Point out limiting beliefs/constraints
- Show other perspectives to consider
- Suggestions for next steps