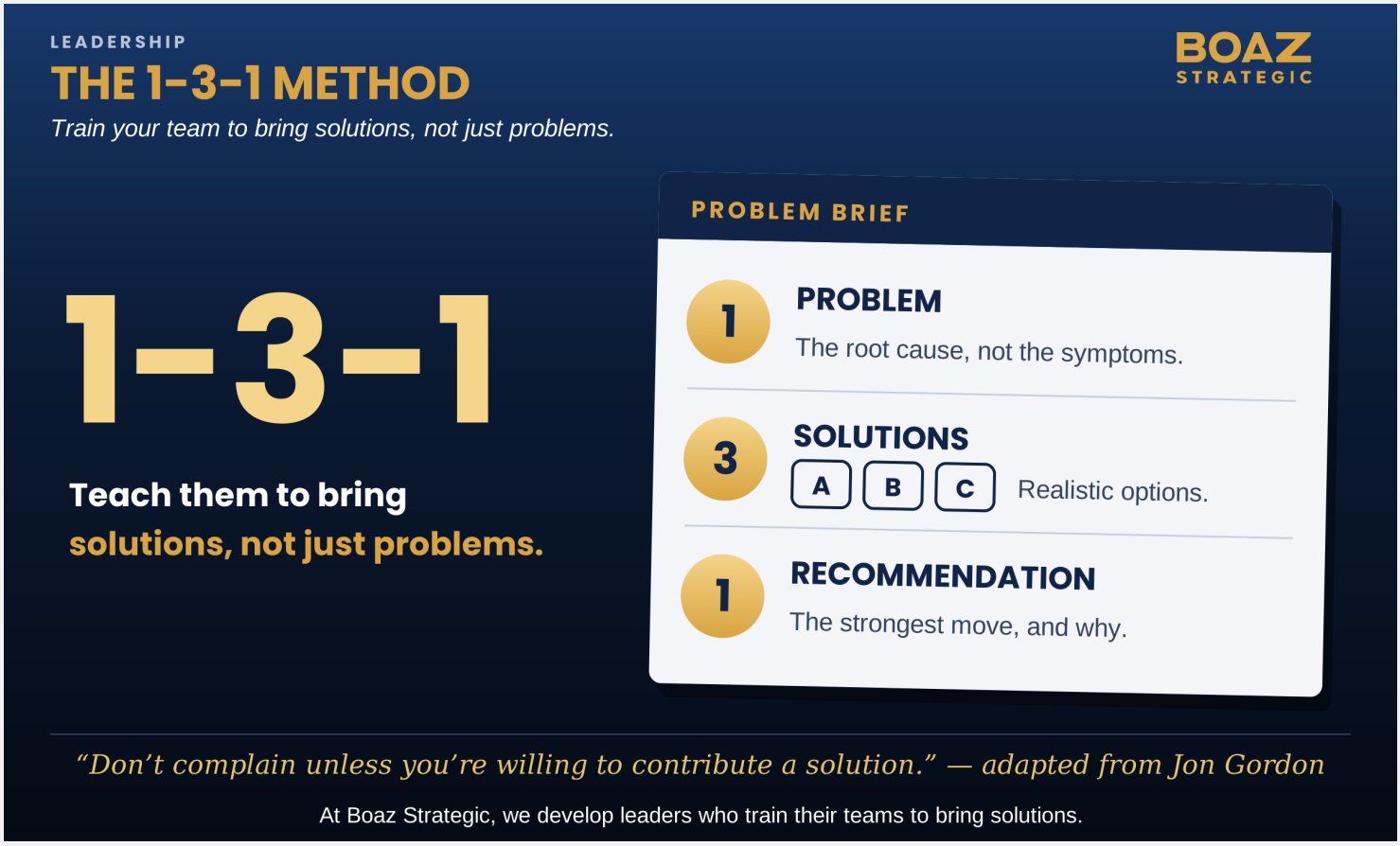


Do they bring problems, or *solutions?*

> *Don't complain unless you're willing to contribute a solution. — adapted from Jon Gordon*

Every team has someone who spots the problem first. But when people raise a problem without a solution, however well meant, they risk looking like complainers rather than problem-solvers. Often that's a training gap, not a character flaw.

It's a leader's responsibility to teach the team how to respond to issues.

Too many leaders accept problems tossed over the wall, then carry the weight alone. Set the expectation early: the people closest to the problem bring the solutions. They have the firsthand experience no one else has.

The 1-3-1 Method gives them a structure: one problem (the root cause, not the symptoms), three realistic solutions, and one recommendation.

Then leadership does what only leadership can do. Move forward with the recommendation, or add what you can see from your vantage point that they can't: strategy, budget, timing, or what's happening elsewhere in the organization.

Either way, the team learns how their thinking is weighed, and they grow in their view of the bigger picture.

It echoes Jon Gordon's No Complaining Rule: if you raise a problem, bring a solution with it. Make it an expectation, not a suggestion, and teach it with patience.

Make it safe to bring problems, and clear how to bring them.

At Boaz Strategic, we develop leaders who train their teams to bring solutions.

Source: Gordon, J., The No Complaining Rule (2008)