



## TOOL

# Interest-Based Problem Solving (IBPS)

## PURPOSE

Interest-based problem solving (IBPS) is an issue resolution process that addresses individual and group differences.

## When to Use

Use IBPS with the UBT if there is a situation that occurs that requires issue resolution.

## Who Uses

UBT members.

## How to Use

Your team may benefit from having a neutral facilitator taking them through the process of IBPS and arriving at a solution by consensus. Use the following job aids to assist you in explaining and carrying out the process if a facilitator is not available.

IBPS may be used with your UBT if there is a situation that occurs that requires issue resolution. The IBPS process can help a UBT focus on key interests group members share and come to an agreement through consensus that meets mutual interests and solves the issue at hand. IBPS is not a tool for process improvement, but rather a tool to resolve issues within a team.



## TOOL

# Interest-Based Problem Solving (IBPS)

Interest-based problem solving is an issue resolution process that addresses individual and group differences. Participants work together to reach agreement by sharing information and remaining creative and flexible, rather than by taking adversarial positions.

IBPS can be hampered by lack of trust, support, information, or training. Once you eliminate these barriers, IBPS resolves issues quickly, enhances relationships, and builds trust. It helps create a more constructive work environment and can improve services and health care affordability.

If you discover that a UBT is unable to move forward due to relationship issues or lack of trust, one option is to recommend to co-leads that the team engage in IBPS. This process is best led by a neutral facilitator. You can help the team get this resource, if needed.



### Interest-Based Problem Solving

#### STEP 1: Define the Problem

- Develop question
  - » Contains issue
  - » Begins "How might we...?"
  - » Is open ended (no "yes/no" answers)
- Don't provide solutions
- Don't accuse

#### STEP 2: Determine Interests

- Separate interests, needs, and concerns
- Identify common interests

#### STEP 3: Develop Options

- Brainstorm
- Use best practice
- Identify an expert panel
- Use straw design

#### STEP 4: Select a Solution

- Screen options
- Shorten list
- Develop standards
- Test options to standards
- Decide on solutions

Source: Northern California UBT Handbook [kpnet.kp.org/ncal/lmp](http://kpnet.kp.org/ncal/lmp) (KP Intranet only)