

INNOVATIONS,

INSIGHTS & IMPROVEMENTS

FROM THE INSIDE

Confronting the Problem

Written by Brian Elms

As a young man, I dreamt about living in downtown Denver. At the time Lodo started to emerge, I moved to a converted warehouse. It was a great experience for a young 20-something.

One night, after a Rockies game, several men broke into the warehouse. I panicked, picked up the phone and called 911. Overwhelmed by fear, I hid in the bathroom and prayed the burglars would steal things and leave. I hoped my call to 911 would alert the police and they would catch the guys. Afraid for my life, I froze and refused to confront the problem. They took nearly everything I owned and I ended up in the hospital.

As you can imagine, this event changed my life. From that moment, I vowed to stop avoiding problems, whatever they may be. If I have a bad day at work, I identify why and address the issue. Sure, I have moments where I wait to confront the issue and respond to it later. But I learned something from that frightening experience: the importance of acknowledging the problem. Then, and only then, can I work on the solution.

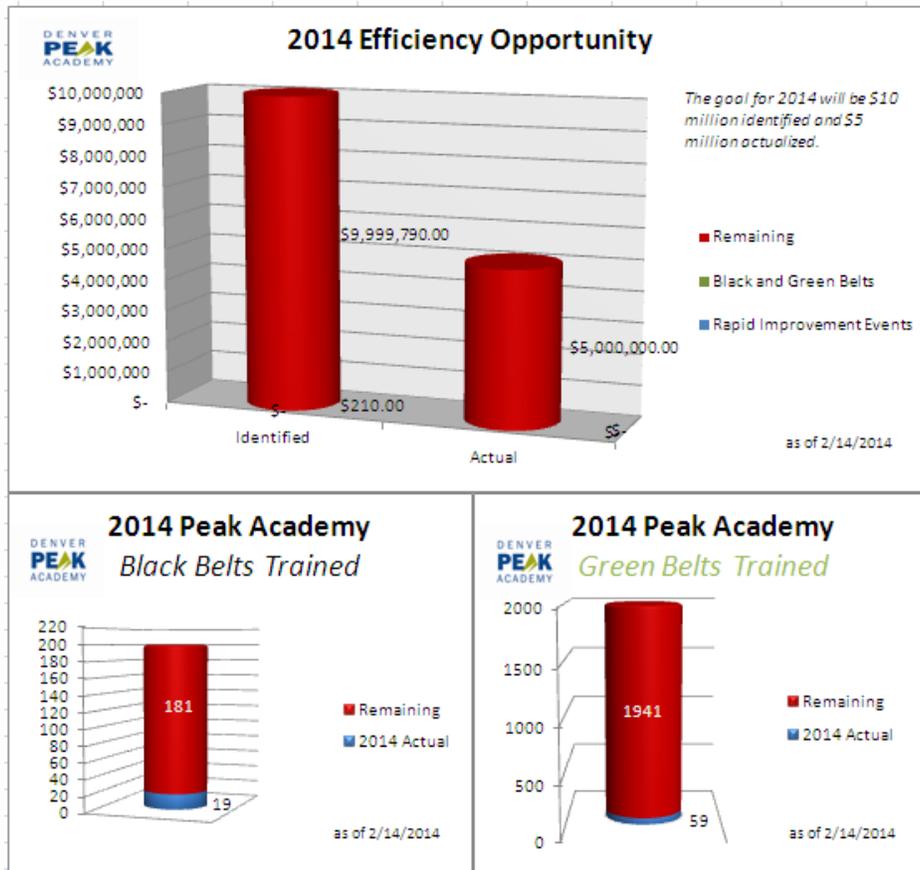
While this example may be a little extreme, think about how this could relate to your work or personal life. Do you acknowledge the need to change? Do you confront your problems, both personal and professional?

Over the last few months, the Peak Academy experienced events where we were not confronting the real problem. In order to identify the root cause, we often use the 5 Why's. Ask yourself, "why?" five times to try to get to the core of the problem ([5 Why's Reference Guide](#)). If that doesn't work, ask someone with fresh eyes to help review it. Only when we choose to confront our problems can we make progress on eliminating them.



In his book Good to Great, author Jim Collins suggests: "retain absolute faith that you can and will prevail in the end, regardless of the difficulties, AND at the same time confront the most brutal facts of your current reality, whatever they might be."

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Upcoming Peak Academy Events

Peak Meet Ups (Book Club)
 Friday, February 28, 2014 – 2:30-4:00pm
 DHS, 3815 Steele Street, Room 1032