

Exercise #7

Six Thinking Hats

Directions: Review Case Study #1 – Systems – as well as the Additional Information that has come to light in Exercise #4 (recorded on the flip chart pages).

The team that has been working on this situation has defined the most important problem as the need to maintain quality customer service by reducing the amount of time that public access computers are unavailable. One of the proposed options for tackling this problem would be to swap 30 of the new staff computers with the 30 most troublesome computers in the public area.

Working as a group, evaluate this proposed option from each of the first five (white, red, black, yellow, green) Thinking Hat perspectives. Remember that everyone wears the same hat at the same time.

As necessary, put on your Blue Hat to keep your discussion on track. Finish with a Blue Hat discussion of how this process worked (or not) for you.

1. White Hat – objective perspective – comments on this proposed option:

2. Red Hat – intuitive/emotional perspective – comments:

OVER

3. Black Hat – negative/skeptical/devil’s advocate perspective – comments:

4. Yellow Hat – positive perspective – comments:

5. Green Hat – creative perspective – comments: