

Worksheet 3h.A2

Competency: Problem Solving— Problem Dissection Through a Fishbone Diagram

A fishbone diagram can be used to:

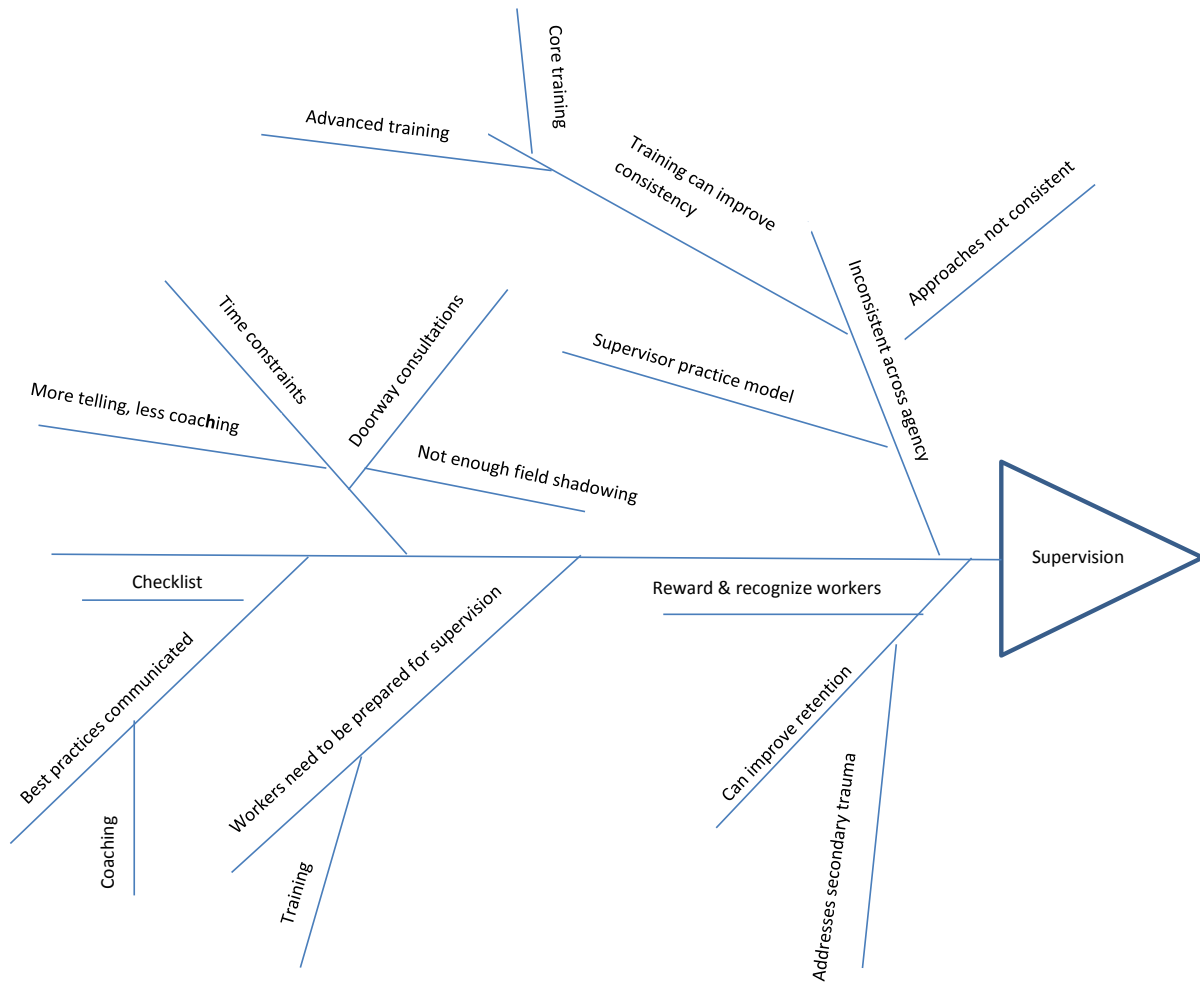
- Break a problem or issue into small parts.
- Identify the relationships between parts.
- Follow the logic of an action.
- Understand consequences both intended and unintended.

Directions for constructing a fishbone diagram:

1. On the right side of your work space (board or paper), draw a triangle, similar to a fish head. Write the problem or issue inside.
2. Draw a horizontal line from the fish head to the other edge, like a fish backbone.
3. Consider, or request from others, ideas of different causes or consequences. Write these on distinct lines extending from the backbone, like ribs.
4. Further refine the ideas by adding more causes or consequences to the appropriate ribs.
5. Step back and ask, “What are the implications?”
6. Figure out a plan of action to address the identified problem or issue.



Sample Fishbone Diagram



Reference

Adapted from: Kelsey, D., & Plumb, P. (2004). *Great meetings! Great results*. Portland, ME: Hanson Park Press.