

*Wicked Problems*  
*Worksheet #1*  
*Southern Italy Capstone*

Name \_\_\_\_\_

\*Preface - The language within this reading may be hard to 'digest', but the ideas and concepts are central to our course, so please give some thought...

Answer prior to reading the Wicked Problems chapter...

1. What are the major problems facing our civilization? (top five, in your opinion).
2. Select ONE of these problems that you believe will affect you the most directly. Then identify/list the top five 'players' who are directly related to both creating and addressing this problem.
3. What factors do you believe will hinder a solution to this problem?

**\* Reading - Chapter 1 - Wicked Problems and Social complexity by Jeff Conklin**

\*The chapter begins with definitions then goes onto characterizing Wicked Problems, Social and Technical Complexity through 'discussion' and examples from the business world. If you are not a business major some of the terms may be confusing, so I would like everyone to use the problem you identified (above in #2) to address the following questions..

1. Is your problem a tame/simple OR wicked problem, explain using the six factors of wicked problems (p. 7 & 8)
2. One of the biggest road blocks to addressing problems is 'analysis paralysis' (last paragraph p. 10), does this affect your chosen problem? If yes, what are your thoughts regarding (p. 11) the steps needed to 'tame' a wicked problem? How do you get around 'analysis paralysis'?
3. With respect to problem solving within large groups, how do you regard the statement "We all pretty much think and act the same"? (page 12, top of second column). Did you include diversity or globalization within your answer to question 2 BEFORE you read the paper (Yes/No), why is this important?
4. P. 15 (top left), what are your thoughts towards the chapter's Holy Grail of effective collaboration? Why is this important?
5. Any thoughts on how this paper is going to relate to our class this summer?