



GoWall Best Practices: Template Guides

Basic Problem Solving



This guide will help you run a successful [Problem Solving Meeting](#) using an existing Problem Solving Template that is instantly accessible within GoWall.

V.1.0

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Instructions for running your 'Problem Solving' meeting.

About Problem Solving

- Problem solving with a group begins with clearly defining the problem to be solved and exploring alternatives for solving the problem.
- The Basic Problem Solving In-App Template, accessible on the next page, focuses on creating an accurate and robust definition and capturing ideas for alternative solutions.

 Note: Every Best Practices Template in GoWall includes an 'Action Item' topic and a 'Meeting Feedback' topic.

Problem Solving Requirements



Skill Level:
Basic



Pre-Meeting Preparation Time:
5 - 15 minutes



Estimated Actual Meeting Time:
60 - 90 minutes



Works Best for these Meetings:
In-Person, Remote, Hybrid



Suitable for Asynchronous Meetings:
Yes

Problem Solving Resources



Read more about Problem Solving:
[Click Here](#)

[2.0 Access your Template](#) 

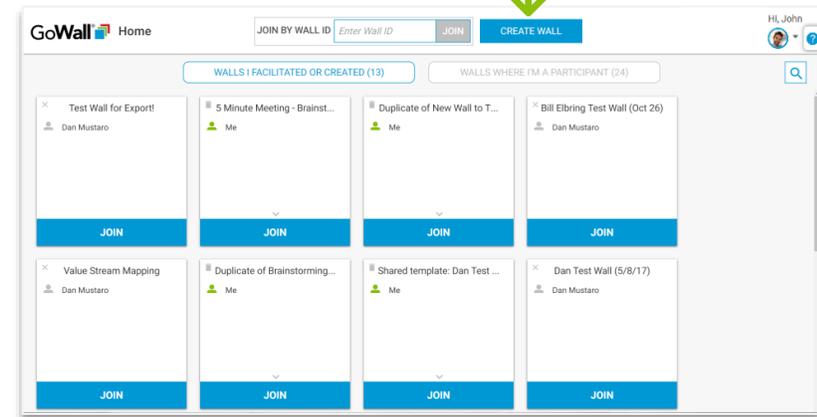
2.1 Login to GoWall

- Go to www.gowall.com, select 'Login', and login to GoWall.



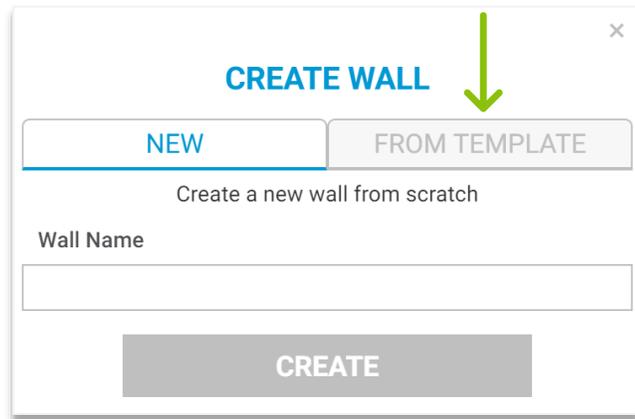
2.2 Select 'Create Wall'

- From the 'Home' screen, select 'Create Wall'.



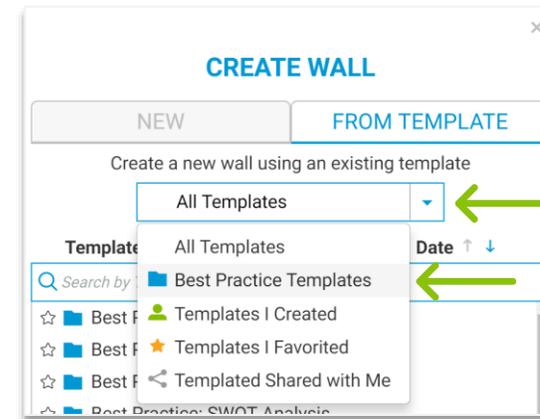
2.3 Select 'From Template' tab

- On the 'Create Wall' pop-up, select the 'From Template' tab.



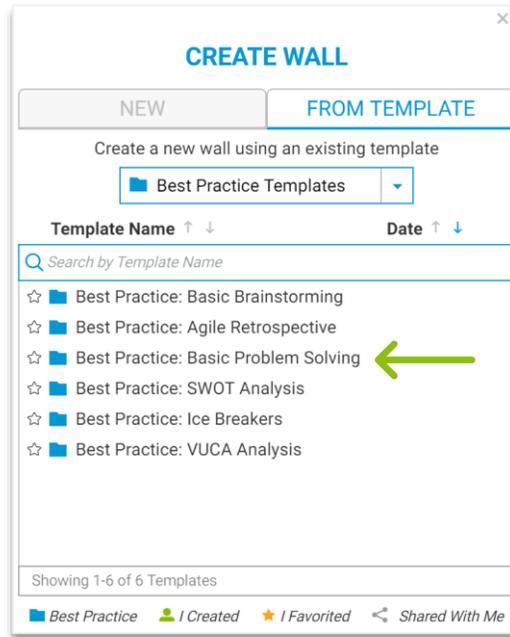
2.4 Select 'Best Practice Templates'

- Open drop down menu and select 'Best Practice Templates'.



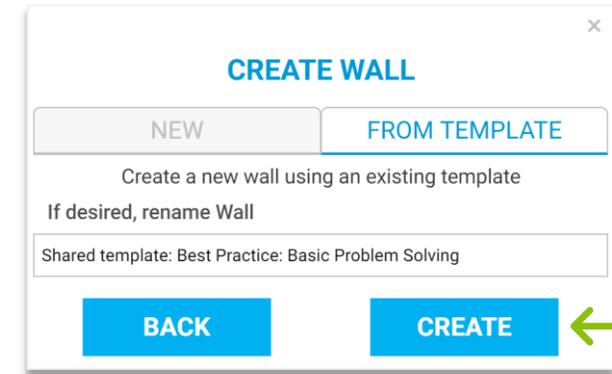
2.5 Select your Template

- Select 'Problem Solving' from the Best Practice templates.



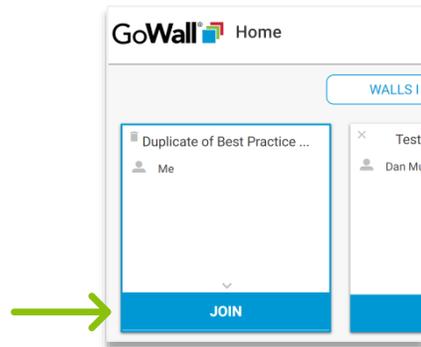
2.6 Select 'Create'

- Select 'Create' to add this template to your Walls.



3.1 Join your Wall

- Join the Wall you just created in '2.0 Access your Template'.



3.2 Go to Setup

- Select the 'Setup' icon.



As a Best Practice, we recommend you identify your meeting objectives and how they may impact your specific Wall Setup.

3.3 Review Wall Name

- If desired, rename your Wall.

Wall Title Best Practice: Basic Problem Solving

Click on the Wall Title to rename it.

3.4 Review Topic Names

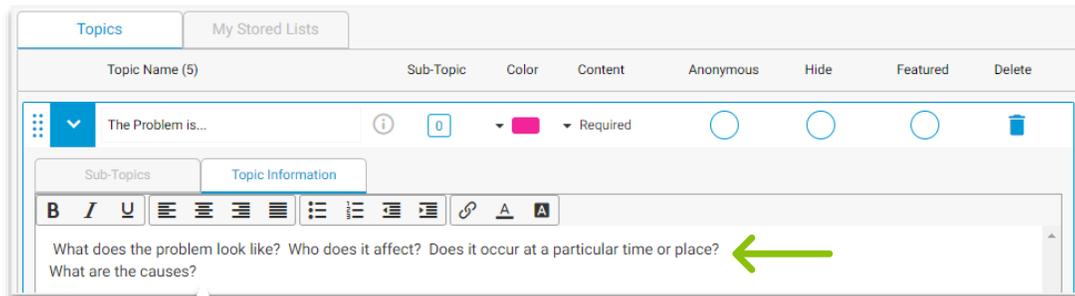
- If desired, rename your Topics.

	Sub-Topic	Color	Content	Anonymous	Hide	Featured	Delete
> The Problem is...	0	Red	Required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
> The Problem is not...	0	Purple	Required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
> Alternative Solutions	0	Teal	Required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
> Action Items	2	Orange	Required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
> Meeting Feedback	0	Grey	Required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Click on any Topic Name to rename it.

3.5 Review Topic Information

- If desired, update the Topic Information for each topic.



NOTES **GROUPS**

■ The Problem is...

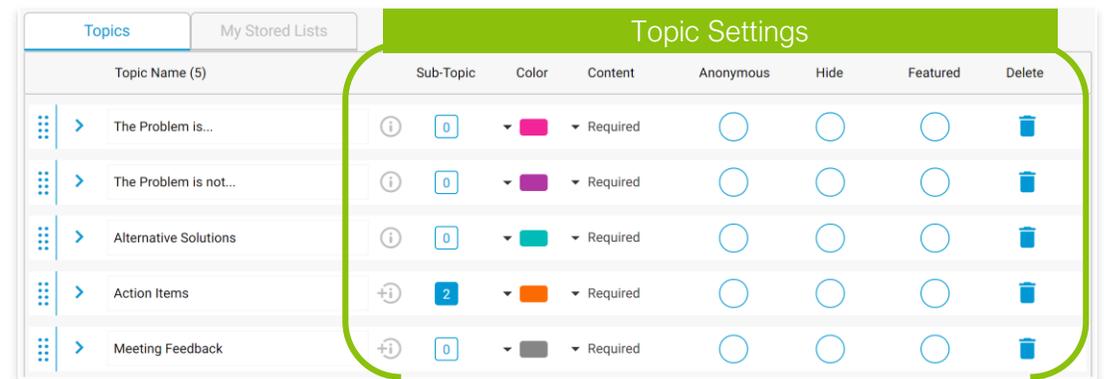
What does the problem look like? Who does it affect? Does it occur at a particular time or place? What are the causes?

Type your note here...

The Topic Information field is used to provide additional information or instructions about a selected topic. Topic Information appears directly below the topic when it's selected on the 'Wall'.

3.6 Review Topic Settings

- If desired, update the topic settings.



3.7 Invite People

- When you're ready, invite people to your Wall.



Copy Link

This button automatically creates a shareable hyperlink to join your Wall. You can paste and share this hyperlink in email, IM and more. When Users click on this link, they will be prompted to 'Log In' (or 'Sign Up' for a new account) to join your Wall.



As a Best Practice, we highly recommend you review the next section, 'Running the Meeting', before you start your meeting.

4.0 Running the Meeting →

4.1 Start your Meeting

- Welcome Participants
- State Purpose
- Share Objectives
- Review Agenda

Legend

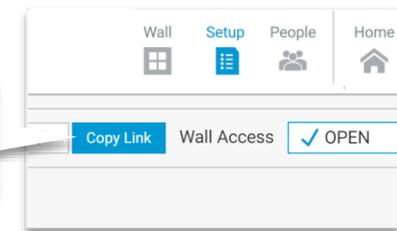
-  Within GoWall App
- Independent of GoWall App

4.2 Introduce GoWall

- Introduce GoWall
-  Provide GoWall Access*
-  Share GoWall Basics

 Note: If Web-Conferencing is being used, distinguish GoWall as a distinct app launched in a separate tab or window.

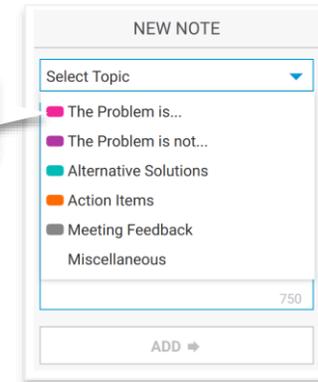
* Provide GoWall Access by using 'Copy Link' to create a shareable hyperlink to your Wall that you can paste and share in emails, instant messages and more.



4.3 Capture Input

- Ask Participants to select 'The Problem is...' Topic *
- Have Participants Add Notes
- Encourage Participants to Comment on Existing Notes **

* Ask Participants to select the 'The Problem Is...' topic from the 'Select Topic' dropdown menu.

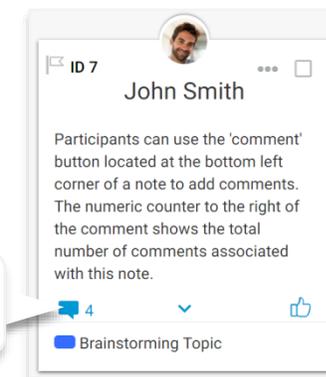


4.4 Refine & Analyze Input

- Review Notes and Discuss Results

Note: Repeat the above steps (4.3 and 4.4) as needed until all Topics have been reviewed.

** Encourage Participants to add 'Comments' to specific notes during review and discussion.



4.5 Close your Meeting

- Assign Action Items*
- Request Meeting Feedback
- Review Next Steps and Close Meeting
- Export GoWall Notes**

* Assign action items using the 'Action Items' topic. Similarly, ask for meeting feedback using the 'Meeting Feedback' topic.

** Instantly Export GoWall Notes to Excel for immediate distribution.

Additional Resources



GoWall How-To Guides:
[Click Here](#)