The Herring Problem Solving Method

This video explains the Herring Problem Solving Method. This is a problem solving model created by Police Chief Jamie Herring, a member of the University of Phoenix Faculty.

With the stakeholders’ help, propose solutions. Don’t stop at the first one. Take some time. Get every idea on the table. Yeah, faster squad cars, why not, Chief?

Identify what resources you need for these programs and perhaps apply for a grant.

With a well-defined problem and clear solutions, you’ll be far more likely to get it.

And then implement the programs. People to teach. New squad cars to catch racers. Crews to pave the roads. Once they’re in place, assess them. Find results. Are fewer people interested in racing? Have you caught all the cars that used to zoom around each Friday?

Then, publish the results and establish program effectiveness. If something’s not quite working, go back to where in the process it broke down and get everything just right—until the next problem pops up. But you’ll be ready. You have the Herring Method—nine clear steps to clear up problems.

[End of Audio]