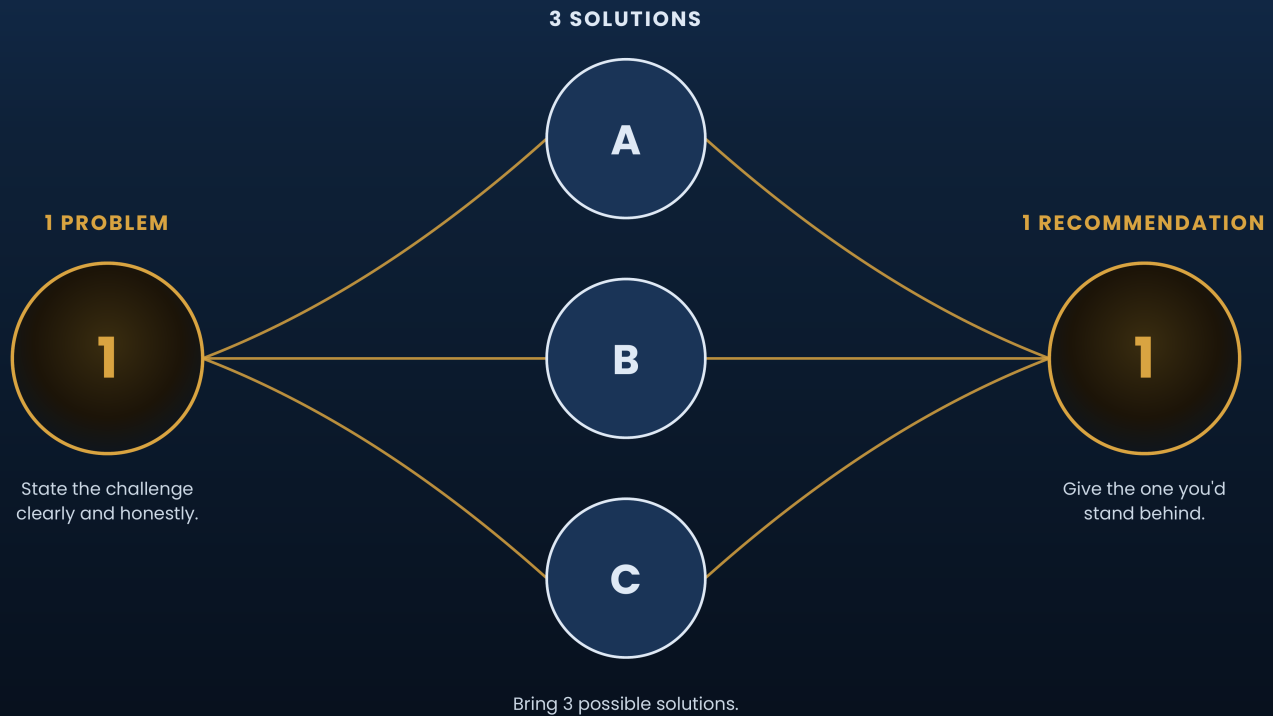


A WIDELY-TAUGHT PROBLEM-SOLVING FRAMEWORK

THE 1-3-1 METHOD

BOAZ
STRATEGIC

It doesn't just solve problems — it builds the habit of thinking before reacting.

Turn complaints into *contribution*.

“ *Don't complain unless you're willing to contribute a solution.* ”

JON GORDON, ON HIS “NO COMPLAINING RULE”

A team member spots a problem others missed. How they bring it forward is what matters. Point out problems without solutions and — however well meant — you look like a complainer, not a problem-solver, especially in front of senior leadership.

The 1-3-1 Method turns reactive complainers into proactive solution-finders.

One problem. Articulate the single core issue. Stay on the root cause, not the symptoms.

Three solutions. Bring three realistic, thoughtful options for addressing that root problem.

One recommendation. Say which option is strongest and why — what makes it the smartest move for the team, the customer, or the business.

More than solving the problem in front of you, it builds a habit: pause, analyze, and contribute before reacting. Make it an expectation, not a suggestion, and watch complaints become constructive conversations.