

# WICKED

means or refers to being resistant to resolution.

- difficult to quantify

Phrase used in social planning | ambiguous

example:

These occur in health & medicine, social work, law + education.

ethical, moral, political dimensions

involves changing behaviours

Messy work

larger uncertain timeframe

priorities called into question

difficult to understand the problem until you have a solution.

THERE IS NO PRECEDENT.

little consensus amongst the problem solvers.

needs a shared starting hypothesis

non-linear problems

Very important to FRAME the problem

correctly co-design

only better or worse solutions

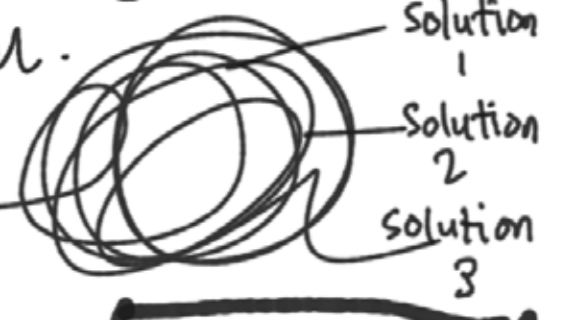
## WHAT IS A WICKED PROBLEM?

cannot be permanently solved. Cannot be solved piece-by-piece.

conflicting opinions

- Difficult to get agreement amongst stakeholders. Even technical experts will disagree on the solution.

could be associated with a large economic burden.



difficult to measure. Set criteria that will 'show' success.

This will definitely influence the outcome and design.

ill-structured problem.

more than one single explanation

requires complex judgment

difficult to define + predict consequences.

ill structured, messy lots of stakeholders can affect people globally

needs a heuristic solution

each problem is unique

share attribution. Give up autonomy. Collaborate.

socially complex

multi causal

everyone one is a symptom of another

Hold many views.

Only good or bad answer, not true or false.

no definitive formulation. e.g. same issue in 2 different places require 2 different solutions.

NO obvious end to the problem

Chaotic

no ultimate test of the solution

no opportunity learn by trial & error

Has incomplete, contradictory and changing requirements.

diverse perspectives

MINDSET needs to be changed