This workshop has been used to teach fundamental problem solving within Dow Chemical and externally, including sessions at MIT. Students that attend the workshop will be introduced to an industrial case study on polyurethanes and then guided through the problem solving process using three core questions: What is Success? What is Necessary for Success? What is Rate limiting? The core of the methodology is first defining success instead of just trying to avoid the current crisis, writing down all the things that are required to have success be true, and then mapping the necessary steps onto a time line to focus on the critical path.

Chris Christenson retired from The Dow Chemical Company as a Corporate Fellow in 2012. During his 37-year career at Dow, he focused on problem solving, invention, and fundamental material science. Chris has a passion for solving the most difficult technical problems and developed a strong methodology to rapidly solve critical problems. Chris and his teams’ efforts directly led to hundreds of millions of dollars of value for Dow.

He is also passionate about mentoring and used his trademark ‘define success’ methodology to help people as they developed their career and life pathways. His efforts were recognized in 2008 when he was the recipient of Dow’s prestigious GENESIS Award for sustained people development.

“Chris has made a significant contribution to Dow in his career and through his passion and energy has impacted the careers of countless people. He improved the problem solving skills of our organization and consistently championed driving technology to viable manufacturing processes.” said David Bem, Global Director of Core Research and Development.