This reading, which is the first chapter of the book *Dialogue Mapping: Building Shared Understanding of Wicked Problems* written by Jeff Conklin, Ph.D., talks about problem solving and how Dialogue Mapping addresses it. How wicked problems, social complexity, and technical complexity and forces that fragment a group’s ability to problem solve. It dives deeply into the subject of Wicked Problems and ways to go about dealing with them such as the “waterfall method” (Conklin, 5) which is the traditional way of solving problems. The chapter also stresses that wicked problems are, for the most part, never over; you can however come up with a decision that relegates the problem to being “acceptable”. If there is no acceptable solution to a problem how do people decide what action to take regarding it?

This reading relates to informatics and computing science because this is information that we will need in our future, this is literally what we do. As programmers or other types of employees, we will be faced with several problems that have very complex and difficult aspects. It will be important for us to know how to approach these problems to find the most appropriate and cost effective solution. Now, what kind of problems could someone in the field of informatics face? Or how will our abilities to solve these types of problems be impacted by the world around us? Will it be easier because of advancing technology? Or could the advancement of technology fall to us, thus becoming the problems we ourselves must face? What we have learned from this article is applicable to informatics because it can help us know how to approach any problem and find the best solution in the most effective way possible.
Lastly, I would like to know if there is any way to start training ourselves and future generations on learning these to the point that it becomes second nature?