CHAPTER 9

Seeing Solutions: The Role of Resourcefulness
A friend of mine was vacationing with family in North Carolina when several of them decided to take a sailing outing. The plan was simple. They would charter a sailboat and make a round trip up and down the sound between the Outer Banks and the inland coast.

The motley crew boarded the boat and followed the orders of Captain Peggy, who instructed them on various tasks as they moved out of the harbor. As they prepared to hoist the sails, she asked one of the guys to turn the helm to the right and hold it. He turned and turned and turned, applying pressure on it as he awaited instructions from Captain Peggy to do something different. He put so much pressure on it, however, that the cable from the helm to the rudder snapped. No working rudder equals no steering. The boat floundered in the middle of the shipping channel as Captain Peggy weighed her options.

First, she radioed her base and reported the problem.

“OK,” her boss said.

Next she watched as another boat came out and moved toward them. And then she watched as that boat raised its sail and cruised by with its own passengers.

Confused, Captain Peggy radioed her base again.

Here’s the gist of what she was told: Figure it out.