



Heifetz's Adaptive Solutions

Type I (Technical solutions)

Type I adaptive solutions are technical in nature: one can go get help from an expert, and the expert can diagnose the problem and provide the technical skills or knowledge to get the problem solved.

Example: A patient with pneumonia goes to the doctor and the doctor prescribes an antibiotic. The adaptive solution is geared towards returning the person to their previous state.

Type II (Technical solutions with value changes)

In Type II adaptive solutions, there are still technical fixes possible, but any technical fix would require the participation of the patient in parts of the solution.

Example: A patient with heart problems goes to the doctor and the doctor prescribes medication, but also addresses with the client the need to change his/her diet and lifestyle to improve his/her health.

- Type III (Transformative change)

A Type III adaptive solution is one in which even the problem definition and the outcomes are uncertain and unclear, since the changes required are more related to expectations, hopes, values, habits or perceptions.

Example: A patient with terminal cancer must face end of life decisions and must confront the need to shift his hopes and expectations about his life in a transformative way.