

# Emotional Intelligence for Project Managers: A Case of Vietnam: Earn 5 PDUs!

**5 WHYS**  
Root Cause Analysis

An easy way to address problems and find the root cause

1. Write down the problem
2. Ask 'Why does the problem happen?'
3. Write down the answer
4. If the answer is not the root cause ask 'Why?' again
5. Continue until you reach root cause of problem

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