



# Problem Solving

## 1. Identify and Define Problem Area/Issue

- ✂ try to state the problem as clearly as possible; be objective and specific; describe the problem in terms of what you can observe rather than subjective feelings
- ✂ try to identify what is maintaining the problem rather than just what caused it
- ✂ set realistic and achievable goals for resolving the problem

Problem Definition	Maintaining Factors	Goals for Problem Resolution

## 2. Generate Potential Solutions

- ✂ list all possible solutions without evaluating their quality or feasibility
- ✂ eliminate less desirable or unreasonable solutions only after as many possible solutions have been listed
- ✂ bearing in mind your goals for problem resolution, list the remaining solutions in order of preference

List of Possible Solutions

### Preferred Solutions

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### 3. Evaluate Alternatives

✂ evaluate top 3 or 4 solutions in terms of their pros and cons

	Advantages	Disadvantages
Potential Solution #1		
Potential Solution #2		
Potential Solution #3		
Potential Solution #4		

### 4. Decide on a Solution

- ✂ decide on one or two solutions
- ✂ specify actions and who will take action
- ✂ specify how and when the solution will be implemented



ACTION STEPS	WHO	WHEN

### 5. Implement Solution

🕒 implement the solution as planned

### 6. Evaluate the Outcome

- 🕒 evaluate the effectiveness of the solution
- 🕒 decide whether a revision of the existing plan or a new plan is needed to address the problem better