



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