

## Problem solving

- 1. Identify and define problem area/issue**
  - a.** 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.
  - b.** Try to identify what is maintaining the problem rather than just what caused it
  - c.** Set realistic and achievable goals for resolving the problem.

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**Problem definition**

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**Maintaining factors**

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**Goals for problem resolution**

## 2. Generate potential solutions

- a. List all possible solutions without evaluating their quality or feasibility
- b. Eliminate less desirable or unreasonable solutions only after as many possible solutions have been listed.
- c. Bearing in mind your goals for problem resolution, list the remaining solutions in order of preference

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### List of possible solutions

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### Preferred solutions

### 3. Evaluate alternatives

- a. Evaluate the top three or four solutions in terms of their advantages (pros) and disadvantages (cons).

SOLUTION	ADVANTAGES (PROS)	DISADVANTAGES (CONS)
Possible solution #1		
Possible solution #2		
Possible solution #3		
Possible solution #4		

## 4. Decide on a solution

- a. Decide on one or two solutions
- b. Specify actions and who will take action
- c. Specify how and when the solution will be implemented.

ACTION STEPS	WHO	WHEN

## 5. Implement solutions

- a. Implement the solution as planned

## 6. Evaluate the outcomes

- a. Evaluate the effectiveness of the solution
- b. Decide whether a revision of the existing plan or new plan is needed to address the problem better.