

Problem solving

A step-by-step process.

- ▶ Sometimes problems can stop you from reaching your goals.
- ▶ It can be hard to deal with problems on your own.

Here is a step-by-step problem solving process you can go through with a friend or family member. This will give you some ideas about how to solve the problems that are holding you back.

Here are the steps:



1 Identify and define the problem		
<i>I'm having problems with how a colleague is communicating with me.</i>		
2 List ideas and possible solutions		
<ol style="list-style-type: none"> <i>Talk to my boss about it.</i> <i>Ask a friend who had a similar problem for ideas.</i> <i>Email my colleague and make a time to talk about it.</i> 		
3 Rate each idea		
Idea	Pros/For	Cons/Against
1.	<i>My boss will understand.</i>	<i>It feels like telling tales.</i>
2.	<i>My friend sorted out his problem so knew what to do.</i>	<i>What worked for him might not work for me.</i>
3.	<i>It would address the problem more directly.</i>	<i>I don't like confrontation so it would be hard to do.</i>
4 Choose one idea		
<i>Talk to my boss.</i>		
5 Put into action		
<i>Emailed my boss to explain and make a time to meet and discuss.</i>		
6 Review		
<i>Meeting went well. She was supportive and will meet with us both to talk about my concerns.</i>		

What is the problem?
How would you explain it?

How could you fix the problem? (Whānau or friends could help you with this).

What are the good things about each idea? What are the things that could stop you putting your ideas into action?

What is the best idea? (Whānau or friends could help you decide).

What do you need to do to fix the problem?

Did your idea work?
What went well?
What didn't? How could you learn from this?

What can you try next?

My problem solving process



1 Identify and define the problem

2 List ideas and possible solutions

3 Rate each idea

Idea	Pros/For	Cons/Against

4 Choose one idea

5 Put into action - what I am going to do

6 Review - what worked well?



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