

# Embracing Complexity



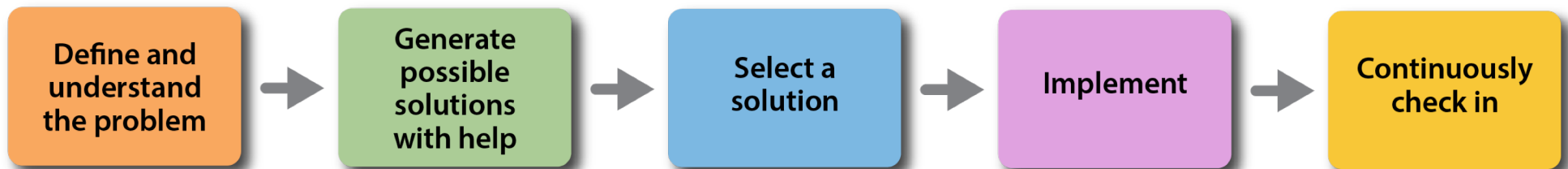
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# Embrace the Complexity

- ▶ Contact tracing requires skill and attention to detail
- ▶ Problem-solving and creativity are essential components
- ▶ Contact tracers are detectives, investigators, social workers, and therapists
- ▶ Reach out to your supervisor if you come across a new situation or notice a specific issue keeps coming up

# Problem-Solving Steps



- ▶ Define and understand the problem
- ▶ Generate possible solutions with help
- ▶ Select a solution
- ▶ Implement
- ▶ Continuously check in

# Common Areas to Troubleshoot



## ► **Process**

- Issues with following the contact tracing protocol



## ► **Person**

- Issues with communication or engagement



## ► **Context**

- Issues that cannot be solved by individuals themselves