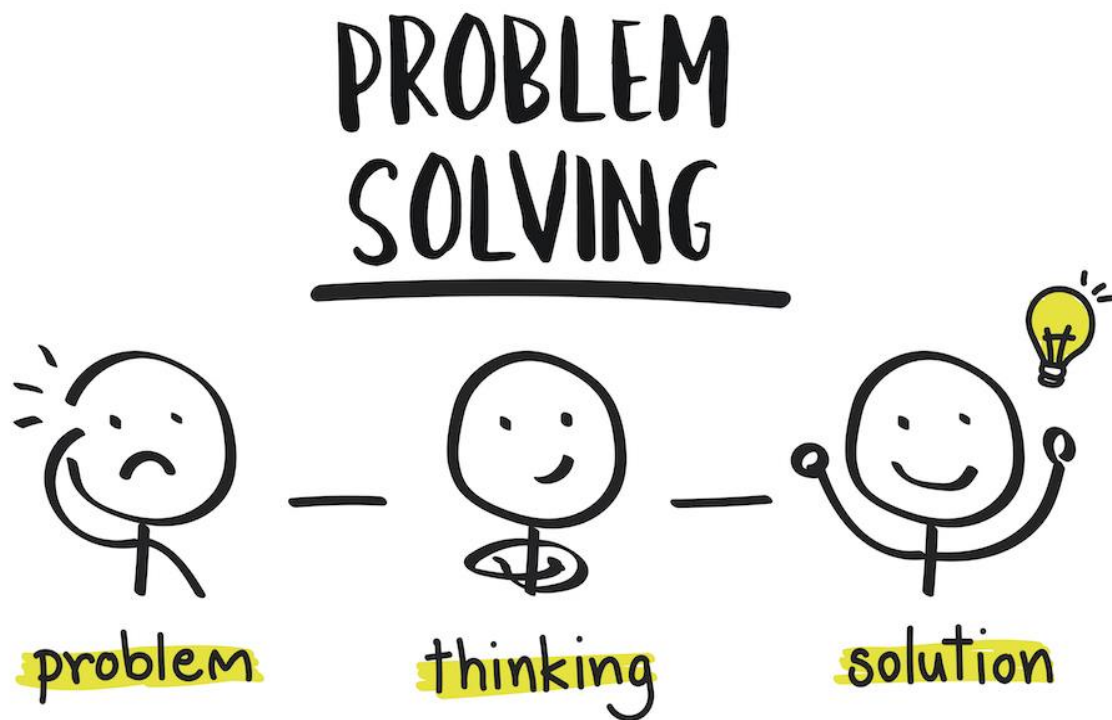


Problem Solving



By:

Dr: Aliaa Ezz Eldin

Lecturer of Nursing Administration

Helwan University

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- Definition of Problem solving:
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Introduction

Problem solving is the manager's responsibility, not only to identify the nature and extent of the problem, but also to decide the method to be used in dealing with each problem and instruct and direct subordinate in use of that method.

Definition of Problem

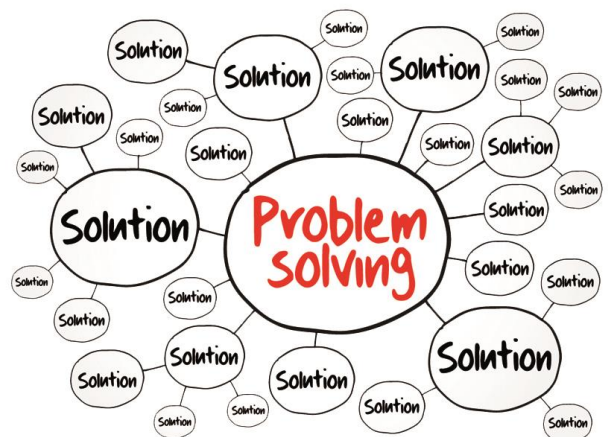
A discrepancy between an existing and a desired state of affairs & identifying the real problem is no easy task.



Definition of Problem solving:

The ability to identify and solve problems by applying appropriate skills systematically.

A process of an ongoing activity in which we take what we know to discover what we don't know. It involves overcoming obstacles by generating hypo-theses, testing those predictions, and arriving at satisfactory solutions.



Functions of Problem solving

1. Seeking information
2. Generating new knowledge
3. Making decisions



Key purposes of problem solving:

1. Overcoming obstacles: The primary purpose of problem solving is to overcome obstacles or challenges that arise in various situations.



2. Decision making: Problem solving is closely linked to decision making. When faced with a problem, individuals or teams need to analyze the situation, evaluate available options, and make informed decisions about the best course of action. Problem solving helps in weighing the pros and cons, considering different perspectives, and arriving at an optimal decision.



3. Improving efficiency and productivity: Problem solving is essential for improving efficiency and productivity which enables organizations to identify areas for improvement and implement effective solutions to achieve better outcomes.



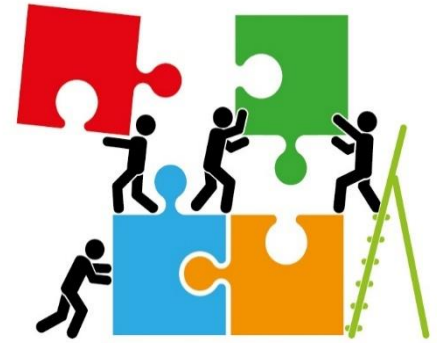
4. Innovation and creativity: Problem solving often requires thinking outside the box and coming up with innovative or creative solutions. It encourages individuals to explore new ideas, challenge assumptions, and seek alternative approaches. By engaging in problem-solving activities, individuals can develop their creativity and foster a culture of innovation.



5. Learning and growth: Problem-solving experiences help individuals develop resilience, adaptability, and the ability to handle future challenges more effectively. Through problem solving, individuals can continuously learn and grow both personally and professionally.



6. Collaboration and teamwork: Problem-solving activities promote effective communication, cooperation, and collaboration among team members. By working together to analyze problems, generate ideas, and implement solutions, individuals can foster a sense of teamwork and achieve collective goals.



7. Personal development: Problem solving enhances critical thinking skills, analytical abilities, and decision-making capabilities.



Types of managerial problems

➤ Structured problems

Some problems are straightforward, familiar, and easily defined problems.

➤ Unstructured problems

Problems that are new or unusual and for which information is ambiguous or incomplete

➤ Crises problems

Problems occurs when an unexpected problem puts the stability of organization at risk. These dilemmas can either originate internally or they can be brought on by external influences.

Problem solving process

1. Define Problem
2. Identify major & root Causes.
3. Develop Solutions
4. Select the best Solution
5. Implement the best Solution.
6. Determine Effectiveness of Solution.
7. Standardizes Results



Problem solving methods

➤ Trial and error method

Manager is applying one solution after another until the problem is solved or appears to be improved.

➤ Scientific experimentation

Scientific experimentation is a process by which selected elements of situation are studied under highly controlled conditions.

➤ Novel solution or interventions

In this method the nurse manager invent solutions for which she has no prototype previous recorded memory.

Advantages of Problem-Solving

- Development of Long-Term Knowledge Retention
- Continuous Engagement
- Promotes development of higher critical levels of thinking (application, synthesis, evaluation) versus simple memorization
- Improvement of Teamwork and Interpersonal Skills

Disadvantages of Problem-Solving

- Nurses' Unpreparedness
- Time-Consuming Assessment
- Overemphasis on analysis
- Emotional and cognitive biases
- Lack of creativity
- Inadequate problem framing
- Implementation challenges
- Potential for failure

Obstacles of Problem Solving

- **Misleading Information**

The information can be relevant as well as irrelevant to the issue at hand. When you trust on irrelevant data, faulty solutions are produced. More complex the problem, the easier it is to drift away and be misled by the pool of information.

➤ **Mindset**

Your problem-solving endeavor might be an arrow in the dark, but don't let the possibility of failure limit your creativity and potential. When you're confined to an already proven set of a solution, you make your brain inflexible. Always remember that no two problems have the same solution.

➤ **Functional Fixedness**

It is a state of mind which makes an individual see their problems in a customary manner. Functional fixedness can prevent you from exploring all the options in hand. The same can also restrict you from inputs provided by your peers. People often end-up making assumptions when they start dealing with a problem. Neither underestimates the constraints nor the possibility of any error.

