



Says

What have we heard them say?
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?

Problem solving skills allow you to notice an issue, identify the root cause, design an effective solution, and successfully implement it.

To solve issues related to production, research or development, employee relations or other challenges that arise in the workplace

First identify what the **problem** is by talking to colleagues, conducting **research** and using your observational skills.

This role requires the ability to identify and solve issues that arise in the workplace.



Persona's name
Short summary of the persona

Problem-solving is the process of systematically removing barriers that prevent you or others from reaching goals.

Strong problem solving skills can be hugely beneficial in career.

They need to be able to identify problems and find solutions that work.



Does

What behavior have we observed?
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?