

Using Problem-Solving Techniques

2020-04-21

Course(s) Used:

- Team and Small Group Communication

Goals and Objectives:

- Students can describe tools commonly used for analyzing problems

Rationale:

Problem analysis is one of the early steps, but previous content has glossed over this skill set.

Materials Needed

Materials:

- None

Technology:

- Classroom computer and projector

Outline of the Lesson

1. Review of previous session's content
2. Reflective Thinking uses 5 steps

A. Identify and define the problem¹

B. Analyze the problem

1. "5 Whys" (5Y)
2. Force-field analysis
3. Cause-and-effect diagram
4. PROMOD Technique
 - a. Individual problem analysis
 - b. Group information exchange
 - c. Individual problem resolution
 - d. Collaborative group integration

C. Generate several possible solutions²

D. Evaluate options and select the best solution or combination of solutions³

E. Test and implement the solution

3. Lesson closing

¹ A detailed discussion of this step is included in other lessons

² A detailed discussion of this step is included in other lessons

³ A detailed discussion of this step is included in other lessons

Variations and Accommodations

Follow guidance from local accommodation authorities.