Steps for Problem Solving

1. Gather information

* What is the scope of the problem? (Impact)
* Does the problem need immediate attention? (Urgency)

1. Define the “real” problem

* What is the real issue?
* Are there any secondary issues?
* Breakdown the problem
* Sort out the relevant information

1. Look for potential causes for the problem

* Be methodical
* If it’s a complex problem, solve one part at a time

1. Develop solutions

* Seek solutions in tried and accepted ways
* Identify alternative approaches
* What options do you have?
* Check out different points of view

1. Select an approach to resolve the problem
2. Consider the consequences of your solution

* What might happen?

1. Implement the solution
2. Evaluate the solution

* Verify that the solution resolved the problem
* If not go back to step one
* Did the solution create another problem?