

E-TALKING  
BEST  
FOR YOU

# Problem Solving in the Workplace

How to Find Solutions to Problems

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# INTRODUCTION



## Discussing and Suggesting Solutions

At some point in their life, everybody is asked to find a solution to a problem. This might be a friend asking for advice, a domestic issue you need to deal with, or something that is work related. Coming up with a solution to a problem is a difficult skill however, and this lesson will focus on solutions in the work place.

START

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# VOCABULARY

Lets check whether you know each following word.



**Information** (noun) Facts about something.

**Attempts** (noun) To try and do something.

**Past** (adjective) Before the time of speaking; already finished.

**Brainstorm** (noun) A group thinking session.

**Problem** (noun) An issue that may hinder a project.

# Vocabulary

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## Find Out All You Can About The Problem

If your boss asks you to come up with a solution to something, the first step should be to get as much **information** as you can from your **boss**. Some of the information you should find out includes:

1. What exactly is the problem that needs to be solved?
2. Why is it a problem and what caused it?
3. Why does it need to be solved?
4. What **attempts** have been made to solve it in the **past**?



## Brainstorm

Once you have the relevant information, the next step should be to sit down and **brainstorm** as many solutions to the **problem** as possible. Write them all down and once you have a large number, look at them carefully and dismiss the ones which wouldn't work or which would be too costly or difficult. You will then be left with a good choice of solutions to attempt. Pick the best three first.





# DISCUSSION

Have a go at brainstorming. Your boss wants a new name for a computer firm, brainstorm and list as many names as you can.



## REVIEW DISCUSSION

Have you had many experiences with finding solutions  
to problems?

Did you mostly succeed or fail?





# SPEAKING TASK

Explain to the class a time when you had to come up with a solution to a problem and what steps you took to solve it.



# ASSESSMENT

Complete the sentences using the vocabulary words

from this lesson:

## information / attempts / past / brainstorming / problem

1. \_\_\_\_\_ is a planning method used to come up with a number of ideas quickly.
2. Coming up with a solution to a \_\_\_\_\_ is a useful skill to have.
3. I have had many \_\_\_\_\_ at solving this problem but I failed each time.
4. You can learn from \_\_\_\_\_ mistakes.
5. Before solving a problem, you need the relevant \_\_\_\_\_.



# ASSESSMENT

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# Thank you !

