



## Problem Solving

**Step 1. FIGURE OUT and DESCRIBE the problem situation.**

**Step 2. CHECK THE FACTS (*all* the facts) to be sure you have the right problem situation!**

*If your facts are correct and  
the situation is the problem,  
continue with STEP 3.*

*If your facts are not correct,  
go back and repeat STEP 1.*

**Step 3. IDENTIFY YOUR GOAL in solving the problem.**

- Identify what needs to happen or change for you to feel OK.
- Keep it simple, and choose something that can actually happen.

**Step 4. BRAINSTORM lots of solutions.**

- Think of as many solutions as you can. Ask for suggestions from people you trust.
- Do not be critical of any ideas at first. (Wait for Step 5 to evaluate ideas.)

**Step 5. CHOOSE a solution that fits the goal and is likely to work.**

- If you are unsure, choose two solutions that look good.
- Do PROS and CONS to compare the solutions.
- Choose the best to try first.

**Step 6. Put the solution into ACTION.**

- ACT! Try out the solution.
- Take the first step, and then the second . . .

**Step 7. EVALUATE the results of using the solution.**

*It worked? YEA!!! It didn't work? Go back to STEP 5 and choose a new solution to try.*



## Reviewing Opposite Action and Problem Solving

	Justifying Events	Act Opposite to Emotion Urge (for Unjustified Emotion)	Act on Emotion Urge, Problem-Solve, or Avoid (for Justified Emotion)
<b>Fear</b>	<b>A.</b> Your life is in danger. <b>B.</b> Your health is in danger. <b>C.</b> Your well-being is in danger.	<b>1.</b> Do what you are afraid of doing . . . over and over. <b>2.</b> Approach what you are afraid of. <b>3.</b> Do what gives you a sense of control and mastery.	<b>1.</b> Freeze/run if danger is near. <b>2.</b> Remove the threatening event. <b>3.</b> Do what gives you a sense of control and mastery of the fearful event. <b>4.</b> Avoid the threatening event.
<b>Anger</b>	<b>A.</b> An important goal is blocked or a desired activity is interrupted or prevented. <b>B.</b> You or someone you care about is attacked or hurt (physically or emotionally) by others. <b>C.</b> You or someone you care about is insulted, offended, or threatened by others.	<b>1.</b> Gently avoid. <b>2.</b> Take a time out. <b>3.</b> Do something kind. <b>4.</b> Imagine understanding: Step into the other person's shoes. <b>5.</b> Imagine really good reasons for what happened.	<b>1.</b> Fight back when being attacked, if you have nothing to lose by fighting. <b>2.</b> Overcome obstacles to goals. <b>3.</b> Work to stop further attacks, insults, and threats. <b>4.</b> Avoid or walk out on people who are threatening.
<b>Disgust</b>	<b>A.</b> Something you are in contact with could poison or contaminate you. <b>B.</b> You are close to a person or group whose actions or thinking could seriously damage or harm you or the group you are part of.	<b>1.</b> Move close. Embrace. <b>2.</b> Be kind; step into the other person's shoes. <b>3.</b> Take in what feels repulsive. <b>4.</b> See the situation from the other person's point of view.	<b>1.</b> Remove/clean up revolting things. <b>2.</b> Influence others to stop harmful actions/stop things that contaminate your community. <b>3.</b> Avoid or push away harmful people or things. <b>4.</b> Imagine understanding a person who has done disgusting things.

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## EMOTION REGULATION HANDOUT 13 (p. 2 of 3)

	Justifying Events	Act Opposite to Emotion Urge (for Unjustified Emotion)	Act on Emotion Urge, Problem-Solve, or Avoid (for Justified Emotion)
<b>Envy</b>	<b>A.</b> Another person or group gets or has things you don't have that you want or need.	<ol style="list-style-type: none"> <li>1. Inhibit destroying other people's things.</li> <li>2. Count your blessings.</li> <li>3. Imagine how it all makes sense.</li> <li>4. Stop exaggerating others' worth or value.</li> </ol>	<ol style="list-style-type: none"> <li>1. Improve yourself and your life.</li> <li>2. Get others to be fair.</li> <li>3. Devalue what others have that you don't have.</li> <li>4. Put on rose-colored glasses.</li> <li>5. Avoid people who have more than you.</li> </ol>
<b>Jealousy</b>	<b>A.</b> An important and desired relationship or object is in danger of being damaged or lost. <b>B.</b> Someone is threatening to take away an important and desired relationship or object.	<ol style="list-style-type: none"> <li>1. Let go of trying to control others.</li> <li>2. Share what you have with others.</li> <li>3. Stop spying and snooping.</li> <li>4. No avoiding; take in all the information.</li> </ol>	<ol style="list-style-type: none"> <li>1. Protect what you have.</li> <li>2. Work at being more desirable to the person(s) you want to be in a relationship with (i.e., fight for relationships).</li> <li>3. Leave the relationship.</li> </ol>
<b>Love</b>	<b>A.</b> Loving a valued/ admired person, animal, or object enhances the quality of life for you or those you care about. <b>B.</b> Loving the person, animal, or object increases your chances of attaining your own personal goals.	<ol style="list-style-type: none"> <li>1. Avoid the person, animal, or object you love altogether.</li> <li>2. Distract yourself from thoughts of the beloved.</li> <li>3. Avoid contact with all reminders of the beloved.</li> <li>4. Remind yourself of why love is not justified.</li> </ol>	<ol style="list-style-type: none"> <li>1. Be with the person, animal, or thing that you love.</li> <li>2. Touch, hold, etc., the beloved.</li> <li>3. Avoid separations when possible.</li> <li>4. If the beloved is lost, fight to find or get the beloved back (if it may be possible).</li> </ol>
<b>Sadness</b>	<b>A.</b> You have lost something or someone permanently. <b>B.</b> Things are not the way you expected or wanted or hoped for.	<ol style="list-style-type: none"> <li>1. Activate your behavior.</li> <li>2. Avoid avoiding.</li> <li>3. Build mastery: Do things that make you feel competent and self-confident.</li> <li>4. Increase pleasant events.</li> <li>5. Pay attention to pleasant events.</li> </ol>	<ol style="list-style-type: none"> <li>1. Grieve; have a memorial service; visit the cemetery (but don't build a house at the cemetery).</li> <li>2. Retrieve/replace what is lost.</li> <li>3. Plan how to rebuild a life worth living without the beloved or expected outcomes in your life.</li> <li>4. Accumulate positives.</li> <li>5. Build mastery: Do things that make you feel competent and self-confident.</li> <li>6. Communicate need for help.</li> <li>7. Accept help offered.</li> <li>8. Put on rose-colored glasses.</li> </ol>

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## EMOTION REGULATION HANDOUT 13 (p. 3 of 3)

	Justifying Events	Act Opposite to Emotion Urge (for Unjustified Emotion)	Act on Emotion Urge, Problem-Solve, or Avoid (for Justified Emotion)
<b>Shame</b>	<b>A.</b> You will be rejected by a very important person or group if characteristics of yourself or of your behavior are made public.	<ol style="list-style-type: none"> <li>1. Make public your personal characteristics or behavior (with people who won't reject you).</li> <li>2. Repeat the behavior without hiding from people who won't reject you.</li> <li>3. Or, if <i>your</i> moral code is violated, apologize and repair; forgive yourself; and let it go.</li> </ol>	<ol style="list-style-type: none"> <li>1. Hide what will get you rejected.</li> <li>2. Appease those offended.</li> <li>3. Change your behavior or personal characteristics to fit in.</li> <li>4. Avoid groups who disapprove of you.</li> <li>5. Find a new group that fits your values or that likes your personal characteristics.</li> <li>6. Work to change society's or a person's values.</li> </ol>
<b>Guilt</b>	<b>A.</b> Your own behavior violates your own values or moral code.	<ol style="list-style-type: none"> <li>1. Do what makes you feel guilty over and over and over.</li> <li>2. Make public your behavior (with people who won't reject you).</li> </ol> <p><i>Or, if you will be rejected by others:</i></p> <ol style="list-style-type: none"> <li>3. Hide your behavior.</li> <li>4. Use interpersonal skills.</li> <li>5. Work to change your group's values or join a new group.</li> </ol>	<ol style="list-style-type: none"> <li>1. Seek forgiveness.</li> <li>2. Repair the harm; make things better (or, if not possible, work to prevent or repair similar harm for others).</li> <li>3. Accept the consequences gracefully.</li> <li>4. Commit to avoiding behaviors that violate your moral values in the future.</li> </ol>