



Problem Solving

1. Identify and Define Problem Area/Issue

- ☒ try to state the problem as clearly as possible; be objective and specific; describe the problem in terms of what you can observe rather than subjective feelings
- ☒ try to identify what is maintaining the problem rather than just what caused it
- ☒ set realistic and achievable goals for resolving the problem

Problem Definition	Maintaining Factors	Goals for Problem Resolution

2. Generate Potential Solutions

- ☒ list all possible solutions without evaluating their quality or feasibility
- ☒ eliminate less desirable or unreasonable solutions only after as many possible solutions have been listed
- ☒ bearing in mind your goals for problem resolution, list the remaining solutions in order of preference

List of Possible Solutions

Preferred Solutions	
1.	_____
2.	_____
3.	_____
4.	_____
5.	_____

3. Evaluate Alternatives

- ☞ evaluate top 3 or 4 solutions in terms of their pros and cons

	Advantages	Disadvantages
Potential Solution #1		
Potential Solution #2		
Potential Solution #3		
Potential Solution #4		

4. Decide on a Solution

- ☞ decide on one or two solutions
- ☞ specify actions and who will take action
- ☞ specify how and when the solution will be implemented



ACTION STEPS	WHO	WHEN

5. Implement Solution

- ☞ implement the solution as planned

6. Evaluate the Outcome

- ☞ evaluate the effectiveness of the solution
- ☞ decide whether a revision of the existing plan or a new plan is needed to address the problem better