



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. _____