



Part 2: Problem Solving



LEARNER OBJECTIVES FOR PART 2:

You will

- Understand a basic set of steps for problem solving
- Practice the basic steps for problem solving that you learned

The first step in solving any problem is to identify exactly what the problem is.

Owning the problem is not the same thing as blaming yourself.

Problems don't just go away. They have to be solved. Problem solving can be made much more simple by using the following steps:

1. **Identify your problems—one at a time.** The first step in solving any problem is to identify exactly what the problem is. Often, this means narrowing the problem down to its basics. As much as possible, put aside your feelings about the situation and describe what the problem behaviors may be. It is also best to try to solve one major problem at a time.



EXERCISE 6

Please answer the following question:

What does the above step mean to you?

2. **Own the problem.** Owning the problem is not the same thing as blaming yourself. Owning the problem means trying to understand how the problem got started, which of your behaviors may have contributed to it, and how it can be avoided in the future. It also means being willing to change.

You need to consider what your short- and long-term objectives are.

4. **Describe what might happen.** Think about what the outcomes could be for each of the solutions you identified. Maybe one solution is not as bad as it seems. One solution may be temporary, while another more permanent. Perhaps one solution is quicker, but another is more complete. You need to consider what your short- and long-term objectives are, and then decide which of the possible solutions will meet those objectives.



EXERCISE 9

Please answer the following question:

What does the above step mean to you?

5. **Make a plan and stick to it.** Once the solutions have been selected, make a plan of action that says how, when, and where you will put the solution into effect. Note who will be responsible for particular tasks. It may be important to have a backup plan, in case the original situation changes.



EXERCISE 10

Please answer the following question:

What does the above step mean to you?
