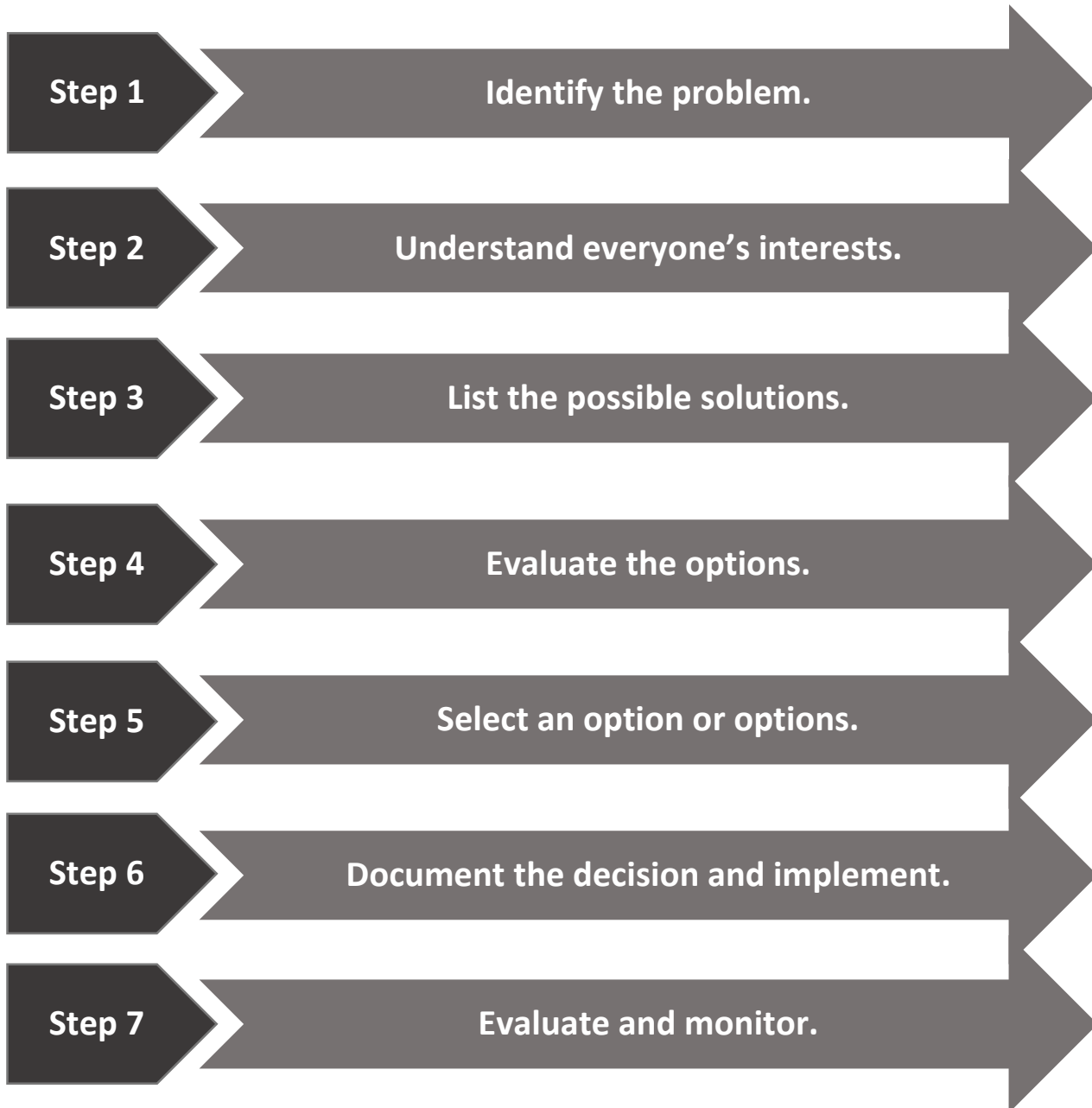


Seven Steps to Solving a Problem Effectively

Employers want employees who can work through problem-solving, critical thinking, and decision-making as an effective member of their staff. If you follow this seven-step process to effective problem-solving, you will increase your chance for a successful resolution to the issue.



Problem-solving Organizer

1 Problem	4 Evaluate the options <u>Pros</u> <u>Cons</u>
2 Other points of view	
3 Options	
5 Solution	
6 Documentation and steps to emendation	
7 Evaluation and monitoring	

Problem-solving Team Scenarios

Here are a list of suggested workplace scenarios. Give each small group one scenario to act out and work through as a team. Team members may take turns acting as the difficult team member. Each problem-solving team should act out and come up with ways to solve the problem behavior.

Scenario 1: The leader of the team wants to do everything him or herself. They have a very big ego and are difficult to work with.

Scenario 2: One team member is extremely shy. However, he or she has the most expertise and background to help solve the technical issue your team is experiencing in your best product.

Scenario 3: Two of your team members do not get along. There are many hard feelings between the two and they refuse to communicate with one another.

Scenario 4: One of your team members is very social. In fact, he or she believes they are the life of the party. This team member enjoys telling jokes continually which derails the conversation.

Scenario 5: One team member is very sensitive and emotional. This member gets upset when he/she doesn't feel listened to and is extremely offended if all of his or her ideas do not get used. To further complicate matters, most of this team member's ideas are not practical.

Scenario 6: One of your team members enjoys hearing themselves talk. They dominate the discussion and expect everyone to listen to them. This person is not the assigned leader of the problem-solving team.