



PROBLEM SOLVING FORMULA



STEP 1: WHAT IS THE PROBLEM?

Talk about the problem; listen carefully; ask questions; get everyone's opinion. Write down *exactly* what the problem is. Keep it simple & short.

STEP 2: WHAT ARE THE CAUSES OF THE PROBLEM?

Write down all *possible* causes. Use 'green light thinking').





STEP 3: WHAT ARE THE POSSIBLE SOLUTIONS?

Write down *all* ideas. Use 'green light thinking'. Encourage everyone to contribute at least one possible solution. List all ideas *without* discussion at this stage.

STEP 4: WHAT IS THE BEST SOLUTION?

Quickly discuss the main advantages and disadvantages of each solution. Choose the solution that will most *effectively* solve the problem at this moment.

STEP 5: PLAN HOW TO CARRY OUT THE BEST SOLUTION

Discuss resources needed; challenges to overcome; role-play steps if appropriate; decide on a review time.

STEP 6: REVIEW AND PRAISE ALL EFFORTS

Focus on achievement *first*. Review the plan. Revise if necessary.

