

## 4-STEP PROBLEM SOLVING

### 1. Define the problem.

- What do you want to change?
- Is this a situation or behaviour that can be changed?
- Are you willing to spend time on changing it?
- What do you actually want to achieve? What outcome are you hoping for?

### 2. Analyze the problem to ensure you understand:

- **Where** is it happening?
- **When** does it occur?
- **Who** is involved or affected?
- **What** emotions are expressed? What are the consequences?
- **Why** is this happening? i.e. is there a trigger or cause?
  - What happened just before?
  - Are there causes related to:
    - the environment?
    - physical or emotional needs or issues?
    - the task?
    - communication?

### 3. Generate possible solutions and weigh the pros and cons.

### 4. Choose and implement a solution:

- develop a plan and identify the steps needed
- rehearse any steps you feel uncomfortable about
- evaluate the results. If the problem has not been solved, choose another option.