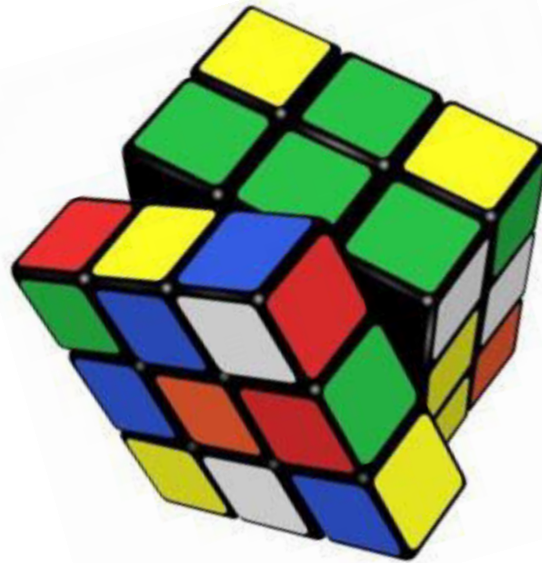


PROBLEM-SOLVING





OUTLINE

I. Definition of Term

II. The Problem-Solving Process

III. Principles of Interpersonal Problem Solving

IV. Effective Problem Solving





DEFINITION OF TERM

WHAT IS A PROBLEM?

- **It is a situation you want to change.**

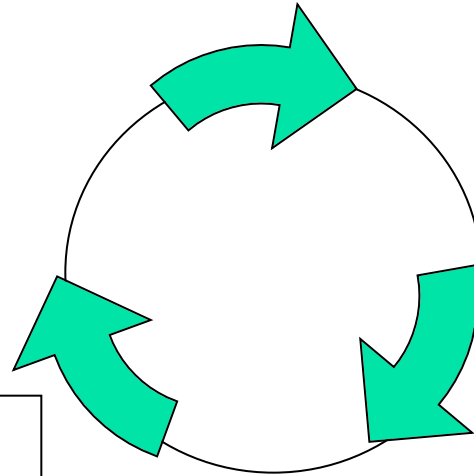




THE PROBLEM-SOLVING PROCESS

STAGE ONE *Understand the Issues*

**Define the
Starting Issue(s)**



Define the Problem

Analyze the Situation

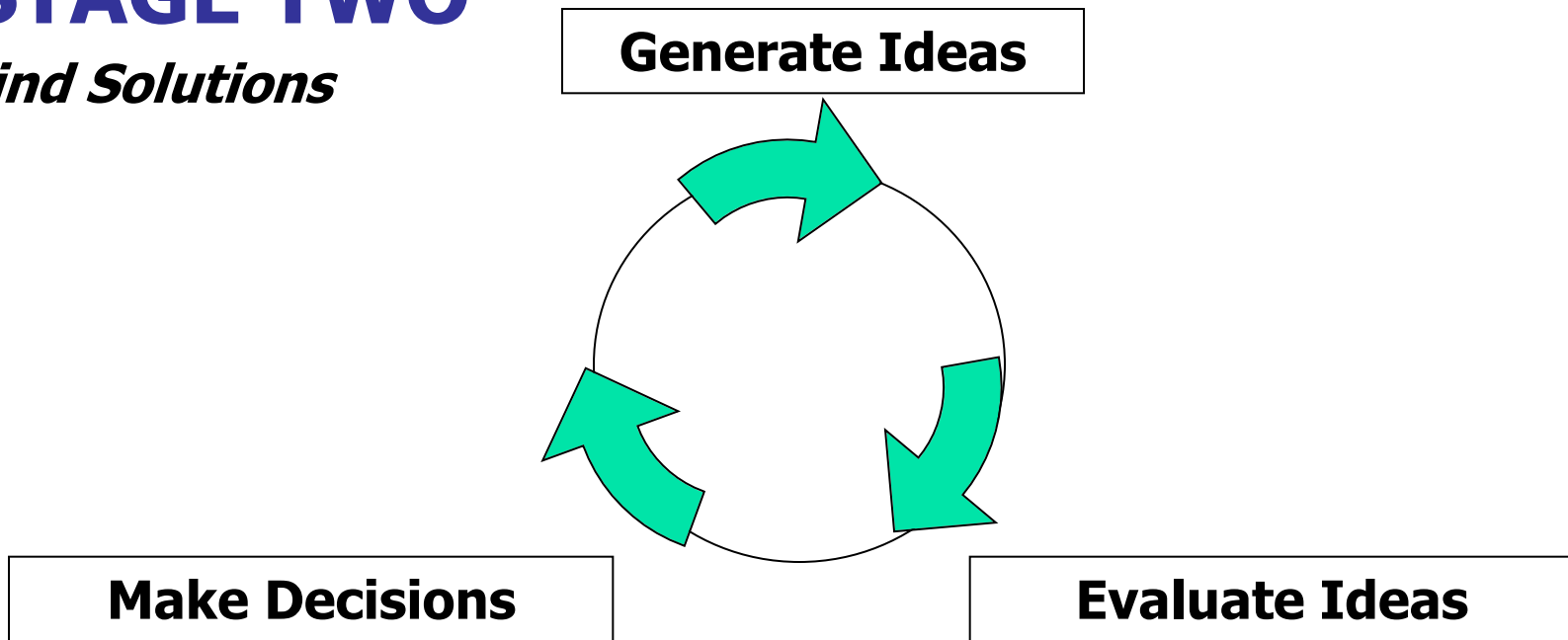
Objectives:

- 1. To analyze the facts.**
- 2. To define the problem**

THE PROBLEM-SOLVING PROCESS

STAGE TWO

Find Solutions



Objectives:

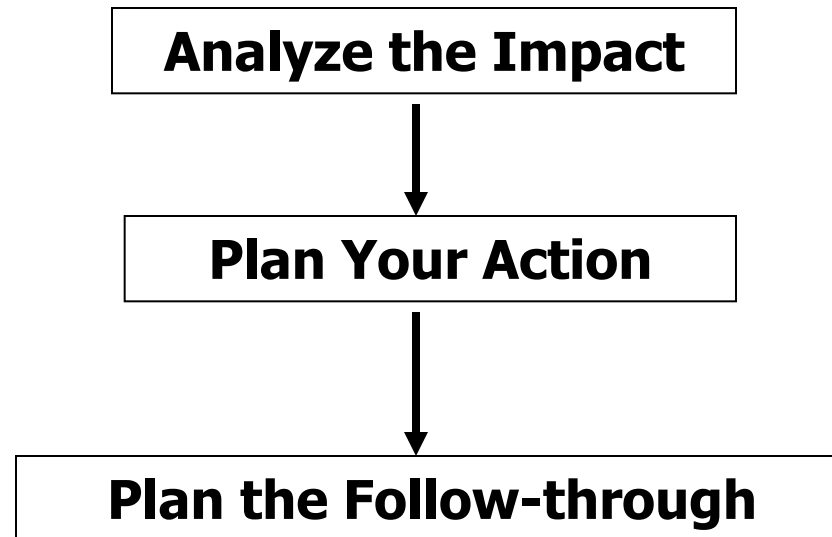
- 1. To generate ideas.**
- 2. To evaluate ideas.**
- 3. To decide on the best possible solution**



THE PROBLEM-SOLVING PROCESS

STAGE THREE

Plan Your Action



Objectives:

- 1. To determine the impact on people and systems.**
- 2. To build on action plan.**
- 3. To decide on follow-through.**



PRINCIPLES OF INTERPERSONAL PROBLEM-SOLVING

1. Presenting yourself

- Eye Contact
- Good voice

2. I-talk

- Convey displeasure
- Unhappiness about the situation

3. The Mary Poppins Rule

“A spoonful of sugar helps the medicine go down”.

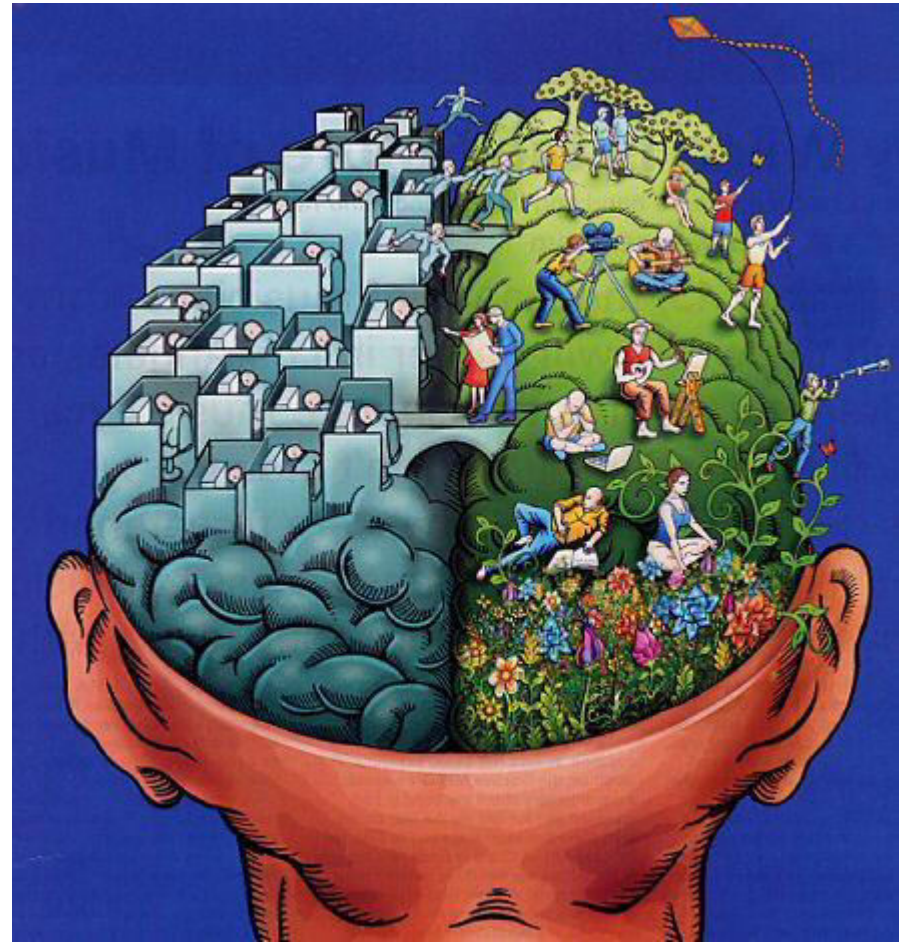
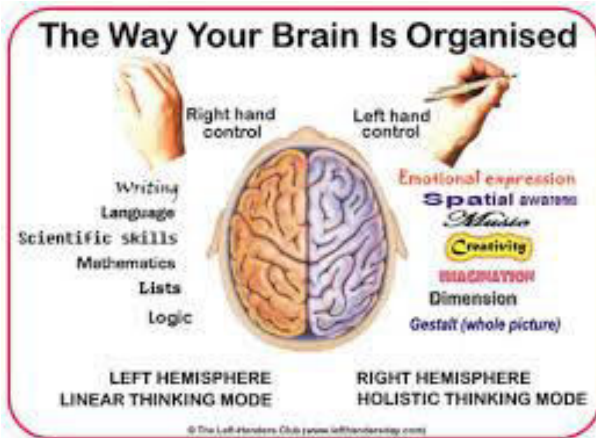
- Polite language

4. The Comic Parry (or keep it light)

- Use of humor and wit in problem situations

EFFECTIVE PROBLEM-SOLVING

- Left Brain
- Right Brain





EFFECTIVE PROBLEM-SOLVING

Left Brain

- **Follows a logical pattern**
- **Is objective, rather than subjective**
- **Views time chronologically, minute by minute, hour by hour**
- **Sees things as true or false, black or white**
- **Seeks the detail, sees the trees rather than the forest**
- **Houses short-term memory**
- **Thinks critically, perhaps negatively, asks “why?”.**



EFFECTIVE PROBLEM-SOLVING

Right Brain

- **Follows intuitive hunches**
- **Creates patterns, without following a step-by-step process**
- **Is subjective, rather than objective**
- **Views time in a total sense – a lifetime, career, project**
- **Sees the forest, rather than the trees**
- **Thinks positively, unconstrained by preconceived ideas**
- **Asks “why not?”, breaks rules**



PROBLEM-SOLVING

“HE WHO OWNS THE PROBLEM IS THE SOLUTION”

Thank you!



PROBLEM-SOLVING

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Levine, Marvin. Effective problem solving. Englewood Cliffs, New Jersey: Prentice Hall, c 1988.

Quinlivan-Hall, David and Peter Renner. In search of solutions: sixty ways to guide your problem-solving group. Vancouver, Canada: Training Associates Limited, 1990.