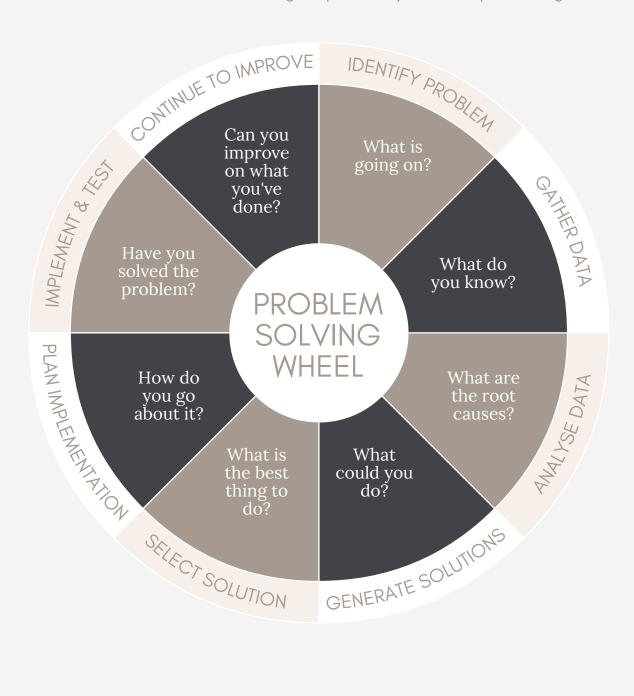# *Problem Solving* PROCESS

Following a step-by-step procedure for defining problems, generating solutions, and implementing solutions can make the process of problem solving seem less overwhelming. Use the process wheel below to work through a problem you are experiencing

PROBLEM SOLVING WHEEL

- CONTINUE TO IMPROVE — Can you improve on what you've done?
- IDENTIFY PROBLEM — What is going on?
- GATHER DATA — What do you know?
- ANALYSE DATA — What are the root causes?
- GENERATE SOLUTIONS — What could you do?
- SELECT SOLUTION — What is the best thing to do?
- PLAN IMPLEMENTATION — How do you go about it?
- IMPLEMENT & TEST — Have you solved the problem?

Problem Solving PROCESS

1) What is going on?

2) What do you know?

3) What are the root causes?

4) What could you do?

5) What is the best thing to do?

6) How do you go about it?

7) Have you solved the problem?

8) Can you improve on what you've done?

Problem Solving PROCESS

I

IDENTIFY THE PROBLEM:

_____
_____
_____
_____

D

DEFINE THE PROBLEM:

_____
_____
_____
_____

E

EXPLORE POSSIBILITIES ON HOW TO SOLVE PROBLEM:

_____
_____
_____
_____

A

ACTION: THE OUTCOME OF THE PROBLEM:

_____
_____
_____
_____

L

LOOK BACK: TO VIEW THE SITUTION IN 3RD PERSON:

_____
_____
_____