

Session 11 Worksheet—Steps 4 & 5 of 5-Step Problem-Solving Method

Name: _____

Date: _____

1 Identify the problem. Be specific.

Watch



Listen



Remember details



Ask the “W” questions

Who was Involved?

What happened?

Where did it happen?

2 Describe the problem. Remember the equation: *Problem = Goal + Obstacle*

Problem	Goal “I want...”	Obstacle “but...”

5-Step Problem-Solving Method, continued.

3 Think of ideas for solutions.

Brainstorm four or five ideas of things you can do to reach your goal or get rid of the obstacle.

1.
2.
3.
4.
5.

4 Evaluate ideas by thinking of advantages and disadvantages of each.

Idea	Advantages (+) Pros?	Disadvantages (-) Cons?

Weigh the pros and cons; choose the best solution for you. I choose idea #

5-Step Problem-Solving Method, continued.

- 5 Put the idea into action, using appropriate verbal and non-verbal skills.

Role-play your chosen solution before putting it into action.

Remember: Voice (medium volume); Clear speaking; Posture; Eye contact.



Plan when and where you will put your idea into action:

Day:

Time:

Place:



Evaluate: Did it solve your problem?

Yes

No

