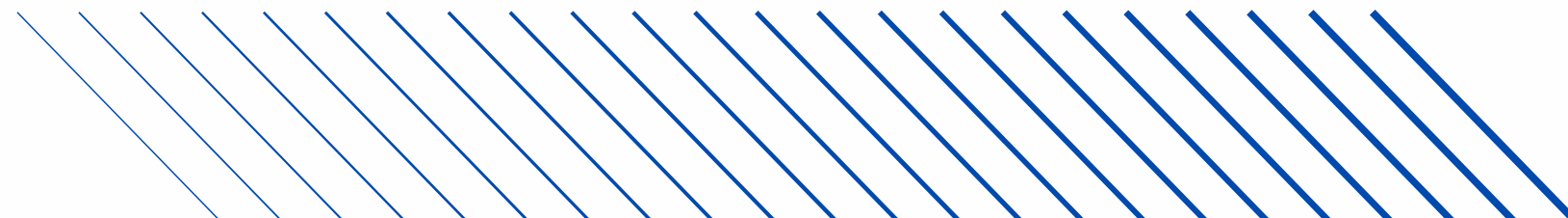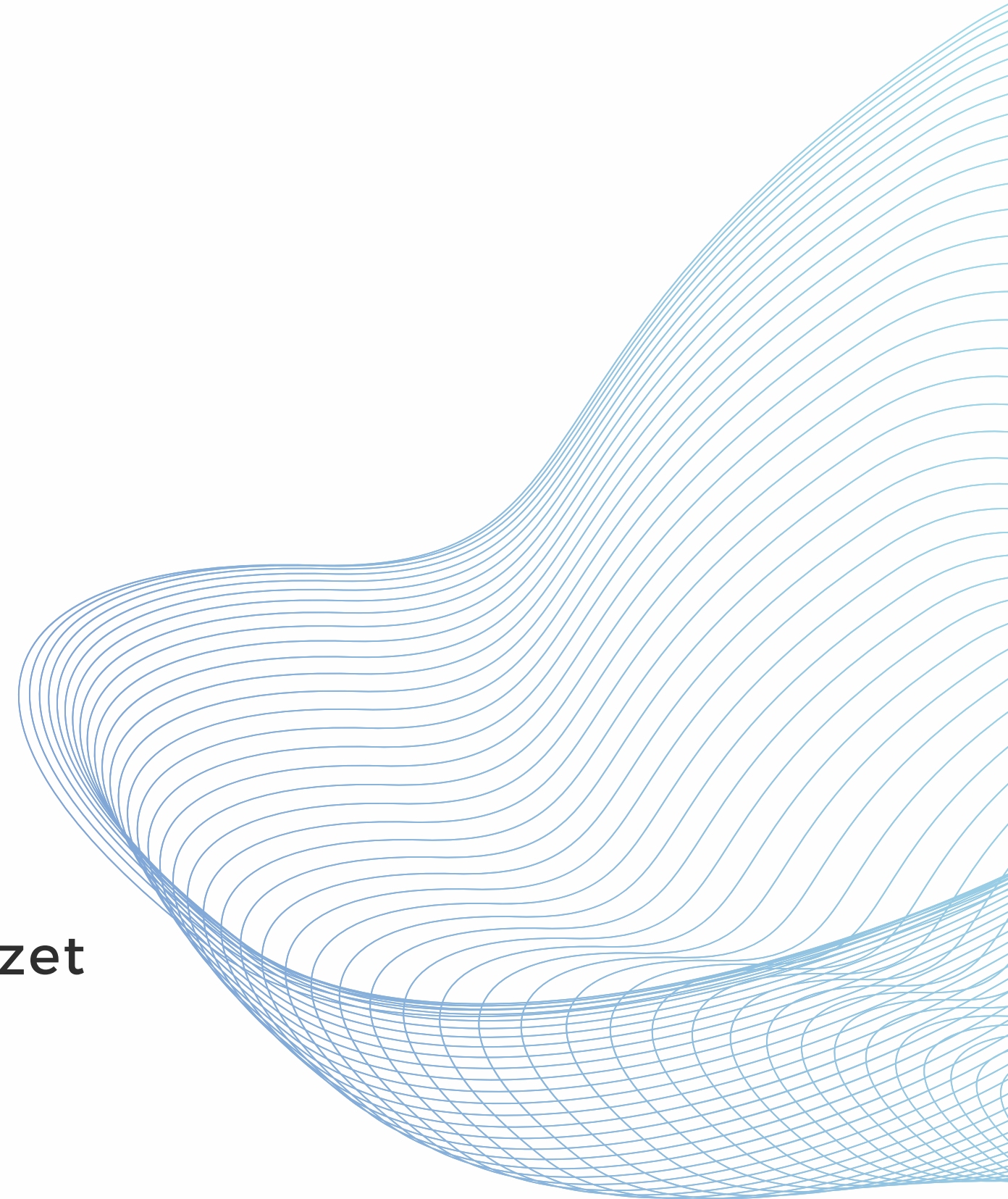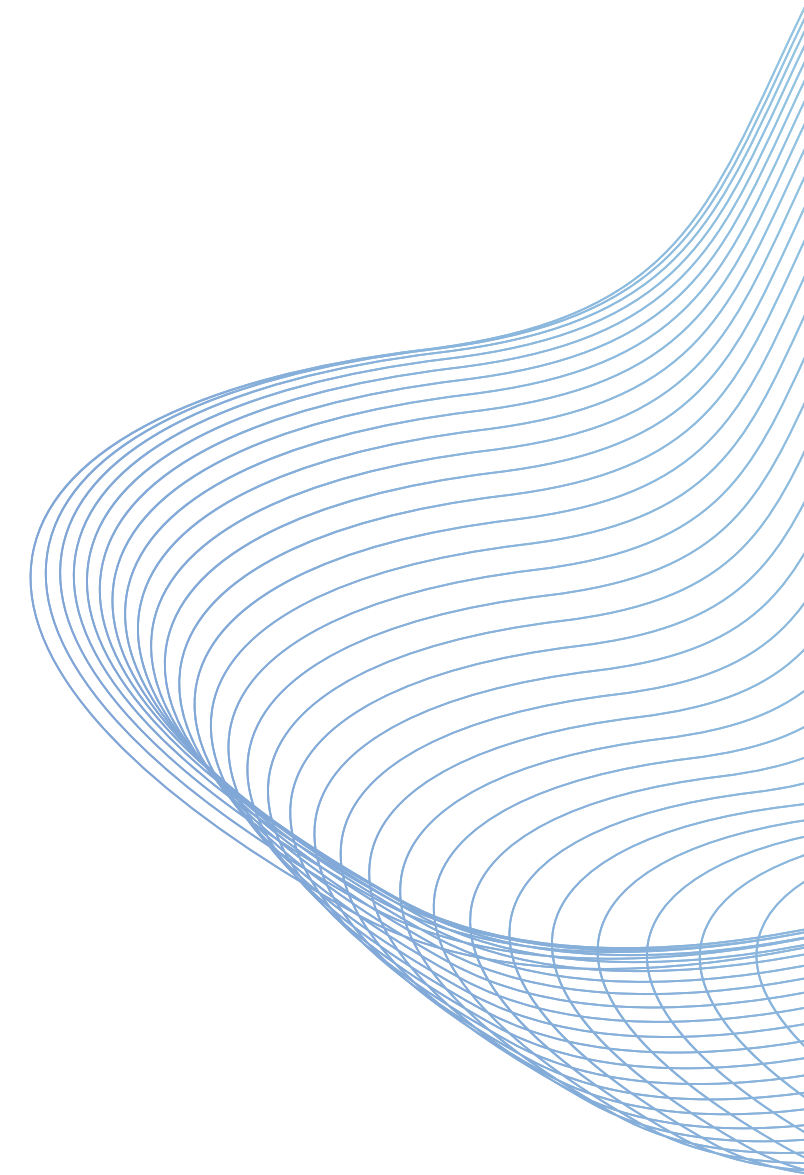# PROBLEM SOLVING: STRATEGIES TO THRIVE

Session 3

Co-Facilitators: Dr. Stephanie Kutzen and Mrs. Beth Palzet
1/3/24

COURSE OBJECTIVES

- Introduce problem solving skill building blocks.

- Examine problem solving as a soft skill.

- Provide various methods for skill enhancement.

- Practice integrating new problem solving skills.

MEMORABLE QUOTE

"If your only tool is a hammer, then every problem looks like a nail." -Dr. Abraham Maslow

BUILDING BLOCKS OF PROBLEM SOLVING SKILLS

A. Prior to "thinking" of solutions, focus on "feeling" calm.
1. Check tension, anger, frustrations, priorities and timing.
2. Initiate curiosity, not emotion.
3. Select your "personal best" problem solving method.

B. Focus on your mindset.
1. See yourself as flexible, embracing first solution may be wrong.
2. View problem as a puzzle, writing out smaller puzzle pieces to begin.
3. Choose one workable puzzle piece, search for a clue.
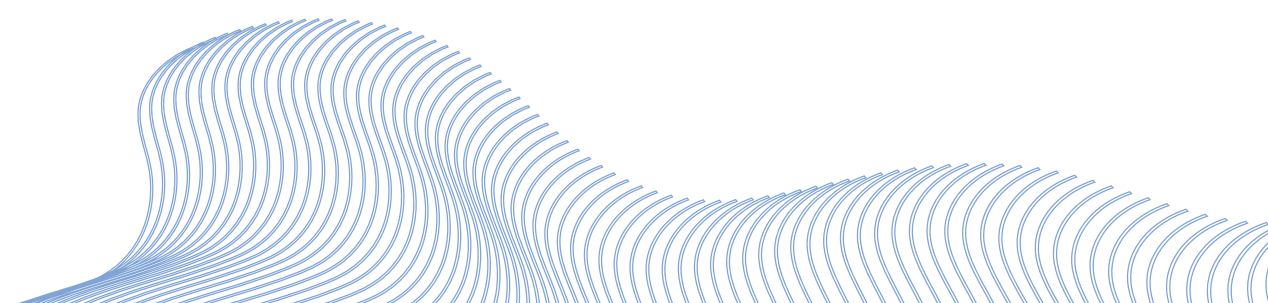4. Rest- tackle next puzzle piece later.

C. Understand problem solving as a soft skill.
1. Like communication and conflict management, problem solving is a personal stength.
2. Positive for challenges requiring efficiency and effectiveness.
3. Sharpens ability to identify potential "hot spots"
4. Contributes to preventing crisis.

PROBLEM SOLVING MODELS TO FIT YOUR NEEDS

"I have an Everest, break it down one level, one step at a time."
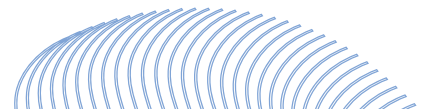
A. Five Practical Steps

1. Identify the problem.
2. Generate potential solutions.
3. Choose one solution.
4. Implement chosen solutions.
5. Evaluate for measurable results.

B. The Adapt Model

1. Attitude: adapt positive, optimistic, "I will solve" attitude.
2. Define: gather facts, details, obstacles, needed to solve.
3. Brainstorm: alternatives/multiple solutions (turn problem solving upside down & sideways)
4. Predict: positive and negative outcomes.
5. Choose: one most likely to solve, achieve goal, most beneficial.
6. Try out: monitor effectiveness, evaluate, repeat if necessary.
7. Self-affirmation: for choosing and using the model.

C. The Eight Step Model

1. Review how, what, why of problem.
2. Gather and prioritize information needed.
3. Define desired goal, accomplishment.
4. Identify root cause to find information validating root cause.
5. Develop action plan to address and prevent problem from spreading; set timeline to complete.
6. Implement action plan- verify actions are complete.
7. Evaluate results, goals, obstacles, consequences.
8. Continue practicing- affirm accomplishment of every problem solving method.

AN INTERACTIVE PROBLEM SOLVING ACTIVITY
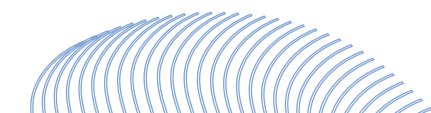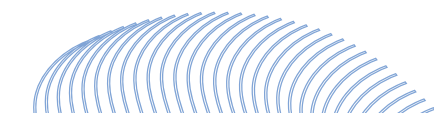
INTERACTIVE PROBLEM SOLVING
Some Closing Thoughts

A. What limits us in utilizing problem solving?
- Low motivation
- Lack of knowledge
- Limited curiosity
- Lack of resources
- Addiction and mental health disorders
- External pressures
- Cultural and social barriers
- Fear of failure

B. What promotes problem solving skills?
- Seek ample and clear information
- Gain access to relevant information, delete outdated
- Eliminate contradictory information
- Practice- practice- practice

A SNEAK PREVIEW AT SESSION 4

- Continuing problem solving skill development.

- Interactive break-out group problem solving activity.

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1/10/24