

PROBLEM SOLVING

1. Define the problem
 - a. Use Active Listening to be sure everyone is heard
2. Set goals for change
3. List possible strategies
 - a. brainstorm without making judgments
 - b. creative
4. Evaluate strategies
 - a. Pros / Cons
5. Make a plan for change
 - a. Pick the best alternatives
 - b. Choose who will be responsible
 - c. What they will do
 - d. When it will happen
 - e. Where it will happen
6. Carry out plans
 - a. Progress reports (agree on communication)
 - b. Tell the group when the strategies need changing
(don't keep doing it if you aren't making progress)
7. Keep trying!