

PROBLEM-SOLVING TIPS

**Best way to
escape from your
problems is to
solve them.**

Problem-Solving Tips (for anything)

- ▶ **Accept the problem**
 - Don't hide or 'smooth over' the problem, bring it out in the open
 - The sooner you accept it, the better
- ▶ **Keep calm**
 - Don't panic or rush into quick decisions
 - Don't jump to conclusions
 - Put your effort into fixing the problem, not complaining about it
- ▶ **Focus**
 - Write down a description of the problem as clearly as you can to help you pinpoint the issues
 - Gather the facts before taking any action

Problem-Solving Tips (for anything)

- ▶ Involve others
 - Get the RIGHT people involved, not just MORE people
 - Ask for different perspectives
 - Talk about it with people you trust
- ▶ Take your time to find the right solution
 - Be creative and open to outside the box ideas
 - Don't base your solutions on what's been done in the past or what you think someone else wants you to do
 - If you get bogged down, take a break

And, Finally...

- ▶ Beware of biases (feelings) that distort your view of the events, the people involved, or your own capabilities
- ▶ Sometimes preventing the problem from happening again can be better than fixing the current situation
- ▶ Take time to reflect after the problem is fixed:
 - Did you take the right approach?
 - What worked?
 - What didn't?

Click on the button below to take the quiz for this session.

[QUIZ](#)