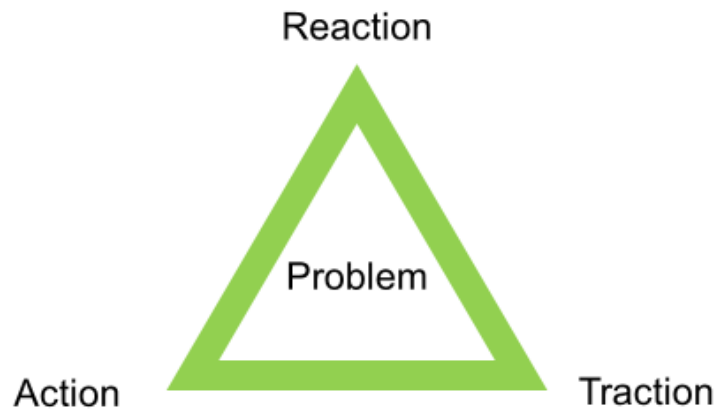


PROBLEM SOLVING FRAMEWORK



In the work place we are often faced with challenges and unexpected problems and yet our initial reaction to them can negatively add to issue at hand.

The problem solving framework identifies a three step process to tackle problems:

1 REACTION

- An initial reaction to a problem may be more emotionally charged than necessary and may escalate stress levels needlessly.
- Evaluate the problem based on logic, how bad is it on a scale of 1 to 10, 1 being minor, 10 being major.
- Establish if the problem is permanent or impermanent, as problems classed as impermanent will tend to be lower on the scale and more manageable.
- Reframe the problem as challenge, i.e. a test of your skill-set and reconsider how it could invariably be worse than it actually is and you can be thankful it isn't.
- Identify what is within your control and what is outside your control and focus on those things you can control.

2 ACTION

- Define the problem, preferably in writing. A well-defined problem is half solved.
- Identify options – brain storm with yourself or your trusted colleagues
- Select the best option using whatever technique is most appropriate - use cost benefit analysis, pros and cons lists etc.

3 TRACTION

- Commit to solving the problem. Rate your commitment on a scale of 1 to 10, 1 no commitment, 10 maximum commitment.
- Apply Kolb's learning cycle as you adjust to circumstances i.e. after you have taken action, review the outcome and ask did you solve the problem, if not, then evaluate why you did not solve the problem and then change your approach. Continue to use the Kolb learning cycle approach until the problem is solved.

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