

Unit 302: Supervise and monitor own section

Handout 7: Problem solving

Problem solving can be addressed using the 4-step approach or a more in-depth approach using 7 steps:

7 steps to solving problems:

1. **Identify the issue**
 - be clear about what the issue is
2. **Understand everyone's interests**
 - use active listening to establish a solution that satisfies everyone
3. **List the possible solutions**
 - what options are there?
4. **Evaluate the options**
 - what are the pros and cons of each?
5. **Select an option**
 - is there a way to use a number of options?
6. **Document the agreement**
 - writing it down helps to think through all details and implications
7. **Agree contingencies, monitoring and evaluation**
 - conditions may change.

