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.

