

Worksheet 12: Problem-Solving Process Outline

This worksheet is an outline you can use if you're leading the problem-solving process at home.

Defining the problem

1. Read the problem to the group.
2. Write the problem on the pad and put each sentence down to form a list
 - a. If there is a problem pile-up, choose the most pressing problem (danger, safety, etc.). Emphasize how important and hard defining the problem is.
3. Reword the problem statement as a question and write it on the pad.
 - a. "How can I?" or "What can I?," etc.
4. Get the specifics of the problem and write them under the problem statement (Who, What, When, Where, How).
5. Let the group ask for specifics: Who, What, When, Where and How.
6. We have now satisfied the first two parts of defining the problem.
 - a. First, choose the most pressing problem.
 - b. Second, word it clearly.
7. Summarize the specifics so the group can understand the particular problem to be addressed.

Solving the problem using POW

1. **P**ast Experience
 - a. What have you tried in the past to solve the problem? (List these)
 - b. What worked? (Put a star by the options that worked)
 - c. What didn't work? (Cross those options out)
 - i. The only thing you can do wrong is to keep doing what doesn't work!
 - ii. Remember: If you always do what you always did, you'll always get what you always got!
2. **O**ptions
 - a. Ask the group for options and make sure they are specific.
 - b. Brainstorming means anything goes.
 - i. Don't comment negatively or criticize any suggestions. Let this process be lively and even fun...suggest a silly option, if it is appropriate (like a cruise around the world), to lighten the mood.
 - c. Choose the first option to try and write #1 by it.
 - i. Stay positive even if it's a struggle to select options.

3. **What If**

- a. Choose a back-up option and write #2 by it.
- b. If someone says, “none of these options will work,” emphasize that unsolvable problems of this nature rarely come with many choices that do work.
- c. We need patience and even acceptance.

Limit Setting

1. Limit OUR expectations.
2. Set limits for our relatives.

Notes:

Source: Adapted from an outline created by Michelle Ready, South Carolina