
Go Through the Problem Solving Process

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- ▶ One step at a time - stay on course.
- ▶ Check off each step as it is completed.

A Problem Solving Process

- 1. Define and Frame the Issue
- 2. Exchange Data
 - Available data
 - What other data readily obtainable is needed and how will it be collected
 - List the Interests - The concerns and needs that must be addressed when solving this problem
- 3. Brainstorming Options
 - Reaffirm each time the Rules for Brainstorming
 - Organize and clarify the options for evaluation
- 4. Evaluate Options Based Upon Criteria: Interests of the Parties
 - Focus on options that satisfy Interests of all the Parties
 - Modify options to meet Interests
- 5. Select Solution Based Upon Mutual Gain
 - Test for consensus
 - What Interest is not met?
 - How can the solution be modified to meet this Interest and the other interests as well?

- 6. **Implementation**
 - Timeframe**
 - Action Steps**
 - Responsibility**
 - Evaluation**
 - When to evaluate**
 - How effective was the decision**
 - Any modification needed**
- 7. **Complete Solution Summary**

Guidelines on Reaching Consensus

- 1. Listen actively; pay attention to others.**
- 2. Encourage participation by all; make sure all views are heard and understood.**
- 3. Share information, interests, ideas and feelings.**
- 4. Ask questions for clarification; don't assume intent or motive.**
- 5. Approach the problem with an open mind and not with a preconceived solution.**
- 6. Use the problem solving process, step by step.**
- 7. Create a solution that can be supported because it meets as many interests as possible.**
- 8. Don't vote; don't bargain or trade support.**
- 9. Avoid arguing blindly for your own views.**
- 10. Avoid insisting the solution be all one way.**

The Rules of Brainstorming

- 1. Set the Stage**
 - ▶ **Review the Rules**

- 2. Make No Criticism**
 - ▶ **Judging is Forbidden**
 - ▶ **Understand Ideas, Not Offers or Proposals**

- 3. Be Free-Wheeling**
 - ▶ **Use Imagination**
 - ▶ **Take Risks**

- 4. Go for Quantity**
 - ▶ **The More Ideas the Better**
 - ▶ **The More Variety the Better**

- 5. Combine, Expand, Hitch-Hike Ideas**
 - ▶ **List Ideas on Chart Paper**
 - ▶ **Everyone Has Opportunity to Suggest**

Identify Your Interests; Not Your Positions

- ▶ **Positions are the concrete things that you say you want - but behind your positions are your *INTERESTS*.**
- ▶ **Your *INTERESTS* are the intangible motivations that lead you to a position. They are your needs, desires, concerns and fears.**
- ▶ **You discover your *INTERESTS* by asking the question - Why? Why do I want that?**
- ▶ **Focusing on *INTERESTS*, not positions, leads you to choices or options that could never be considered if you focused on your concrete positions.**
- ▶ **Options are not rigid objectives; they are potential solutions that would satisfy most, if not all, interests that people have if they want to solve a problem.**

EXAMPLE

Position: I must have work hours from 8:30 a.m. to 3:00 p.m.

INTEREST: I am concerned about my daughter who will be home alone after school until I get home.