



## ***PROBLEM SOLVING WORKSHEET***

Problem solving is the process of identifying a problem, developing possible solution paths, and taking the appropriate course of action.

Why is problem solving important? Good problem solving skills empower you not only in your personal life but are critical in your professional life. In the current fast-changing global economy, employers often identify everyday problem solving as crucial to the success of their organizations. In order to successfully deal with potential problems, try to answer the following question:

### ***WHAT***

- What exactly do I want to achieve?
- What are the effects?
- What would happen if no decision was made or a solution found?
- What do I need in order to find a decision?

### ***WHY***

- Why do I want to achieve a solution?
- Why did the problem or opportunity arise?
- Why do I need to find a solution or way forward to all?

### ***HOW***

- How will the solution be different?
- How relevant is the information I am gathering?
- How can I find out more?
- How can I involve relevant people?

### ***WHERE***

- Where did the issue arise?
- Where does it impact?
- Is the where important?
- If so, why is it important?

### ***WHO***

- Who I'm trying to please?
- Who cares about this situation? Who is affected?
- Who is involved (information, action, help)?
- Who needs to be informed?

### ***WHEN***

- When did the issue arise?
- When do we need to act?
- By when must it be resolved?