



# Problem Solving

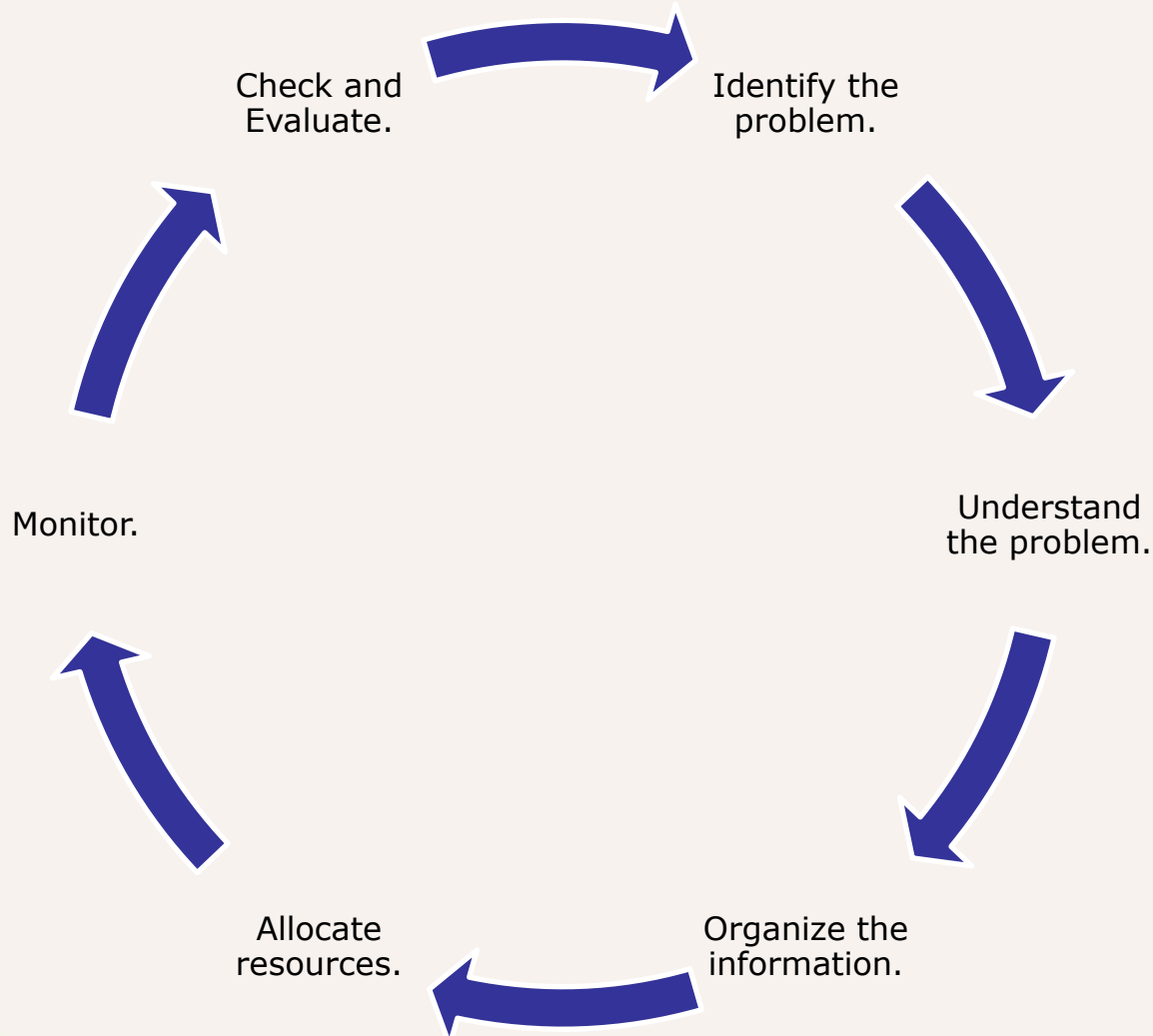
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# Problem-solving Cycle (1 of 5)



# Program Objectives (1 of 2)

- ▶ Be prepared to actively listen in order to accurately understand the problem.
- ▶ Know how to take the first step in solving a problem.
- ▶ Clarify and define the problem.
- ▶ Understand the usefulness of collaborative problem-solving and decision-making.

# Program Objectives (2 of 2)

- ✦ Examine different decision making models.
- ✦ Utilize creativity in the problem-solving/decision-making process.
- ✦ Plan, practice, and problem-solve while making decisions through case studies, role playing and group discussions.

# Definitions (1 of 3)

## Problem-solving.

- ▲ A systematic approach to defining the problem (question or situation that presents uncertainty, perplexity or difficulty) and creating a vast number of possible solutions without judging these solutions.

# Definitions (2 of 3)

## Decision-making:

- ▲ The act of narrowing down the possibilities, choosing a course of action, and determining the action's potential consequences.

# Definitions (3 of 3)

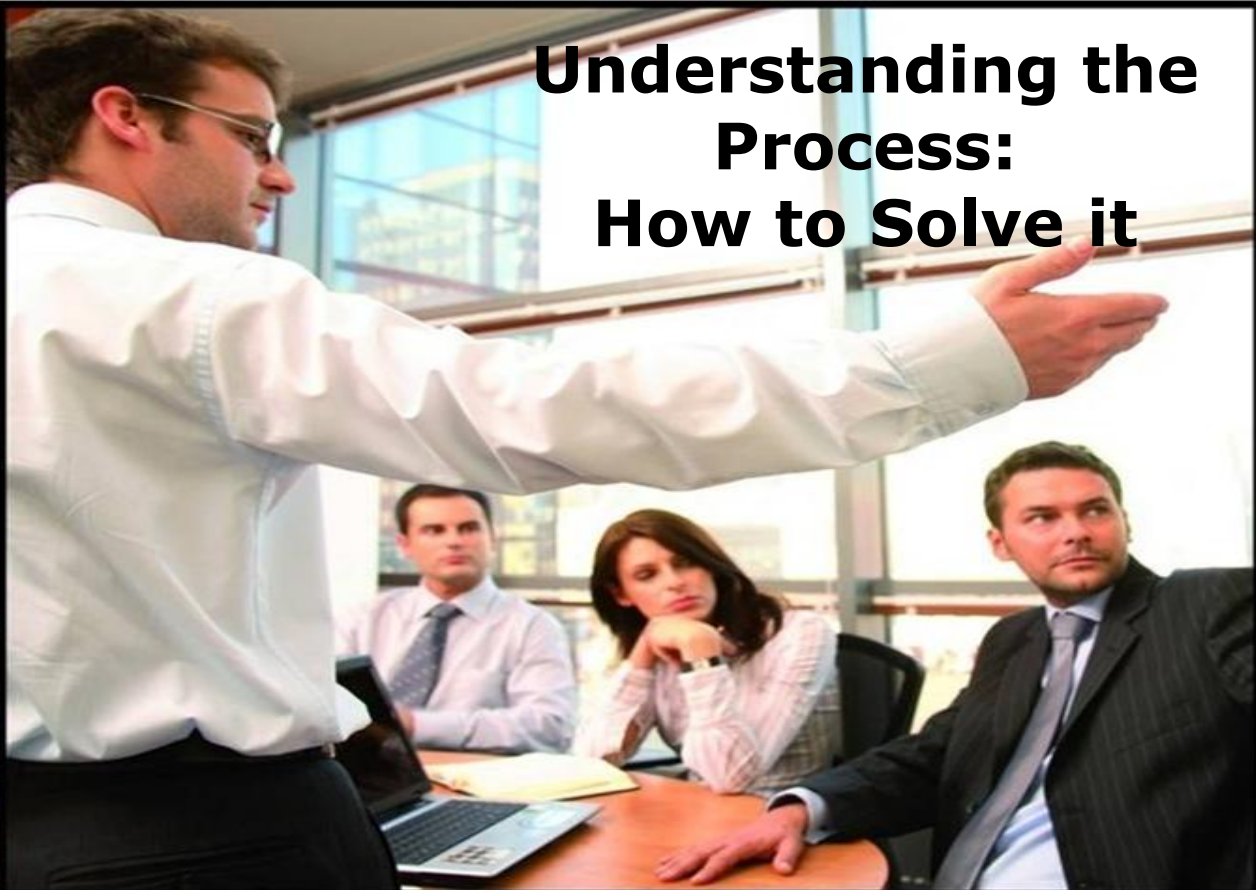
- ▲ “Problem-solving is a cognitive processing directed at achieving a goal where no solution method is obvious to the problem-solver.”
- ▲ Critical Thinking Defined:
  - “Purposeful mental activity that helps formulate or solve problems, make decisions, or fulfill a desire to understand.”

# Problem-solving Cycle (2 of 5)

1. Identify the problem: You must be aware of the problem to be able to work on it.
2. Understand the problem: You must understand every aspect of the problem in order to figure out the best way to solve it.



# Understanding the Process: How to Solve it



# Understanding the Process: How to Solve it (3 of 7)

## 2. Understand the problem.

- Put in the time to define the problem:
  - Discuss.
  - Ask questions.
  - Visualize.
  - Restate the problem in your own words.
  - Explain the problem to someone else.

# Learning These Skills

Obtain the basic knowledge of the facts and the ways of doing things.

- ✦ Metacognition: Understand how one uses what one knows.
- ✦ Heuristics: Develop strategies and techniques to find easier approaches to related problem.
- ✦ A Can-Do Attitude: This problem can be solved (positive attitude).

# Group or Individual: Brainstorming (1 of 2)

- Problem-solving skills will be discovered, recognized and drawn upon within a group.
- When there is a time limit, individuals will be faster!
- Groups provide an opportunity for greater innovation.

# Beware



# Beware

- ▲ One of the more subtle problems in communication is the perception that all printed or spoken information is factual. Let facts alone influence you, and you will make better decisions.

# Collaborative Problem Solving (2 of 6)

## Step 1 – Gather Information:

- ✦ Ignore arguments and proposals.
- ✦ Examine the facts, figures and information.
- ✦ Identify missing information and how to get it.
- ✦ Construct a thorough and accurate definition of the problem.

# SWOT Analysis (1 of 7)

What is SWOT?

- ✦ **S** = Strengths
- ✦ **W** = Weaknesses
- ✦ **O** = Opportunities
- ✦ **T** = Threats



A gravel path leads through a park. On the right, a black iron fence with pointed tops runs along the path. To the left of the path is a dense green hedge with yellow flowers. The background is filled with tall trees under a bright, slightly hazy sky.

**What is  
your next  
step?**



# Download "**Problem-Solving**" PowerPoint presentation at **ReadySetPresent.com**

**153 slides include:** 4 points on definitions of problem solving, 5 slides on the problem solving cycle, 15 points on teaching problem solving, 34 points on understanding the process, 5 points on defining the problem, 5 points on brainstorming, 13 points on a scientific approach to data, solution, and reflection, 4 points on learning skills, 5 points on understanding the problem, 6 points on past experience and future problems, 5 points on learning from the past, 7 primary issues for problem solvers, 8 active listening techniques, 14 points on active listening, 5 points on group perspective, 4 essential steps of creative problem solving, 6 points on group or individual brainstorming, 10 points on problem solving framework, 23 points on the problem solving process, 4 quotes on what is decision making, 10 factors for making effective decisions, 7 points on styles and approaches, 6 C's of decision making, 10 traps in an inherent system, 7 points on decision making methods, 6 points on vertical thinking, 7 points on lateral thinking, 7 "creative thinking" environments, 10 points on adaptors and innovators, 9 points on collaborative problem solving, 4 requirements of group problem solving, 22 points on 5 steps of collaborative problem solving, 5 points on leadership and creative work environments, 8 points on triggers for inspiration, 5 points on sacred cows, 20 points on 4 modes of problems solving, 4 techniques, 16 points on S.W.O.T. analysis, and finally 16 action steps.

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