

# Five Steps to Problem Solving

1

Identify and clarify the problem. Your first task is recognizing that a problem exists. The first step in reaching a solution is pinpointing the problem.

2

Gather information. Learn more about possible causes and solutions.

3

Evaluate the evidence. Does it represent various points of view? How accurate is the information? Is it fact or opinion?

4

Weigh the advantages and disadvantages of different alternatives. What are the costs, benefits, and consequences? What are the obstacles, and how can they be handled? Here's where your creativity is especially important. Draw conclusion from the gathered evidence and pose solutions.

5

Select an alternative and put it into action. Then follow through on your decision by monitoring the results of your plan.

## FIVE STEPS TO PROBLEM SOLVING

Amateur	Apprentice	Practitioner	Authority	Expert
<input type="checkbox"/> While the problem is evaluated, it has not been clearly identified. <input type="checkbox"/> Zero in on the true root of the problem and express it as a statement.	<input type="checkbox"/> The problem has been evaluated and identified; however, a plausible solution is not expressed.	<input type="checkbox"/> The problem has been identified, evaluated, and a plausible solution has been presented with some evidence. <input type="checkbox"/> You are well on your way to becoming a problem solver.	<input type="checkbox"/> The problem has been identified, evaluated, and a plausible solution has been presented with convincing evidence. <input type="checkbox"/> You show strong problem solving skills.	<input type="checkbox"/> The problem has been identified, evaluated, and a solution has been presented with compelling evidence. <input type="checkbox"/> Your information displays extensive analysis and awareness of many facets of the issue. <input type="checkbox"/> You are a keen problem solver.

# ⇒ *Cornerstones* ⇐

OF QUALITY

