

THE PROBLEM SOLVER

1. What's the real problem?

(The apparent problem may not be the real problem. Break the problem down into different incidents.)

2. What are the facts?

(Gather all the relevant data. What additional information in the form of opinions, attitudes, and facts do you need to understand the problem?)

3. What can we do?

(List the possible courses of action.)

4. What happens if we do it?

(List the consequences of each course of action.)

5. Decide what to do -- then act!

(Adopt a plan of action, write it down, and carry it out.)

6. What happened?

(Evaluate the results. List the improvements in management and leadership techniques that the problem reveals are needed.)