



# PROBLEM SOLVING

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WHAT IS TO PROBLEM SOLVE?

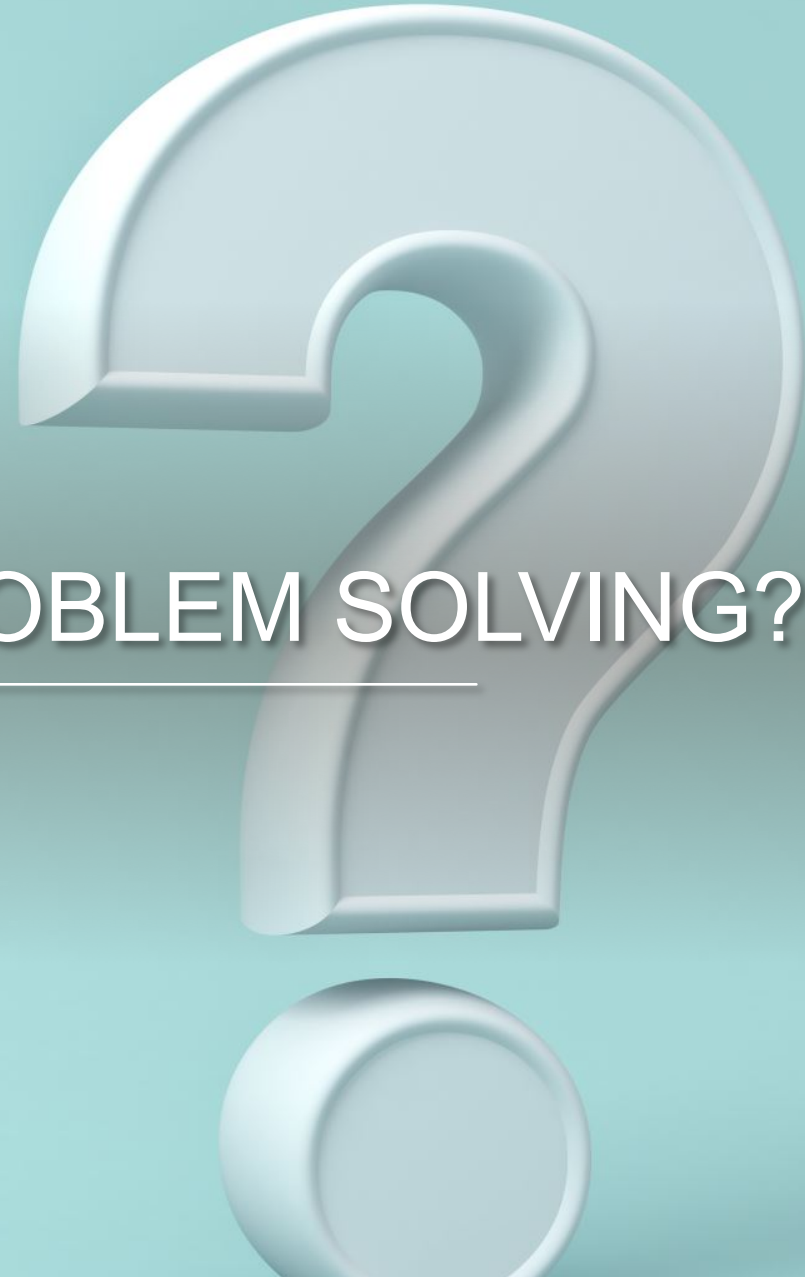


# WHAT?

- Problem solving- the act of defining a problem; determining the cause of the problem; identifying, prioritizing, selecting alternatives for a solution; and implementing a solution.
- It is at the core of human evolution.
- It is the basis for continuous improvement, communication, and learning.

WHY DO WE USE PROBLEM SOLVING?

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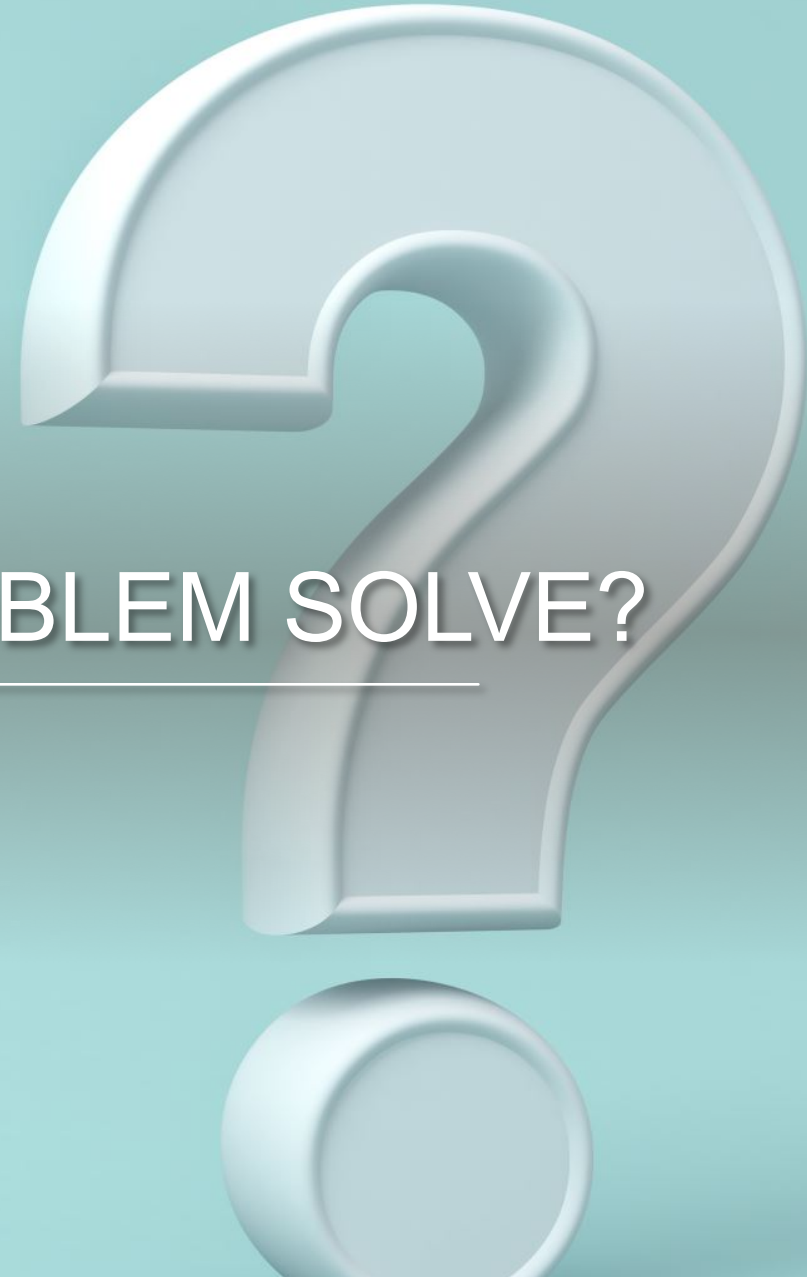


# WHY?

- Problem solving helps us understand relationships and implement the changes and improvements needed to compete and survive in a continually changing environment.
- Each step of problem-solving employs skills that contribute to the overall effectiveness of influencing change and determine the level of the problem complexity that can be addressed.
- It enables us to exert control over our environment.
- Source: <https://www.kepner-tregoe.com/blog/what-is-problem-solving-and-why-is-it-important/>

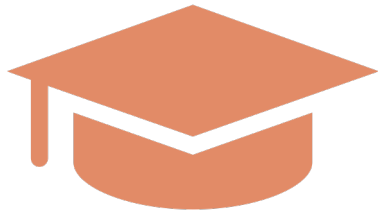
HOW DO WE PROBLEM SOLVE?

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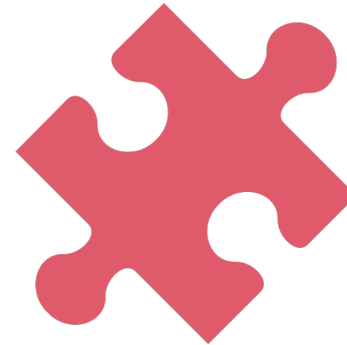


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HOW?



Self-taught methods.



The Problem-Solving  
Method.

## THE PROBLEM-SOLVING METHOD.



- A simple four-step process to solving the toughest of problems.



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# THE PROBLEM- SOLVING METHOD: STEP 1

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## Define The Problem:

- Differentiate fact from opinion.
- Specify underlying causes.
- Consult each faction involved for information.
- State the problem specifically.
- Identify what standard or expectation is violated.
- Determine in which process the problem lies.
- Avoid trying to solve the problem without data.

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# THE PROBLEM- SOLVING METHOD: STEP 2

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## Generate Alternative Solutions:

- Postpone evaluating alternatives initially.
- Include all involved individuals in the generating of alternatives.
- Specify alternatives consistent with organizational goals.
- Specify short- and long-term alternatives.
- Brainstorm on others' ideas.
- Seek alternatives that may solve the problem.

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# THE PROBLEM- SOLVING METHOD: STEP 3

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## Evaluate And Select An Alternative:

- Evaluate alternatives relative to a target standard/
- Evaluate all alternatives without bias.
- Evaluate alternatives relative to established goals.
- Evaluate both proven and possible outcomes.
- State the selected alternative explicitly.

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# THE PROBLEM- SOLVING METHOD: STEP 4

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## Implement And Follow Up On The Solution:

- Plan and implement a pilot test of the chosen alternative.
- Gather feedback for all affected parties.
- Seek acceptance or consensus by all those affected.
- Establish ongoing measures and monitoring.
- Evaluate long-term results based on final solution.

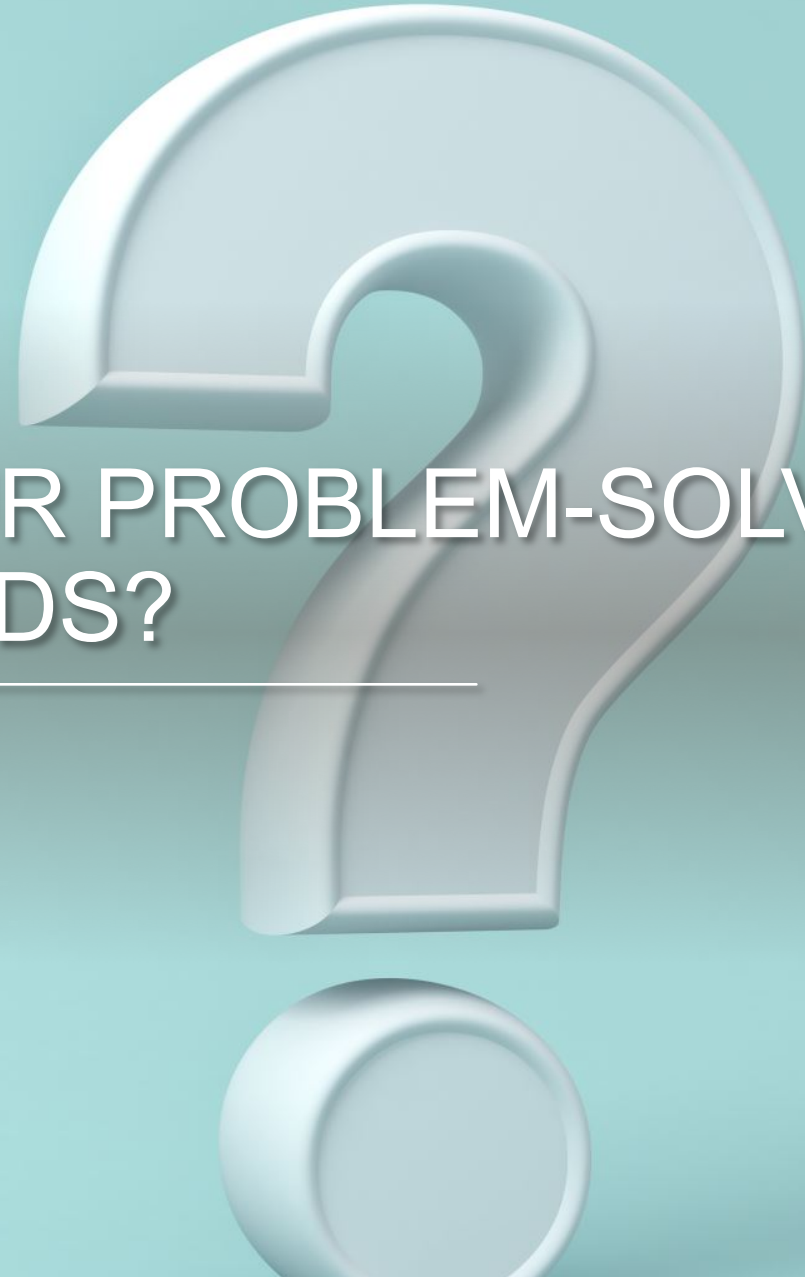


## A REMINDER:

- The Problem-Solving Method is not necessary for every problem you face. If the problem in question is simple and straightforward, there is no reason to go through the lengthy process to find the best answer.

WHAT ARE SOME OF YOUR PROBLEM-SOLVING  
METHODS?

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## WORKS CITED:

- <https://www.kepner-tregoe.com/blog/what-is-problem-solving-and-why-is-it-important/>
- <https://asq.org/quality-resources/problem-solving>