The 6 Step Problem Solving Process

YOUR COOKBOOK APPROACH TO DEALING WITH ISSUES AND PROBLEMS
What is the Six-Step Problem-Solving Process?

• This is an easy approach to dealing with issues and problems that face students.

• It is a simple, systematic way to approach a problem with clearly defined steps so that an individual or team doesn’t get bogged down in,

“What do we do next?”
“It’s so much easier to suggest solutions when you don’t know too much about the problem.”

-Malcom Forbes
There are many problem-solving methods, and the six-step method is just one of them.

- The problem for most people is that they do not use one process to solve problems and issues or simply just to make decisions.
- People are **not consistent** in how they solve problems.
- We do not find something that works and then do it the same way over and over to be successful.
So the Question is..

WHAT'S NEXT?
The 6-Steps to Problem Solving

• STEP 1: Identify and Select the Problem
• STEP 2: Analyse the Problem
• STEP 3: Generate Potential Solutions
• STEP 4: Select and Plan the Solution
• STEP 5: Implement the Solution
• STEP 6: Evaluate the Solution
Step 1:

IDENTIFY AND SELECT THE PROBLEM:
The main objective of this step is to: IDENTIFY THE PROBLEM

Here one needs to take a look at “what is really causing the difficulty.” In this step, there is a very useful method called the STAR METHOD which includes:

STOP
THINK
REVIEW
ACT

This method is a systematic approach to separating out the things that are irrelevant and focusing on those relevant issues that can solve the problem.
Step 2:

ANALYSE THE PROBLEM
Now that the problem is defined, analyse it to see what is the real bottom-line cause. The key here is TO FOCUS EVERYONE’S EFFORTS ON ANALYSING THE PROBLEM.

- Analysing means “to gather information.”
- If there isn’t enough information, figure out how to research and collect it.
- Once the information is gathered, take a very close look at what is going on.
- Try to come to an agreement on why the particular problem or issue occurs.
Step 3 & 4:

GENERATE POTENTIAL SOLUTIONS

SELECT AND PLAN THE SOLUTION
Now that the problem has been analysed, develop possible solutions.

✓ **Brainstorming** is useful in generating as many solutions as possible. There are no wrong solutions and no judgements should be passed on another person’s suggestions.

Now that there are a variety of solutions, select the **BEST** solution to fix the problem given the circumstances, resources and other considerations. As there are a number of factors that can affect a solution, **PRIORITISE** the solutions into what would work the best.

✓ At this point, a clear **PLAN** of action on how to track the solution should be in mind.
Step 5 & 6:

IMPLEMENT THE SOLUTION

EVALUATE THE SOLUTION
These are the final two steps of the process.

- Did the solution work? If not – WHY NOT?
- What went right and what went wrong?
- What adjustments had to be made?

These last two steps are “careful analysis stages” that improves upon the best solution using the information that was previously gathered.

After this analysis, the group is ready to ACT upon their findings and the problem should be solved or better yet, under control.
Have you ever wanted to find an easy way to look at the problems you face and start to solve them?
Use the Six-Step Problem Solving Process

A VALUABLE TOOL TO SOLVING COMPLEX AND DIFFICULT ISSUES.

Use it – it works!