



## **Psych.E.In. MOOC 1**

### **Unit 7**

#### **3.2 Assess the process and impact in post-crisis problem solving**

In the following list you will find guidance on how to evaluate the processes, results and impact of problem solving in the post-crisis phase.

#### **EVALUATE THE PROCESS**

1. Produce a final report on the strengths, weaknesses, opportunities and threats in the crisis communication plan
2. Share results within your organization
3. Check the effectiveness of problem solving strategies (Brainstorming, Surveys, Discussion Group)
4. Check if the strategies have been implemented
5. See if you can improve your troubleshooting strategies
6. Verify the suitability and effectiveness of the implemented solutions
7. Assess whether the solutions implemented have been timely and effective
8. Check if the implemented solutions have achieved the predefined goal or objectives
9. Verify whether solutions have been shared and approved by all members and stakeholders

10. Determines the need for changes in the troubleshooting plan during the crisis
11. Determines the need to improve policies and processes

## ASSESS THE IMPACT

12. Measures the output and outcome of the intervention
13. Evaluate the effectiveness of the implemented solutions
14. Check if the implemented solutions have achieved the expected results
15. Measure the costs and benefits of each solution
16. Evaluate the weaknesses and strengths of each solution
17. Describe the reasons why you chose an alternative over others
18. Evaluate sources of information collection, cross-checking with basic data, and reports received from other sources
19. Assess cultural, linguistic, ethnic differences that require different approaches to intervention
20. See if it would have been possible to improve the problem solving procedures during the intervention
21. Improve knowledge using experience
22. Review crisis plan policies and procedures based on lessons learned
23. Institutionalize change with proper training

Source

<https://emilms.fema.gov/IS-0241b/curriculum/1.html>

Mourtos, N. J., Okamoto, N. D., & Rhee, J. (2004, February). Defining, teaching, and assessing problem solving skills. In *7th UICEE Annual Conference on Engineering Education* (pp. 1-5).



**Psychological  
Early  
Intervention**

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