Toolkit 1 - Learning Unit 2

Post-Intervention

Activity 5 - Problem solving

Training

5. Problem-solving

Improve your problem-solving skills by setting goals to acquire more industry knowledge within your field. Problem-solving at work typically becomes easier if you have a strong understanding of industry-specific information. It can also be helpful to observe how others around you solve problems at work. Take note of their techniques and ask questions about their process.

Step 1: Define the details of the problem

Before you rush to come up with a solution, make sure you are clear about what the problem is. Use the 5Ws as a guide to gather information, to help you define the problem.

1. Who - who is involved or affected?

2. What - briefly, what seems to be the problem?

3. When - when did the problem occur - day/date/time/season ect.?

4. Where - in what location?

5. Why - do you think the problem occurred?

Step 2: consider solutions

How might the problem be solved?

Try not to evaluate the solutions right now, try brainstorm as many solutions as you can and write them down.

Step 3: Choose a solution

Now evaluate the solutions you thought of and choose the one you think is most likely to solve the problem. In order to evaluate them, write down pros and cons of each.

Step 4: Choose your solution and use it to solve the problem.

Step 5: Evaluate the results. Did the solution work? If not, return to Step 3 and choose a different solution.

Now try that in real life situacion don't forget 5 Ws.

Correcting a mistake at work, whether it was made by you or someone else.

How would you handle an angry patient?

How would you handle with patient who came to say goodbye to you before his suicide?

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Source:

Skills Canada - promoting careers in skilled trades and technology (skillscompetencescanada.com)