# 8 Step Problem-Solving Process

1. Introduce the members of the group or team and note their expectations of the meeting(s).

2. Identify the Question. (Normally in the form of a question.)

> How can we ... ?

3. Identify Facts and Feelings related to the question.
(These are not edited by the group or the facilitator: all facts and feelings are OK and relevant.)

> Space    LUNCH?    Calendar
> Don't like steamboats
> Time    Continuum
> Computers are intimidating

*-- Normally a break happens here, to allow the facilitator to sort the "Facts and Feelings" into groups --*

4. Identify Resources on Hand
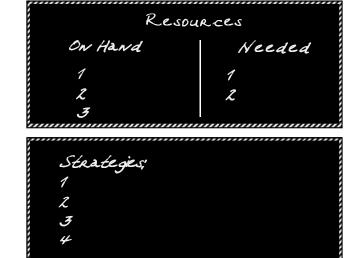
5. Identify Resources Needed

> Resources
>
> | On Hand | Needed |
> |---------|--------|
> | 1 | 1 |
> | 2 | 2 |
> | 3 | |

6. Identify Strategies to address the question.

(Normally it is a good idea to "check off "Facts and Feelings" to be sure everyone's concerns are addressed.)

> Strategies:
> 1
> 2
> 3
> 4

7. Assign Responsibilities to carry out the strategies.

> | Strategies: | Responsible: |
> |-------------|--------------|
> | 1 | – Heinrich |
> | 2 | – Prunella |
> | 3 | – Niki |
> | 4 | – Dr Bob |

8. Evaluate (later - but it is a good idea to identify specific time lines or meeting times while we're all still here.)

Thanks to Jack Wilson