

# PROBLEM SOLVING & DECISION MAKING

## A three-step guide

### Instructions:

Below is a three-step process you can use as a guide to help you make good decisions. Read through the model, and then answer the reflection questions that follow.

## STOP

- STOP! Picture a stop sign in your head or say (silently) 'stop' to yourself
- Don't do something you may regret
- Be quiet, get space, calm down, relax

## THINK

- Ask yourself
  - What exactly is the problem? (define it)
  - Is this *really* a problem? Why?
  - It is *my* problem?
  - Does it need *immediate* attention?
  - What do I want? What is my *goal*?
  - What might I be *assuming*? (fact vs. opinion)
  - What might be the other person's *point-of-view*?
  - What are my *options*?
  - What are the potential *consequences* of each option?
  - What is my *best choice* here?

## ACT

- Take action and take responsibility for that action
- Evaluate your action and the outcome
- Does the problem still exist?
  - If no, learn from your experience. If yes, start again

After reviewing the model, what would you say are your problem-solving strengths and weaknesses? \_\_\_\_\_

What is one thing you can do to start improving your problem-solving skills?  
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