

## Problem Solving In Groups

Many of the problems and challenges we face as members of our agency affect everyone in the group. It makes sense then, that everyone is part of the solution. As the saying goes, 'two heads are better than one' – so just imagine what can be accomplished with a room full of dedicated people!

When working with more than just a few people, solving a problem with a set process makes the task more manageable. It raises ownership of & commitment to the solution & increases group satisfaction.

Like any other process, there are many different tasks that need to be done to properly solve problems. Skipping some of the steps will make the job more difficult in the long run.

The attached powerpoint presentation (most useful if read in 'notes view') and problem solving tools focus on two important aspects of the problem solving process: Defining & analysing the problem and generating & choosing possible solutions.

**Defining and analysing the problem** – *The core of the problem solving process. Sometimes, the real problem isn't originally apparent. You need to know how to clearly define the problem you have chosen, and how to find all of the information you need to analyse it properly.*

**Generating and choosing solutions** – *having done the leg work, you are ready to decide on the best solution for your problem. This involves generating possibilities and narrowing down the possibilities until you have chosen the most effective one.*

This resource is largely based on materials posted within the "Community Toolbox" and wishes to acknowledge the site:

Community Toolbox, Bringing Solutions to Light, University of Kansas

<http://ctb.lsi.ukans.edu/>