

EFFECTING PROBLEM SOLVING TECHNIQUES

In today's workplace, the responsibility of problem solving is no longer an exclusive responsibility of the people occupying seats of upper management, rather, a responsibility that everyone in the organization shares. Effective problem solving skills allow employees throughout the organization to examine problems, identify, assess, and evaluate.

1. Identify the problem

The **first step** to effective problem solving is to first identify and define the problem. This is simply a broad review of the current situation. This step also allows the employee or employees to determine what happened, why it happened in order to prevent it from happening again in the future. Tools that could potentially be used for this stage of problem solving are interviewing, completing questionnaires to gather information, or brainstorming. These need to be individuals who really understand the organization and will take the initiative to solve the problem as if it were their own.

2. Proposing solutions

The **second step** to effective and efficient problem solving skills is proposing solutions. This is where the "no idea is a bad idea" comes in to play. The employee or employees should come up with as many proposed solutions as possible. These proposed solutions should always be tied back to the main cause of the problem in order to ensure that the chances of the problem arising again are much lower or not possible at all.

3. Selecting solution

The **third step** that should be included in your problem solving endeavors is to select the solution. This step takes the solutions that have been created in the previous step and delves deeper into the potential pros and cons of each.

4. Implementation

The **fourth step** is the implementation step of the problem solving process. Everything should be in place at this point to correctly and transparently communicate the implementation efforts. Communication is important in all of the steps of this process.

5. Evaluation

Last step, after every solution is implemented, evaluation must always take place. Effective problem solvers will plan additional tools.

These are important steps to follow in order to ensure a successful problem solving process. Again, selecting the correct individuals in order to effectively carry out these steps is important. High-performing employees and an effective process combine to create a problem solving workplace that produces results.