

THE PROBLEM SOLVING MODEL



Phase I

- Perception

Phase II

- Evaluation and Decision Making

Phase III

- Planning and Implementing

Phase I - Perception

In the problem solving model the first phase is problem identification. Perception is the illusion of reality, to identify the problem we must think in all ways we experience the world around us, see the problems in multidimensional angle. Understanding the perceptions and mental sets offers the best solutions to a problem. Differentiate between a fact and an inference and make it into something meaningful to solve the problem. If a problem occurs describe the preliminary steps to solve the problem and identify the constraints and goals for problem solving.

Focus on behaviors rather than on yourself or a person. Identify apparent problem, seek and analyze the root cause for the problem by questioning who created the problem, why the problem was created, when it had been created, how it had been created and finally define the real problem.

Perception

Phase II -Evaluation and Decision Making

Decision making is an important stage in the problem solving phase, in this process sort the solutions gathered by categories, identify the advantage and disadvantage of each solutions. Consider and compare the 'pros and cons' of each option - consult others if necessary or useful - and for bigger complex decisions where there are several options, create a template which enables measurements according to different strategic factors. Among all the alternatives select the best one.

The particular alternative should solve the problem without causing other unanticipated problems. The alternative should be acceptable by all the individual employees involved, avoid weak compromises and that alternative should fit in the organizational constraints. Eliminate solutions that the group absolutely won't consider and finally follow up to ensure proper and effective implementation.

Evaluation and Decision Making

Phase I -Planning and Implementing

The final phase in problem solving is planning and implementing. Be clear with “What needs to be done?”, “Who will do it?”, “What resources will we need?”, and “How much time will it take?”, “How much money needed”, “What are the materials needed”, “How much manpower needed to solve the problem”, “What will the situation look like when the problem is solved?”and “Who will be primarily responsible for implementing the plan”. Write down the answers for these questions and this defines your plan of action. The plan of action has to be discussed with every individual employee who involved in the problem and schedule the actions.

Implementation is the culmination of all your work in solving a problem and requires careful attention to detail. Figure out the individuals who are responsible for implementing the plan and provide training and guidance. Execute the plan. Feedback channels must be built into the implementation of the solution, to produce continuous monitoring and testing of actual events against expectations. Use a Solution Planning Worksheet so solution remains in place and is updated to respond to future changes.

Planning and Implementing

