

# National Crisis Intervention Training Institute

## SYSTEMATIC PROBLEM-SOLVING PROCESS

- **Initial problem identification.**
- **Gathering the team (who's part problem (P) , solution (S) , Both (B)).**

Team Members =

- **Problem Assessment (evaluate / eliminate / prioritize/ summarize).**

Use Page 2 (Problem Assessment WorkSheet).

- **Unmitigated Brain-storming Process.**

Use Page 3 (Solution Assessment WorkSheet)

### **Solution Evaluation.**

Use Page 3 (Solution Assessment Sheet)

### **Solution(s)-selection.**

**Plan A =**

**Plan B =**

**Plan C =**

- **Solution(s)-implementation.**
  - **Date =**
  - **Details =**
  - **Results Evaluation Date/Time =**
- **Results-Evaluation Findings =**
- **Solution(s) Adaptation / Improvisation =**
- **Revised Execution of Solution(s) =**

## Problem Assessment WorkSheet

**Initial List of Problems (By Team Leader) =**

- 1)
- 2)
- 3)
- 4)

**Statement of Problem =**

**Feedback From Others Re: Contributing / Related Problems =**

**Refined Statement of Problem(s) =**

- 1)
- 2)
- 3)
- 4)

**Are Any of the Problems Included in Another Listed Problem? If So, Include or Eliminate From List.**

**Rank Problem(s) in Order of Priority.**

- 1)
- 2)
- 3)
- 4)

## Solution Assessment WorkSheet

***(IMPORTANT: Complete Column "A" Before Proceeding to Other Columns)***

***Once Eliminated, Mark Through Possible Solution With Single Line***

<u>Possible Solution</u>	<u>Rank Cost</u>	<u>Rank Effectiveness</u>	<u>Eliminate?</u>	<u>Keep?</u>	<u>Table?</u>	<u>Prioritize</u>
1)						
2)						
3)						
4)						
5)						
6)						
7)						
8)						
9)						
10)						
11)						
12)						
13)						
14)						
15)						
16)						
17)						
18)						
19)						
20)						

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