



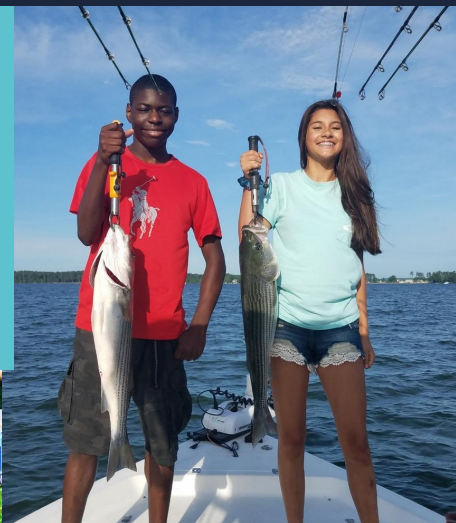
THE RESILIENCE READER

CHAPTER 9: PROBLEM SOLVING

Competency: Mental Agility



**TO SOLVE
THE PROBLEM
YOU MUST UNDERSTAND
THE PROBLEM**



Examples of Problems

Fighting with a friend

Getting in trouble at home

Bad grade in Math

Didn't make the starting team

What are some of your problems?

EVERYDAY PROBLEMS

& HOW TO SOLVE THEM

6 STEPS PROCESS

Step 1: What is the problem?

Describe Who, what, when, where, why

Step 2: Why is the problem happening?

What are the HOTM thoughts on the causes?

Chart those thoughts on a pie chart

Step 3: What did you miss?

Ask critical questions to come up with more evidence as to what that may be causing or contributing.

Step 4: What is the evidence?

Fight Confirmation Bias

Find evidence for and against the causes

Step 5: What is the real cause?

Use the EVIDENCE from step 4 to determine the actual causes

Step 6: What can you do about it?

Strategies for solving the problem

RESILIENCE REFLECTION

PROBLEM SOLVING

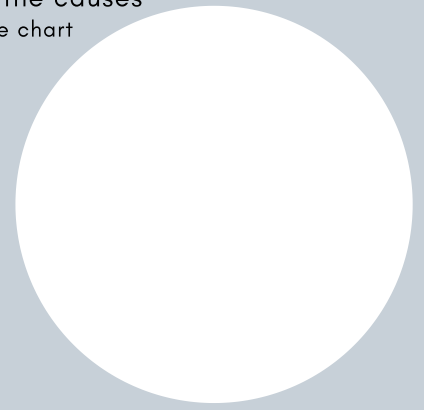
Pick one problem you would like to work on and list it here:

1 Describe the problem

Describe Who, what, when, where

2 Why is the problem happening?

List your HOTM thoughts on the causes
Chart the HOTM thoughts on a pie chart



3 What did you miss?

Ask critical questions to come up with other things that may be causing or contributing to the problem.

4 What is the evidence?

Fight Confirmation Bias find evidence
for and against the causes

5 What is the real cause?

Use the EVIDENCE from step 4
to determine the actual causes

6 What can you do about it?

Strategies for solving the problem