Module 4

PROBLEM SOLVING STRATEGIES

Module 4: Problem solving strategies	
	Learning Objectives
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Topic 1	What is a problem-solving strategy
Topic 2	Phases of problem-solving strategy
Topic 3	THE BALANCED TRIANGLE model
Unit 2	Crucial elements of problem-solving
Topic 1	Resilience
Topic 2	Creativity

LEARNING OBJECTIVES

The training will help to develop a practical approach on these milestones:

- Detecting a problem
- Looking at the solutions
- How to reach the objective to solve the problems
- Steps to reach the solution
- Developing a strategy and a timeline

The participant will be trained to practical identifyng the problems through a positive and constructive practical approach, personal case studies and examples of everyday life

Unit 1

Problem solving strategies

Topic 1: WHAT IS PROBLEM SOLVING STRATEGY

What is a "problem solving strategy" ? Definition and approach from the cognitive behavioral psychology.
How a "problem solving strategy" could help to better cope with a stressful situation ?

How to develop a mindset of problem solving looking at every situation as an opportunity of learning.
Presentation of a series of activities in order to to identify a challenging situation and organize active steps trying to remove the stressor or to ameliorate its impacts, initiating a realistic and direct action.

A problem solving strategy is sometimes immediate for little problems but it can become complex for more high achievement. So it is necessary to apply critical thinking accompanied by the ability to face situations with creativity.

What is critical thinking ? Critical thinking is the intellectually disciplined process of actively and skillfully conceptualizing, applying, analyzing, synthesizing, and/or evaluating information gathered from, or generated by, observation, experience, reflection, reasoning, or communication, as a guide to belief and action.

(https://www.skillsyouneed.com/ips/problem-solving.html#google_vignette)

Topic 2:Phases of a problem solving strategy

- **Problem Identification**

This stage involves: detecting and recognising that there is a problem; identifying the nature of the problem; defining the problem.

- **Structuring the Problem**

This stage involves: a period of observation, careful inspection, fact-finding and developing a clear picture of the problem.

- **Looking for Possible Solutions**

During this stage you will generate a range of possible courses of action, but with little attempt to evaluate them at this stage.

- **Making a Decision**

This stage involves careful analysis of the different possible courses of action and then selecting the best solution for implementation.

- **Implementation**

This stage involves accepting and carrying out the chosen course of action.

- **Monitoring/Seeking Feedback**

The last stage is about reviewing the outcomes of problem solving over a period of time, including seeking feedback as to the success of the outcomes of the chosen solution.

Topic 3: THE BALANCED TRIANGLE model

The balanced triangle model will be used as an example of the imaginary. A triangle generally evokes a balance between three aspects: the physical self, the mental self and the spiritual self. It will help us to understand that challenges and difficulties in life have to be faced in a balanced way looking at them without stress, considering them an opportunity to look inside our selves for developing our own skills and self knowledge. A problem-solving strategy has to take into account our approach, but also unexpected results and we have to develop the ability to face them looking always at an opportunity.

Unit 2

Crucial elements of problem-solving

Topic 1: Resilience

Resilience is the ability to withstand adversity and bounce back from difficult life events. Being resilient does not mean that people don't experience stress, emotional upheaval, and suffering. Some people equate resilience with mental toughness, but demonstrating resilience includes working through emotional pain and suffering.

What do you mean with RESILIENCE ?

Resilience is typically defined as the capacity to recover from difficult life events.
"It's your ability to withstand adversity and bounce back and grow despite life's downturns," says Amit Sood, MD (CENTER RESILIENCE of WELL BEING)

Resilience is not a trampoline, where you're down one moment and up the next. It's more like climbing a mountain without a trail map. It takes time, strength, and help from people around you, and you'll likely experience setbacks along the way. But eventually you reach the top and look back at how far you've come.

Source https://www.everydayhealth.com/wellness/resilience/

Topic 2: Creativity

What do you think when you see the word CREATIVITY ?

An art museum? Van Gogh? Mozart? Maybe you think it's a waste of time or that you're not creative? While these statements are common, they aren't correct. Creativity is often associated with art but that doesn't mean that creativity is all about being artistic. Nor does it mean that you're not creative if you don't draw, paint or design clothing. Everyone is inherently creative, we've possessed this power since we were born. Engaging in the creative process has immense benefits.

Creativity means :
● boosts mental health
● increases the ability to problem solve
● improves comfortability with change and failure
● embraces our curiosity

(source https://www.curiosity2create.org)

Topic 3: Critical Thinking

What is critical thinking?

Critical thinking is the intellectually disciplined process of actively and skillfully conceptualizing, applying, analyzing, synthesizing, and/or evaluating information gathered from, or generated by, observation, experience, reflection, reasoning, or communication, as a guide to belief and action. In its exemplary form, it is based on universal intellectual values that transcend subject matter divisions: clarity, accuracy, precision, consistency, relevance, sound evidence, good reasons, depth, breadth, and fairness. It entails the examination of those structures or elements of thought implicit in all reasoning: purpose, problem, or question-at-issue; assumptions; concepts; empirical grounding; reasoning leading to conclusions; implications and consequences; objections from alternative viewpoints; and frame of reference. Critical thinking — in being responsive to variable subject matter, issues, and purposes — is incorporated in a family of interwoven modes of thinking, among them: scientific thinking, mathematical thinking, historical thinking, anthropological thinking, economic thinking, moral thinking, and philosophical thinking.

(https://www.criticalthinking.org/pages/defining-critical-thinking/766)

Topic 3: Critical Thinking

Critical thinking and creativity

Using critical thinking accompanied by a sense of creativity helps to look around and face difficult situations. Everyday we are obliged to solve issues and develop an ability on thinking with creativity will help to find unexpected solutions.

An open minded approach is necessary to help us-see in difficult situations an opportunity of learning to develop experience and new strategic approaches.

Solving problems is a long life learning approach that will help to learn that effective strategy comes from experience and that every situation can contain an element of learning.

Unit 3

Self assessment evaluation for problem solving

EXAMPLE SELF ASSESSMENT EVALUATION

Self Evaluation Questions

- How well do you solve issues and are you confident in your abilities?
- Give an instance you solved a problem, and it was successful.
- Give a situation that you solved a problem, and it was unsuccessful.
- How well do you accommodate other people ideas and opinions when trying to solve a problem?
- How do you manage high-pressure situations that require fast and urgent attention?
- Do you involve other people when trying to solve any particular problem?
- How well do you brainstorm before setting out to solve a problem?
- Do you research well enough to get proper facts and information?
- Are you in most cases conversant with what the problem is before you solve it?
- How well are you keen on everything that is happening around you?
- How do you think this training has helped you in facilitating approach to solve and overcome obstacles in your everiday life ?

Activities

Activity 1

Select if the statements below are Right or Wrong.

- Using critical thinking accompanied by a sense of creativity helps to look around and face difficult situations. RIGHT

- Resilience is typically defined as the inability to recover from difficult life events. WRONG

- Problem Identification involves detecting and recognising that there is a problem; identifying the nature of the problem; defining the problem. RIGHT

Activity 2

- Please put the phases of problem solving in the correct order.

Phases	Correct answer
Making a decision Problem identification Implementation Monitoring/Seeking feedback Looking for possible solutions Structuring a problem	1. Problem identification 2. Structuring a problem 3. Looking for possible solutions 4. Making a decision 5. Implementation 6. Monitoring/Seeking feedback

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