

PROBLEM-SOLVING WORKSHEET[®]

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Describe the details of what is happening now-the FACTS, not your opinion – (the core of the problem).

Describe what should be happening in accordance with an expected standard.

Is this a real problem? If so, what are the consequences if this problem is not resolved?

What are some probable causes of this problem?

What are some possible solutions to handle this problem?

What is likely the best solution?

What actions am I willing to take to get this solution implemented, AND BY WHAT DATE?

What will be the positive results when this solution is implemented?

What new challenges might be created by this solution, and how will they be handled?