



## PROBLEM SOLVING

### 1. ADDRESS THE PROBLEMS

Be specific – don't bring up other conflicts or past hostilities.  
Confront the issue – not the person. Describe your feelings and your views objectively, while defining the problem and analyzing how it developed.

### 2. GENERATE POSSIBLE SOLUTIONS

Sit down together and try to list as many possible solutions as you can. Don't be afraid to include some silly ones; they'll break the tension. The more ideas you come up with, the more you'll have to choose from and the better the choice you'll be able to make.

### 3. EVALUATE THE POSSIBLE SOLUTIONS

Try to find one that meets each person's needs, goals, and views, given the time and resources available.

### 4. DECIDE ON A SOLUTION

It will involve some compromise for all parties. But realize that compromise doesn't mean you lose!

### 5. PUT THE SOLUTION INTO ACTION

Make a plan for using your solution, and follow-up to see how it's working. Establish short-range goals to help check you progress.

From About Improving Your Interpersonal Skills, A Scriptographic  
Booklet, Channing L. Bete Co., Inc., South Deerfield, MA 01373, 1984.