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 your progress.