



# Strategies for Problem Solvers @ Work

**Every workplace needs good problem-solvers who take timely and appropriate action.**

Every day - no matter what our job is - we have to solve problems at work. Problems can be big or small. Some are simple to fix while others require more thinking, time and people to come up with the right solution.

Every workplace needs good problem-solvers who take timely and appropriate action.

## Good problem solvers:

- Know that the first step in solving any problem is saying there IS a problem
- Are solution-oriented and confident that a workable solution can be found by using a smart process
- Satisfy themselves that they have accurately defined the problem and that it's the right problem
- Focus on long-term practical solutions
- Gather and consider all the relevant facts and their relationship to each other and to the problem
- Can explain their thinking in a way that is clear, accurate, logical and complete
- Don't jump to conclusions
- Avoid guessing and are careful in their reasoning
- Involve others when required
- Work through the problem methodically and thoroughly from beginning to end
- Don't rely on what worked in the past for what will work in the future
- Break a complex problem into smaller pieces, to be worked through step-by-step
- Evaluate possible solutions for their reasonableness
- Check and re-check
- Understand that moving toward a resolution will require reflection and critical thinking and may involve some disagreement and discomfort
- Confirm they have solved the right problem in a workable and appropriate way

*If you would like to learn more about problem solving strategies you can use in your workplace, go to: [http://www.hrsdc.gc.ca/eng/workplaceskills/LES/pdfs/learning/problem\\_solved\\_employees.pdf](http://www.hrsdc.gc.ca/eng/workplaceskills/LES/pdfs/learning/problem_solved_employees.pdf).*