

# **PROBLEM-SOLVING**

## **Collaboration, Compromise, and Mutual Respect**

### Defining a Problem

- 1.) Begin with something positive
- 2.) Be brief
- 3.) Be specific: talk about behaviors (When you \_\_\_\_\_,)
- 4.) Express your feelings (I feel \_\_\_\_\_.)
- 5.) No inferences - only observations Don't mind-read, blame or explain their behavior.
- 6.) Admit your role in the problem
- 7.) Paraphrase (check accuracy)
- 8.) Discuss only one problem at a time

### Solving Problems and Making Change Agreements

- 1.) Focus on solutions
- 2.) Brainstorm - don't edit; be creative
- 3.) Behavior change includes mutuality and compromise
- 4.) Reaching agreement = combining solutions
  - a) very specific
  - b) spelled out in clear, descriptive behavioral terms
  - c) includes cues to remind
  - d) usually in writing