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Problem Solving



Have you ever been in a situation where you are not sure how to resolve it? Where there are too many options and you just don't know which option to choose?

This skill will help you break down problems into different parts and help you work through the problem in a methodical way, helping you identify the best option on how to respond. This means identifying the problem that is distressing you, thinking through all the options for solving the problem, looking at the advantages and disadvantages of the options most preferable to you, and picking one or more options to put into place. As you can imagine, problem solving is difficult to do when you are in the thick of a distressing situation, but is a good thing to try once things have calmed down.

You can work through problems by using **POOCH (Problem, Options, Outcomes, Choice)**

Step 1: Problem

Try to state the problem as clearly as possible. Be objective and specific about the behaviour, situation, timing, and circumstances that make it a problem. Describe the problem in terms of what you can observe rather than subjective feelings.

Step 2: Options

List all the possible options. Be creative and forget about the quality. If you allow yourself to be creative, you may come up with some options that you would not otherwise have thought of.

Step 3: Outcomes

List the advantages and disadvantages for three or four of the top options.

Step 4: Choice

Decide on which option you want based on the outcomes of those options in Step 3. Specify who will take action, when the plan will be implemented and how the plan will be implemented.