Problem solving

Definition *– gathers information from a range of sources. Analyses information to identify problems and issues and makes effective decisions.*

Positive behaviours and characteristic of a good problem solver

• Makes good decisions that take account of all relevant factors. Uses sound theoretical approach to inform decisions.

• Gets as much information as is appropriate on all aspects of a problem.

• Identifies limitations of own personal knowledge and skills and takes steps to fill the gap either through research or identifying other specialists.

• Separates relevant information from irrelevant information, and important information from unimportant information.

• Works with others to ensure a range of viable options are explored.

• Willing to approach a problem from a different perspective or think creatively around a problem.

• Evaluates and assesses options using appropriate criteria eg advantages/disadvantages, costs, commercial viability or consequences of different options.

• Exploits opportunities for the application of learning to other situations.

• Refers to procedures and precedents, as necessary, before making decisions.

• Takes action to prevent known problems recurring.

• Uses foresight and experience to anticipate and pre-empt problems.

Your evidence

**