

## **Problem-solving**

1. Giving a try is a good start in problem-solving.
2. Desirable attitudes when dealing with difficulties are: optimistic, open-minded and proactive.

<b>Optimistic</b> Think positively Be confident	<b>Open-minded</b> Accept others' opinion Be flexible	<b>Proactive</b> Be ready to face problems, Take the initiatives
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3. We may enhance our abilities to solve problems by applying the following steps:

### **5 steps in problem-solving**

#### **Step 1 Keep Calm**

- Assess your emotional state
- Use calming skills

#### **Step 2 Identify the problem**

- Identify the cause of the problem and its severity
- Think about the possible consequences

#### **Step 3 Look for possible solutions**

- Make use of past experience
- Consult others
- Search for information

#### **Step 4 Choose the best solution**

- Analyse the pros and cons of each solution. Then pick the best one
- Plan & take action

#### **Step 5 Evaluate the solution and event**

- Review the process
- Evaluate the effectiveness of calming skills, problem identification, attempts to find solutions
- Review the progress of action plan and results of the chosen solution
- Learn from experience. Avoid similar situations in future