



FINDING SOLUTIONS

TOGETHER

counselling | psychotherapy | supervision

Twenty-Two Strategies for Effective Problem-Solving

1. **Plan** ahead. (Eg. a good time and place)
2. **SHARE** concerns and feelings openly.
3. **Identify** the challenge or problem clearly.
4. Take **one issue** at a time.
5. **Acknowledge** the speaker. (Eg. head nod, paraphrase what they have said)
6. Approach it as a **team**. Avoid finger-pointing or assigning blame.
7. Generate **multiple** options or solutions.
8. **Discuss pros and cons** of options before proceeding.
9. **Stay calm**. Take three, yes, three deep, slow breaths.
10. **Use humour** to cut tension. Be lighthearted when appropriate.
11. **Take time-outs** to think and process new information/ideas to re-focus on the one issue (see point #4).
12. **View others** as teammates. They are not your opponents or enemies.
13. **Ask for clarity** when unsure or confused.
14. Use **manners, courtesy, and compliments** freely.
15. **Stay focused** on resolving the issue.
16. **Present requests** rather than complaints.
17. Choose the best course of action for **everyone** involved.
18. **Get others involved** in the action plan. You are a team.
19. See emotional pain from **other people's perspectives**.
20. **Validate** the other person's concerns and feelings.
21. **Listen** to, and **hear**, yourself and those involved.
22. **Trust** your "Emotional Guidance System".

Do not forget to breath.

Make it A Great Day!

