PROBLEM SOLVING

Module 5
Agenda

1. When and how to solve a problem
2. Praise, criticism and feedback
3. The four steps
When and how to solve a problem

Top Tips:
- Remain calm and logical
- Discuss with someone you trust
- Attitude is key: embrace new problems
- If you become emotional, take a break
- Think about what you can do

There are four steps in problem solving:
1. Defining the problem
2. Generating potential solutions
3. Selecting and planning the solution
4. Implementing and monitoring the solution
Praise, criticism and feedback

**Praise:**
- An expression of approval

**Criticism:**
- An expression of disapproval based on perceived mistakes or faults

**Feedback:**
- Information about performance of a task as a basis for improvement
Problem solving steps

Define the problem

✓ The problem is not always obvious
✓ Refine the problem into a manageable statement
✓ Analyse the problem and gather information

Generate potential solutions

✓ This is a creative and practical step
✓ There are no wrong answers and judgments shouldn’t be made
Problem solving steps

**Select and plan the solution**

- Select the best solution
- This is a process of elimination
- Compromise on best solution for all

**Implement the solution**

- Write down the steps you need to take to reach your goal
- Check on progress and evaluate outcome
- Don't blame each other for lack of success
Review of tools learned

- **Module 1:** Introduction to BPD
- **Module 2:** Mindfulness and emotion management
- **Module 3:** Mentalization
- **Module 4:** Validation skills
- **Module 5:** Problem solving