

**PROBLEM SOLVING****1. Define the problem:**

Answering the questions below will help you to define the problem. Be as specific as possible.

- When does the problem typically happen? When is it likely to happen?

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- Who is involved? Who else is likely to be involved?

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- What usually happens? What is likely to happen?

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- What are your typical thoughts and feelings about this situation?

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**2. List all the things you could do:**

**Brainstorm!** Be as creative as possible. Write down everything that could be included in a possible strategy.

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**3. Evaluate each strategy:**

Give each of the strategies above a rating out of 10 by asking the following questions:

- How likely is it to work?
- How prepared am I to give it a try?
- What are its good points?
- What are the possible risks?