

PROBLEM SOLVING AT WORK

FIND SOLUTIONS.
MAKE BETTER DECISIONS.
CREATE POSITIVE OUTCOMES.



WHY IT MATTERS

Employers value people who can think critically, solve problems and make good decisions. Strong problem solving leads to better results, happier teams and personal growth.



THE PROBLEM SOLVING PROCESS

- 1 Identify the problem**
Understand what's happening.
- 2 Analyse the cause**
Look at the facts and gather information.
- 3 Explore solutions**
Think of as many possible options as you can.
- 4 Evaluate the options**
Consider the pros, cons and impact of each option.
- 5 Choose and act**
Select the best solution and take action.
- 6 Review the outcome**
Check what worked, what didn't and how it can be improved.



Every problem is an opportunity to learn and improve.



TOP TIPS

- ✓ **Stay calm and positive**
A clear mind helps you think more clearly.
- ✓ **Ask questions**
Get the information you need.
- ✓ **Look at the bigger picture**
Think about the impact on the team, customers and goals.
- ✓ **Think creatively**
Different ideas can lead to better solutions.
- ✓ **Consider risks and resources**
What could go wrong? What do you have available?
- ✓ **Make a decision and take action**
Don't overthink—take the next step.
- ✓ **Learn and improve**
Use every experience to get better.



GOOD PROBLEM SOLVERS...

- ✓ Stay open-minded
- ✓ Focus on solutions, not problems
- ✓ Take ownership
- ✓ Work well under pressure
- ✓ Learn from mistakes
- ✓ Communicate clearly
- ✓ Collaborate with others
- ✓ Stay organised and prioritise
- ✓ Take initiative
- ✓ Keep trying until they find a solution



EXAMPLES IN THE WORKPLACE



TEAM ISSUE

A team is missing deadlines. You identify the cause, suggest a new plan and improve communication.



CUSTOMER COMPLAINT

A customer is unhappy. You listen, understand the issue and find a solution that keeps them satisfied.



PROCESS IMPROVEMENT

You notice a task takes too long. You suggest a better way to do it, saving time for the team.



UNEXPECTED CHANGE

Plans change suddenly. You adapt quickly, reprioritise tasks and help keep everything on track.



TECHNICAL ISSUE

A system stops working. You troubleshoot, find the problem and get things running again.



The best solutions come from a combination of knowledge, creativity and action.
Stay curious. Keep learning. Keep solving.