

# Problem Solving

Your ability to identify, analyze, propose solutions, and make decisions to address issues; monitor success; and learn from the experience. For example, at work we use this skill to make hiring decisions, select courses of action, and troubleshoot technical failures.

VERBAL

## From USUALLY to ALMOST ALWAYS up to ALWAYS

- Engages in conversations about problem definition and solutions
- Offers suggestions and information freely
- Demonstrates understanding of problem complexity, novelty, etc.
- Demonstrates understanding of goals & objectives
- Explains plans and options well
- Is polite but assertive in speech

## From RARELY to SOMETIMES up to USUALLY

- Struggles to explain ideas, recommendations and decisions clearly
- Attends but rarely contributes to discussions
- Shows partial understanding of problems, goals and objectives
- Is sometimes aggressive

## From NEVER to RARELY

- Does not explain ideas, recommendations or decisions
- Does not participate in discussions
- Does not demonstrate understanding of the problem, goals nor objectives
- Is overly aggressive in pursuing their own course of action

PHYSICAL

## From USUALLY to ALMOST ALWAYS up to ALWAYS

- Is engaged by problem solving challenges
- Identifies issues, goals and the need for action/decisions
- Gathers and analyzes information (research, fact vs opinion, considers bias, etc.)
- Seek helps from, and helps, others
- Uses logic and techniques like system thinking, cause and effect to analyse options and make recommendations & decisions
- Creates and considers different opinions fairly
- Learns from success and failure
- Takes feedback well
- Takes opportunities to improve PS skills

## From RARELY to SOMETIMES up to USUALLY

- Will engage in problem solving with encouragement
- Shows limited research and info gathering skill
- Takes help but does not offer it
- Applies limited thinking and analysis techniques
- Tends to be biased towards their own ideas
- Gets frustrated easily by failure
- Takes feedback but struggles to learn from it
- Will engage in training if encouraged

## From NEVER to RARELY

- Show no interest in problems
- Relies on existing knowledge
- Refuses to help or take help
- Is unaware of biases
- Uses ineffective thinking techniques
- Ignores or mocks different opinions
- Ignores lessons from failure or refuses to accept failures
- Refuses feedback
- Does not try to improve PS skills