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Becoming a Master Problem Solver

Acknowledge the problem

It does no good to sidestep or ignore the problem. We have to acknowledge it.

Gather all the Information

Take some time to gather all the information. It is so important to know the correct details.

- What really happened?
- What is really happening?
- What are they doing wrong / right
- What am I doing wrong / right
- What are all the facts of this situation

Weigh out your options

Take time to look at all the options of your response to the problem at hand.

- Is this fixed with a phone call?
- Do we meet in person?
- Is this a formal sit down or an informal chat?
- Do I apologize? Do I sand firm?
- Do I give tough love?
- Do I come to the rescue?

Act Quickly

Once you know the problem, how you are going to respond. Do not wait. Act quickly.