Problem Solving Outline

I. Define the problem:
   A. Tell the other person what the problem is and explain why you think it’s a problem.
      1. Be brief!
      2. Try to be positive...not blaming.
   B. Then the other person repeats back to you what the problem is to be sure they understand what you said.

II. Suggest solutions to the problem:
   A. Take turns thinking of possible solutions to the problem (write them down on the worksheet).
      1. Come-up with as many ideas as possible.
      2. Don’t think too much.
      3. Be creative...suggest crazy ideas.
   B. All suggestions are OK...it doesn’t mean you have to do it.

III. Evaluate/Decide on the best idea:
   A. Take turns evaluating/thinking about each idea.
      1. Would this idea solve the problem for the teen?
      2. Would this idea solve the problem for the parent(s)?
      3. Rate the idea a + or –
   B. Pick the best idea.
      1. Look at all the ideas with a +
         a. Pick one of these...or
         b. Combine several of them.
      2. If none of the ideas are rated + by both people...find the one that comes closest to agreement and negotiate a compromise.

IV. Plan to put the idea into Action!
   A. Decide who’s going to do what, when, where and how?
   B. Come-up with reminders.
   C. Decide on rewards & consequences for following-through or not following-through.

Adapted from: Problem solving Communication Training, Robin, Bedway & Gilroy.

HCSATS 07