



Learning Activity 11–19: Problem Solving Activity

OBJECTIVE

The objective of this learning activity is to

- ♦ practice the steps of solving a workplace challenge.



MATERIALS

For this activity, you will need

- ♦ Training Instrument 12–16: Problem Solving, one copy for each learner
- ♦ Tool 12–18: Problem Solving, one copy for each learner
- ♦ box of problems “left at the door” at the beginning of the day.



TIME

- ♦ 30 minutes

INSTRUCTIONS

1. Divide the group into four “think tank” groups.
2. Distribute copies of Training Instrument 12–16 and Tool 12–18.
3. Introduce the exercise by noting that this is an opportunity to practice all of the things that have been discussed during the course of this workshop and to solve a real problem for one of their fellow attendees.
4. Ask each person to pull a problem out of the box of challenges.
5. Give participants 15 minutes to study the challenge, discuss ideas with others in their group, and brainstorm possible solutions.
6. Each person will have an opportunity to read his or her situation and share his or her best idea for handling this situation in the form of an elevator speech.

7. After each item is discussed, ask others if they have had similar challenges and how they have handled them. This exercise can be adjusted in length by either allowing additional discussion or by eliminating this step.
8. After the exercise, conduct a debriefing discussion, using these questions.

DISCUSSION QUESTIONS FOR DEBRIEFING

- ♦ Did you hear some ideas that might work for the challenges that you have?
- ♦ What are some ways you could adapt some of these solutions to address other challenges?