

## The Big Picture-A Division-Wide Process for Solving Concerns

KEEP LINES OF COMMUNICATION OPEN

	<b>PWPSD Template</b>	<b>Problem Solving Process</b>
<b>Step 1</b>	Set the Stage: Names, date, etc. A consciously established context	Be Prepared
<b>(Establish a neutral, safe setting)</b>		
<b>Step 2</b>	Define the Problem	Identify the Issue
<b>(Skill to emphasize: paraphrasing)</b>		
<b>Step 3</b>	Determine outcomes	Determine outcomes
<b>(Skill to emphasize: reframing)</b>		
<b>Step 4</b>	Generate Supports	Generate Resolutions
<b>(Skill to emphasize: brainstorming positive solutions and supports)</b>		
<b>Step 5</b>	Next Steps	Determine Solution
<b>(Select best solutions. Develop plan for who will do what.)</b>		
<b>Step 6</b>	Follow Up	Assess the Re-evaluation

Throughout the entire process:

- The Mediator (or meeting chair or leader) will manage/monitor those present
- The Mediator (or meeting chair or leader) will keep everyone focused on concern/resolution.
- Trust – focus on a complete, consistent and reasonable response.
- This is a two-step process: Soft on people, hard on issues