

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

KEEP LINES OF COMMUNICATION OPEN

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