

PROBLEM RESOLUTION

- 1 State the problem
- 2 Detail what is the objective
- 3 State the history of the case
- 4 Define the question to be resolved
- 5 Summarise relevant legislation that might cover the case
- 6 List the rights and wrongs of the case
- 7 List the alternative solutions that might be available
- 8 List the steps necessary to achieve each alternative
- 9 Evaluate the merits of each solution and how they affect the people involved
- 10 Record the on flow effects of each alternative – the benefits and weaknesses
- 11 Score the itemised alternatives in relation to what is the desired objective
- 12 Reach the best preliminary solution you can and are willing to implement
- 13 Discuss the alternative with the parties concerned
- 14 Finalise your decision
- 15 Implement your decision