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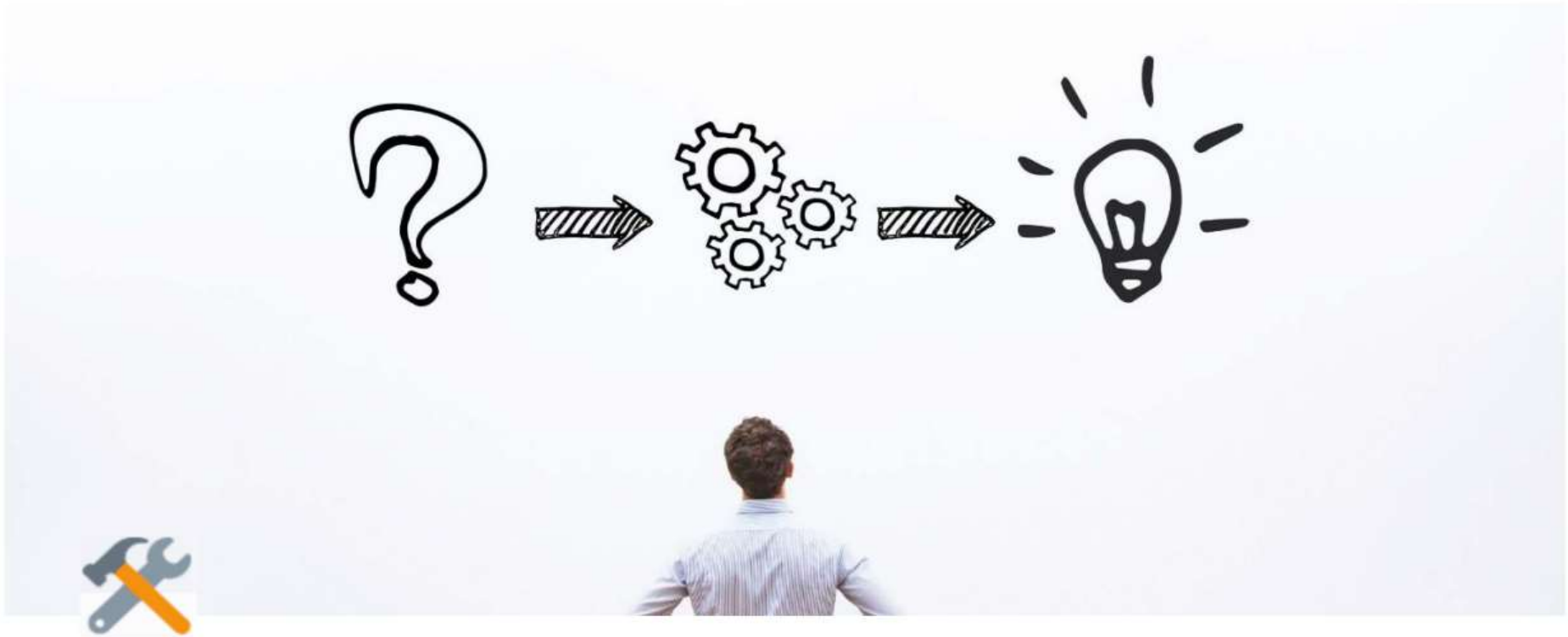
C4L
Creative Learning for Life



PROBLEM SOLVING

Verona, May 10th 11th , 2023

Guus van Beek

IT'S ALL ABOUT QUALITY
consultancy

4BUSINESS
lifeskills

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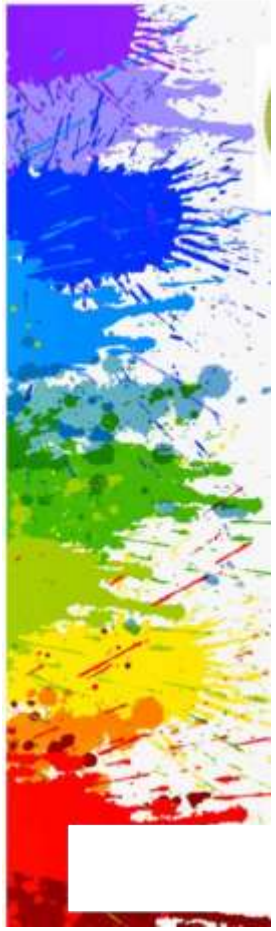

1. Short Introduction
2. Movie
3. In-depth information
4. Individual Assessment on Problem Solving Style
5. Problem Solving Process: Case study
6. Closure remarks

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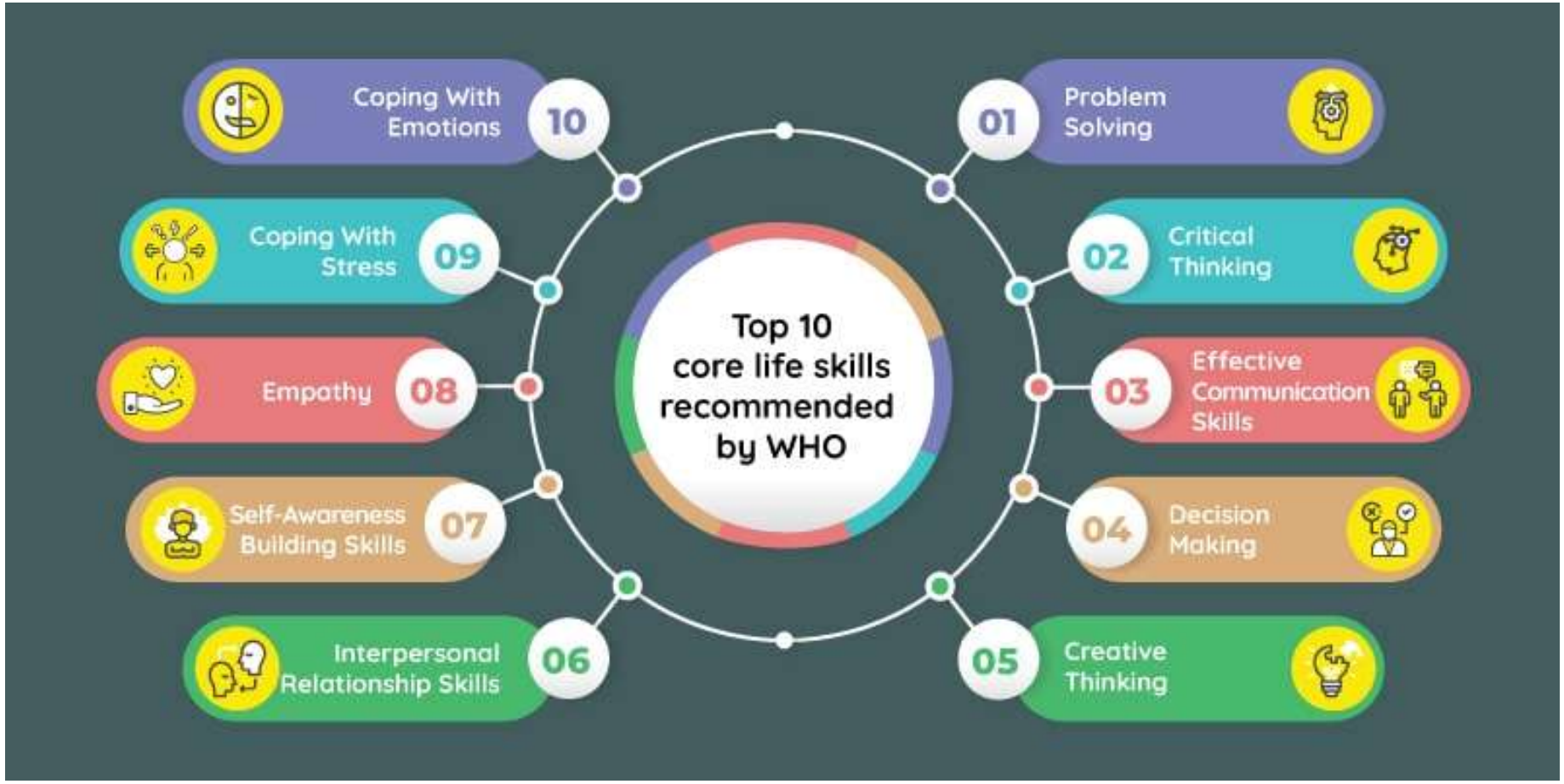
Life Skills



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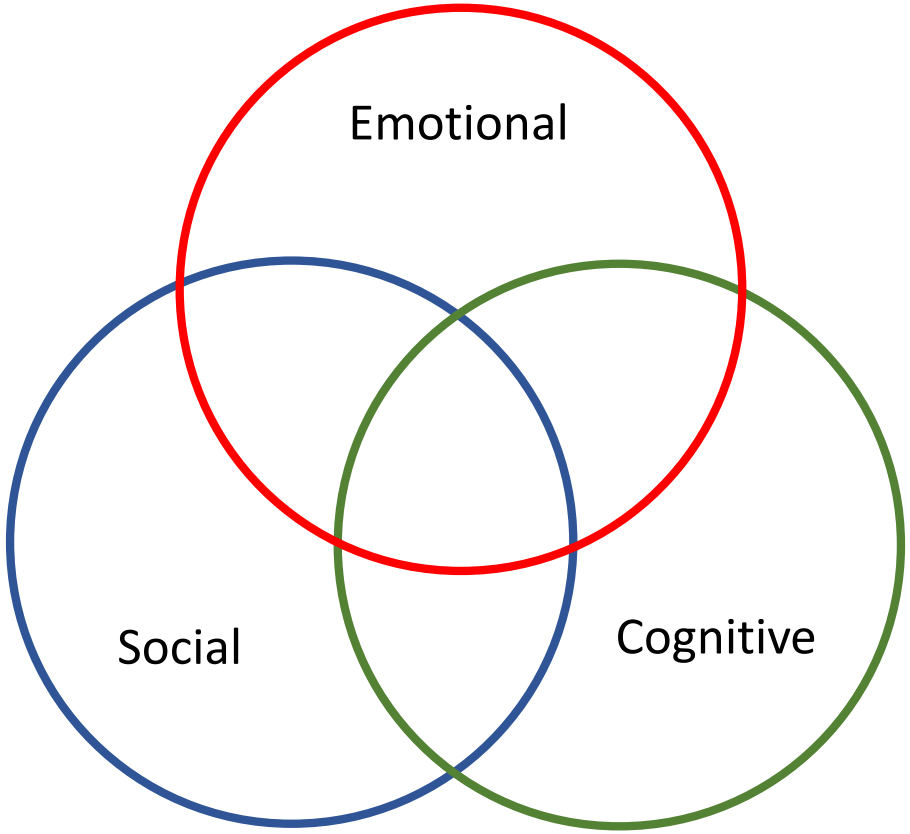
Life Skills

Self-Awareness
Coping with Emotions
Coping with Stress



Effective Communication
Interpersonal relationships
Empathy

Decision making
Problem solving
Creative thinking
Critical thinking

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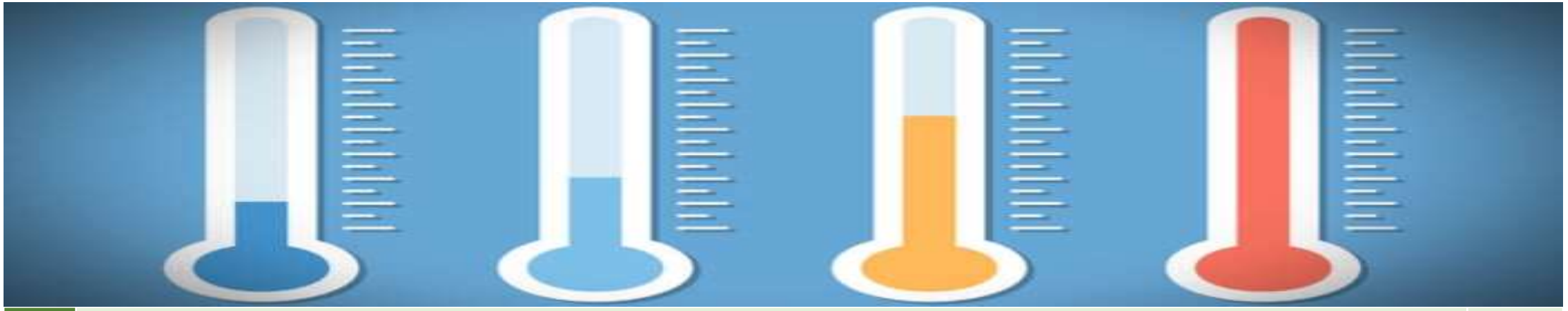
Some indicators



1	I think of possible results before I take any action.	+
2	When facing a problem, I identify options.	+
3	I have difficulties on expressing my thoughts on a problem.	-
4	I do not listen to the ideas of others when I disagree with them.	-
5	I make sure the information I use is correct.	+

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Types of problems

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Definition

Problem solving:

Problem solving is a process that starts with the observation of a gap and finalising with a way to fill that gap.

Problem solving styles:

Problem solving styles are considered as comparing individual differences with ways that people favor to sketch and focus on their actions in order to arrive at some understanding or awareness, to create thoughts and to plan for the tasks .

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Problem solving skills

1. Significant problems that are left unresolved can cause mental stress.
2. Changing current situation and future.
3. Leaving a lasting and sustainable impact.

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Problem solving skills

a) enable a person to deal with problem that arises in our live.

b) is helpful to settle an issue, solve a problem or to resolve a conflict.

c) enable a person to get out of the uncomfortable situation.

d) accomplish one's need without using aggressive behaviour or force.

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Problem Solving Style

1. Thinking Problem Solving Style
2. Feeling Problem Solving Style
3. Sensing Problem Solving Style
4. Intuitive Problem Solving Style

The *Problem-Solving Style Questionnaire* (PSSQ) illustrates the various styles available to a persons for solving problems and making decisions.

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A Thinking Problem-Solving person

a) tries to solve problems and find solutions by standardised principles.

b) uses reasoning and investigation to solve the problem.

c) is expected to be objective and impersonal in making decisions.

d) wants explanations in terms of the facts, models, and principles.

e) makes judgments by intellectual processes which are based upon objective information, generally accepted ideas and values.

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A Feeling Problem-Solving person

a) emphasises emotional and individual processes in the process

b) considers ethics and feelings in the problem-solving process.

c) is subjective and biased in making decisions.

d) is responsive to other people's feelings.

e) is sympathetic towards others

f) does not like to tell unpleasant things to others.

g) tends to make decisions that result in agreement from others

h) keeps away from decisions that result in disagreements.

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A Sensing Problem-Solving person

a) is mostly detail persons.

b) gathers specific and factual data from environment by using the five senses.

c) gives consideration to details and reality.

d) tends to choose typical solutions that have worked in the past.

e) dislikes new problems unless there are standardised ways to solve

f) prefers routine to non-routine work.

g) dislikes adjustment with unstructured problems that have environmental uncertainty.

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An Intuitive Problem-solving person

a) tends to recognise the environment as whole

b) is used to attend the meaningfulness of the information and the relationships among them

c) shows a possibility to create new solutions rather than to use what has done before.

d) likes to resolve new problems

e) Is intolerant with details.

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Problem Solving Style Assessment

The *Problem-Solving Style Questionnaire* (PSSQ) illustrates the various styles available to a persons for solving problems and making decisions.

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How to solve the problem?

1. Discuss how the problem should be solved?
2. Identify the most relevant process of problem solving for this issue.

(Note: no solutions but a process of HOW this problem should be resolved)

Feedback