



## **DELIVERING STRATEGIC SOLUTIONS ACCA'S 2000 ANNUAL MEETING**

### **Problem Solving**

Learning to solve problems and work with people can be the best way to exhibit class.

#### Collaborative Problem Solving

1. Define the problem in terms of needs.
1. Brainstorm possible solutions. (All ideas are equal in a brainstorm.)
2. Select the solution that will best meet everyone's needs
3. Plan the action items and responsibilities.
4. Implement the solution.
5. Evaluate both the problem-solving process and the efficacy of the solution.

#### Hints and Tips for Resolving Problems

1. Deal with emotions before you solve problems
2. Learn good listening skills...really hear the other person's concerns.
3. Work out the details. Until the solution is in place, the problem isn't solved.
4. Follow-up. Is it really resolved?
5. If you're at an impasse, look for the hidden agenda - yours or someone else's - that may be hindering the process.
6. If all else fails, start over again and redefine the problem.

#### Avoiding Confrontations

1. Be open and receptive, and you will reduce hostility and defensiveness.
2. Defensive people do not listen well!
3. Give criticism with tact.
4. Never criticize anyone in public or when emotionally upset.
5. Begin with a sincere compliment. End with a confident assumption of improvement.

6. Be assertive, not aggressive.
7. Never argue. Arguing makes people resist change.
8. Practice active listening: restate the other person's opinion. This helps you understand the other person's frame of reference.

#### "The Lett Group

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