

## A Problem-solving Model

**Step 1**

Positive attitude to problem-solving



**Step 2**

Statement of goodwill



**Step 3**

Choose a time and place



**Step 4**

Define what the issue is



**Step 5**

Find solutions



**Step 6**

Choose the best option(s)



**Step 7**

Make an agreement



**Step 8**

Put the plan into practice



**Step 9**

**Review**