***Problem Solving***

* When faced with difficult situations, people often respond based upon their emotions, feelings, or instincts, and decisions based on this do not take into consideration potential consequences.
* The benefit of learning problem-solving skills is that it can help make a better decision by providing rational, logical thought process before acting.

* Exercise:

* + “Dave had a job interview on Tuesday morning. He was excited about the job prospect but was worried about how to get there, since he had no transportation. Dave was new to the city and had no money. He had borrowed a suit from a friend, so that he could make a good impression. This job was his only hope of paying his bills for the month. The interview was to be at 9:00 a.m. and he had to get all the way across town.”
    - What can he do? -flipchart answers
    - What are different methods of transportation?

Take the bus, take a taxi, get a ride from a friend, walk…

* + Once finished, the group has completed the first step in problem solving, called brainstorming. In brainstorming, you think of as many ideas as possible without judging or eliminating options.
  + For each idea listed, now write down all positives and negatives and pro’s and con’s.
    - * Save money, quick, cab driver knows location, maybe free, friend can encourage you, get exercise, bus late, have to read bus schedule, borrow money, expensive, chat w/ cab driver, chip in for gas, sweat on the way, longest travel time…
    - The best solution is found in the option with the most positive consequences.
* Exercise 2
  + “Mike has just moved to Pittsburgh and has been hired as a mail carrier. He liked the job well enough, but he kept getting into trouble with his supervisor. He was great at separating the envelopes and letters at the post office, but he could never finish his mail route on time. He kept forgetting which houses were where, and he almost always got lost. By the time he finished delivering the mail the following day, he would be behind on the next day’s mail, and he always had trouble catching up. ON Friday, his supervisor told him that he had better learn his route before Monday or he would be fired”
    - What can he do?