**How good are you at solving problems?**

At work, you may encounter many different problems; some of these may be easy to resolve whereas other problems may be more complex. To be effective at resolving problems, you need to have a consistent, systematic approach. Read the following statements and tick the column that best describes you.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Statement** | **Not at all** | **Rarely** | **Sometimes** | **Often** | **Very Often** | **Score** |
| 1.Once I choose a solution, I develop a plan with a sequence of events necessary for completion |  |  |  |  |  |  |
| 2. After a solution has been implemented, I look for ways to improve the idea and avoid future problems. |  |  |  |  |  |  |
| 3. To avoid asking the wrong question, I take care to define each problem carefully before trying to solve it. |  |  |  |  |  |  |
| 4.I strive to look at problems from different perspectives and then generate solutions |  |  |  |  |  |  |
| 5.I look at all of the consequences as a result of the proposed change so that other people understand and support my solution |  |  |  |  |  |  |
| 6.I evaluate potential solutions carefully and thoroughly against a predefined standard |  |  |  |  |  |  |
| 7.I systematically search for issues that may become problems in the future |  |  |  |  |  |  |
| 8.Once I reach a decision, I implement it irrespective of what my other colleagues think |  |  |  |  |  |  |
| 9. I find that small problems often become much larger and therefore are much more difficult to resolve |  |  |  |  |  |  |
| 10.I look at the problem from every perspective before making any decisions |  |  |  |  |  |  |
| 11.After I resolve the problem, I relax and focus again on my regular duties |  |  |  |  |  |  |
| 12.I review and monitor current operations to ensure everything runs smoothly hoping that problems do not occur |  |  |  |  |  |  |
| 13.I evaluate potential solutions as I think of them |  |  |  |  |  |  |
| 14.When I need to find a solution to a problem, I usually ensure I have all the information available before making a decision |  |  |  |  |  |  |
| 15.When evaluating solutions, I take time to think about how I should choose the correct solution |  |  |  |  |  |  |
| 16.Making a decision is the end of my problem solving process |  |  |  |  |  |  |

**Scoring Key**

Use the scoring key below to add up your scores and assess how effective you are at solving problems.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question** | **Answer** | | | | |
|  | **Not at all** | **Rarely** | **Sometimes** | **Often** | **Very Often** |
| **1** | 1 | 2 | 3 | 4 | 5 |
| **2** | 1 | 2 | 3 | 4 | 5 |
| **3** | 1 | 2 | 3 | 4 | 5 |
| **4** | 1 | 2 | 3 | 4 | 5 |
| **5** | 1 | 2 | 3 | 4 | 5 |
| **6** | 1 | 2 | 3 | 4 | 5 |
| **7** | 1 | 2 | 3 | 4 | 5 |
| **8** | 5 | 4 | 3 | 2 | 1 |
| **9** | 5 | 4 | 3 | 2 | 1 |
| **10** | 1 | 2 | 3 | 4 | 5 |
| **11** | 1 | 2 | 3 | 4 | 5 |
| **12** | 1 | 2 | 3 | 4 | 5 |
| **13** | 5 | 4 | 3 | 2 | 1 |
| **14** | 1 | 2 | 3 | 4 | 5 |
| **15** | 1 | 2 | 3 | 4 | 5 |
| **16** | 1 | 2 | 3 | 4 | 5 |

**Score: ………….**

**How did you score?**

16-36 - You probably tend to view problems as negatives instead of seeing them as opportunities to make exciting and  
 and necessary changes. Your previous reaction to problem solving is reactive but by following a structured  
 approach, you will be able to develop your skills and start to solve problems more effectively.

37-58- Your approach to problem solving is sometimes a “hit and miss” approach. There are occasions when solution you  
 implement work well but sometimes they do not succeed. You appreciate that to be more effective, you need to   
 adopt a structured approach but do not always apply this. By working on being consistent and committed, you will  
 see a significant improvement in your problem solving skills.

59-80- You are a confident problem solver. You take time to fully understand the problem, taking all the factors into  
 consideration before making a decision. As a result, your decisions are well thought out, well planned and  
 executed successfully. You can continue to perfect your problems solving skills however and them for continuous  
 improvement within your organisation.

