

Problem Solving / Decision Making Methods

1. Brainstorming

- a. Balanced questions
 - What's going well?
 - What do we need to change, adjust or tweak?
 - What ideas or suggestions should we consider going forward?
- b. Shared Participation
 - Open discussion
 - Round-robin approach
 - Write ideas on post-it notes; place on board.
- c. Supportive Environment for Creativity
 - Get all ideas on the table - no idea is a bad idea.
 - Watch your body language!
 - Meeting Leader maintains focus - minimizes tangents.

2. Decision-Making

- a. Autocratic decision-making.
- b. Majority voting -for deciding between 2 ideas.
- c. Consensus - for obtaining support of final decision; difficult to achieve.
- d. Weighted Voting / Dot Technique - for several ideas. Pick top three ideas, circle the idea that has the most "votes." Identify in advance if everyone should evenly distribute votes, or place all three votes on one idea.

3. 4-Step Group Problem Solving

- a. See attached model.
- b. Used for complex issues and problems involving long-term solutions.
- c. Results in an action plan with shared accountability among team.