Problem solving

A step-by-step process

- Sometimes problems can stop you completing your action plans and achieving your goal.
- It can be hard to deal with problems on your own.

Here is a step-by-step problem solving process you can go through with a friend or family member. This will give you some ideas about how to solve the problems that are holding you back.

Here are the steps:

1. Identify and define the problem
   I know I need to stop smoking but I'm not sure if I can do it.

2. List ideas and possible solutions
   1. Call Quitline
   2. Go to a Quitline meeting
   3. Call friends and whānau when I want a smoke

3. Rate each idea
   Idea | Pros/For | Cons/Against
   ---- | -------- | --------------
   1 | Best advice. | I might be nervous about talking to new people.
   2 | Knowing I have support and being able to relate to others will be comforting and help me to believe in myself. | I could get overwhelmed and have trouble speaking in front of the group.
   3 | I can tailor the action plan to suit myself. Friends and whānau can help me if I need it. | Maybe I should make my action plan with help from Quitline instead. They know more than I do about stopping smoking.

4. Choose one idea
   Call Quitline

5. Put into action
   Call my sister and mother and ask if they can support me next Saturday when I call Quitline.

6. Review
   Phone call went well. Quitline staff offered me lots of handy tools and arranged a one on one meeting with my doctor to help me quit smoking.
## My problem solving process

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Learn more at: www.hn.org.nz – Search for **problem solving** and **making changes**.

Show this to your healthcare team!