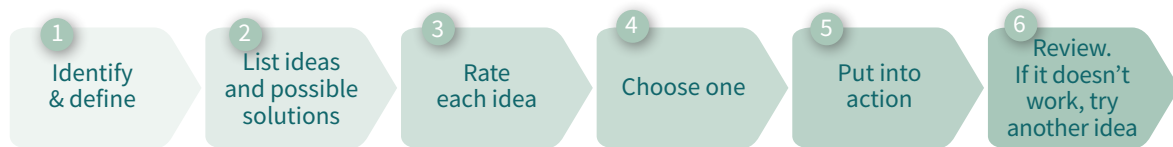# Problem solving

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 & define | 2 List ideas and possible solutions | 3 Rate each idea | 4 Choose one | 5 Put into action | 6 Review. If it doesn't work, try another idea |

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 whanau 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 whanau 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.

What is the problem? How would you explain it?

How could you fix the problem? (whānau or friends could help you with this).

What are the good things about each idea? What are the things that could stop you putting your idea into action?

What is the best idea? (whānau or friends could help you with this).

What do you need to do to fix the problem?

Did your idea work? What went well? What didn't? How could you learn from this? What can you try next?

My problem solving process

1   Identify and define the problem

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2   List ideas and possible solutions

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3   Rate each idea

Idea	Pros/For	Cons/Against

4   Choose one idea

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5   Put into action

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6   Review

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Show this to your healthcare team!

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