

A Process For Problem Solving

When dealing with complexity and confusion it can be useful to remember and apply this Client Centred Process for Problem Solving based on the Egan Model



The Stages	The Model 'Three Valuable Diamonds'	The Activity Facilitating the individual or group to:
1. THE PRESENT A view of where we are now and how we got here. 'THE PROBLEM'	Problems / Identification	Develop the 'story', the background. Search for, examine and challenge the blind spots that almost always exist. Identify a number of things to be 'solved'. Focus on an area that can be worked on to make the/a difference.
2. THE POSSIBILITIES A view of where we want to be. 'THE SOLUTION'	Solutions / Identification	Identify possibilities. Open a search for ideas and solutions. Identify the solution for which there is commitment. Focus on and define that solution.
3. THE STRATEGY The means of getting to where we want to be. 'THE IMPLEMENTATION'	Means of Implementation	Identify strategies. Open the search for options. Identify the achievable 'best fit'. Plan the delivery step by step (what, when, where, who and how). Make it happen.

- E** EXPLORE – to explore the ground
- O** OPTIONS – to discover ideas and options
- P** PRIORITISE – to determine the priorities
- F** FOCUS – to focus on the priority that emerges from the range of options identified from time spent in exploration

A Facilitator's Thought:

'At all times I am here to help YOU explore YOUR options and priorities but most of all to help YOU focus on YOUR objectives and what is important to YOU'.

The above problem-solving process has been developed from the work of Gerard Egan ('The Skilled Helper' (1990)).

