
Problem Solving

Definition

Must be able to solve problems by analyzing situations and apply critical thinking in order to resolve problems and decide on courses of action and implement the solutions developed in order to overcome problems and constraints. Must be able to define issues, problems and opportunities, generate different courses of action, evaluate the constraints and risks associated with each course of action identified and selects the viable option in order to address the problems and/or opportunities identified.

Key Words: Decision Making; Option Evaluation; Creativity; Decisiveness.

Behavioral Indicators:

1. Creates relevant options for addressing problems/opportunities identified.
 2. Identifies the constraints and risks associated with the options identified.
 3. Identifies and evaluates the advantages/benefits associated with the options identified.
 4. Considers and evaluates the alternative courses of action identified.
 5. Selects an effective option, based on the information available at the time.
 6. Acts decisively by committing the option chosen to a course of action.
-

PROFICIENCY LEVELS: Problem Solving

LEVEL I

- Responds to problems, issues and opportunities as they are identified.
- Identifies a solution to the problem identified.
- Develops methods of dealing with the constraints identified.
- Identifies the decision to be made.
- Waits for permission/support to implement to decision identified.

LEVEL II

- Creates relevant options for addressing problems/opportunities identified.
- Identifies the constraints and risks associated with the options identified.
- Considers, evaluates and seeks others' opinions for alternative courses of action.
- Selects an effective option, based on the information available at the time.
- Acts decisively by committing the option chosen to a course of action.
- Displays confidence in the decision made when challenged.

LEVEL III

- Creates relevant and creative options.
 - Generates viable options for the problems or opportunities identified.
 - Determines the "long term" implications of each option or constraint before selecting an option.
 - Includes the appropriate persons in the decision as and when required.
 - Uses judgment in determining which decision should be supported and mandated by persons at a higher level
 - Ensures that "buy-in" and understanding of the decision made before committing it to action.
 - Implements decisions or commits decisions to action within an "appropriate" amount of time.
-