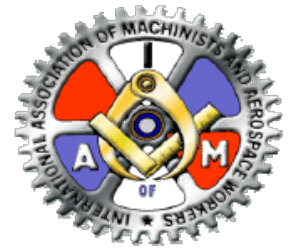




HELPING HANDS



Problem-Solving Strategies

(excerpts from verywellmind.com, March 20, 2020)

Problem-solving is a mental process that involves discovering, analyzing, and solving problems. The ultimate goal of problem-solving is to overcome obstacles and find a solution that best resolves the issue.

The best strategy for solving a problem depends largely on the unique situation. In some cases, people are better off learning everything they can about the issue and then using factual knowledge to come up with a solution. In other instances, creativity and insight are the best options.

The Steps in Problem-Solving

In order to correctly solve a problem, it is often important to follow a series of steps. Many researchers refer to this as the problem-solving cycle.¹ While this cycle is portrayed sequentially, people rarely follow a rigid series of steps to find a solution.



It is not necessary to follow problem-solving steps sequentially. It is common to skip steps or even go back through steps multiple times until the desired solution is reached.

1. **Identifying the Problem:** While it may seem like an obvious step, identifying the problem is not always as simple as it sounds. In some cases, people might mistakenly identify the wrong source of a problem, which will make attempts to solve it inefficient or even useless.
2. **Organizing Information:** Before coming up with a solution, we need to first organize the available information. What do we know about the problem? What do we *not* know? The more information that is available, the better prepared we will be to come up with an accurate solution.
3. **Defining the Problem:** After the problem has been identified, it is important to fully define the problem so that it can be solved.
4. **Forming a Strategy:** The next step is to develop a strategy to solve the problem. The approach used will vary depending upon the situation and the individual's unique preferences.
5. **Allocating Resources:** Of course, we don't always have unlimited money, time, and other resources to solve a problem. Before you begin to solve a problem, you need to determine how high priority it is. If it is an important problem, it is probably worth allocating more resources to solving it. If, however, it is a fairly unimportant problem, then you do not want to spend too much of your available resources into coming up with a solution.
6. **Monitoring Progress:** Effective problem-solvers tend to monitor their progress as they work towards a solution. If they are not making good progress toward reaching their goal, they will reevaluate their approach or look for new strategies.
7. **Evaluating the Results:** After a solution has been reached, it is important to evaluate the results to determine if it is the best possible solution to the problem. This evaluation might be immediate, such as checking the results of a math problem to ensure the answer is correct, or it can be delayed, such as evaluating the success of a therapy program after several months of treatment.

It is important to remember that there are many different problem-solving processes with different steps and this is just one example. Problem-solving in real-world situations requires a great deal of resourcefulness, flexibility, resilience, and continuous interaction with the environment.

Decision Making

(Excerpts from: <https://www.skillsyouneed.com/ips/decision-making.html>)

In its simplest sense, decision-making is the act of choosing between two or more courses of action.

Decision-making involves choosing between possible solutions to a problem. Decisions can be made through either an **intuitive** or **reasoned** process, or a **combination of the two**.

Reason and Intuition

It's useful to start with gathering facts and figures. Once you have an obvious 'decision', it's the turn of intuition. How do you feel about the 'answer'? Does it feel right? If not, have another look, and see if you can work out why not. If you're not emotionally committed to the decision you've made, you won't implement it well or effectively.

Reasoning

Reasoning is using the facts and figures in front of you to make decisions.

Reasoning has its roots in the here-and-now, and in facts. It can, however, ignore emotional aspects to the decision, and in particular, issues from the past that may affect the way that the decision is implemented.

More complicated decisions tend to require a more formal, structured approach, usually involving both intuition and reasoning. It is important to be wary of impulsive reactions to a situation.

Intuition

Intuition is using your 'gut feeling' about possible courses of action.

Intuition is a combination of past experience and your personal values. It is worth taking your intuition into account, because it reflects your learning about life. It is, however, not always based on reality, only your perceptions, many of which may have started in childhood and may not be very mature as a result. It is worth examining your gut feeling closely, especially if you have a very strong feeling against a particular course of action, to see if you can work out *why*, and whether the feeling is justified.

IAM Peer Employee Assistance Program



The heart and soul of the District 141 Employee Assistance Program is the local lodge EAP peer coordinator. These dedicated men and women volunteer their personal time to assist other union members and their families who are experiencing personal difficulties. EAP peer coordinators do not make clinical diagnoses or clinical evaluations, however, they are trained to make a basic assessment of your situation and refer you to an appropriate resource for a more detailed evaluation. EAP peer coordinators will follow up to ensure you have been able to access services that addressed the difficulty you were experiencing.

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Sources for Reliable Co- rona Virus Related Information

Centers for Disease Control and Prevention

1600 Clifton Road
Atlanta, GA 30329-4027
1-800-CDC-INFO (1-800-232-4636)
<http://www.cdc.gov>

World Health Organization

Regional Office for the Americas
World Health Organization
525 23rd Street, NW
Washington, DC 20037 202-
974-3000 <http://www.who.int/en>

GOIAM.org

Up to date information about the latest developments of the Corona virus situation

IAM141.org

Current Information for IAM District 141 members and their families