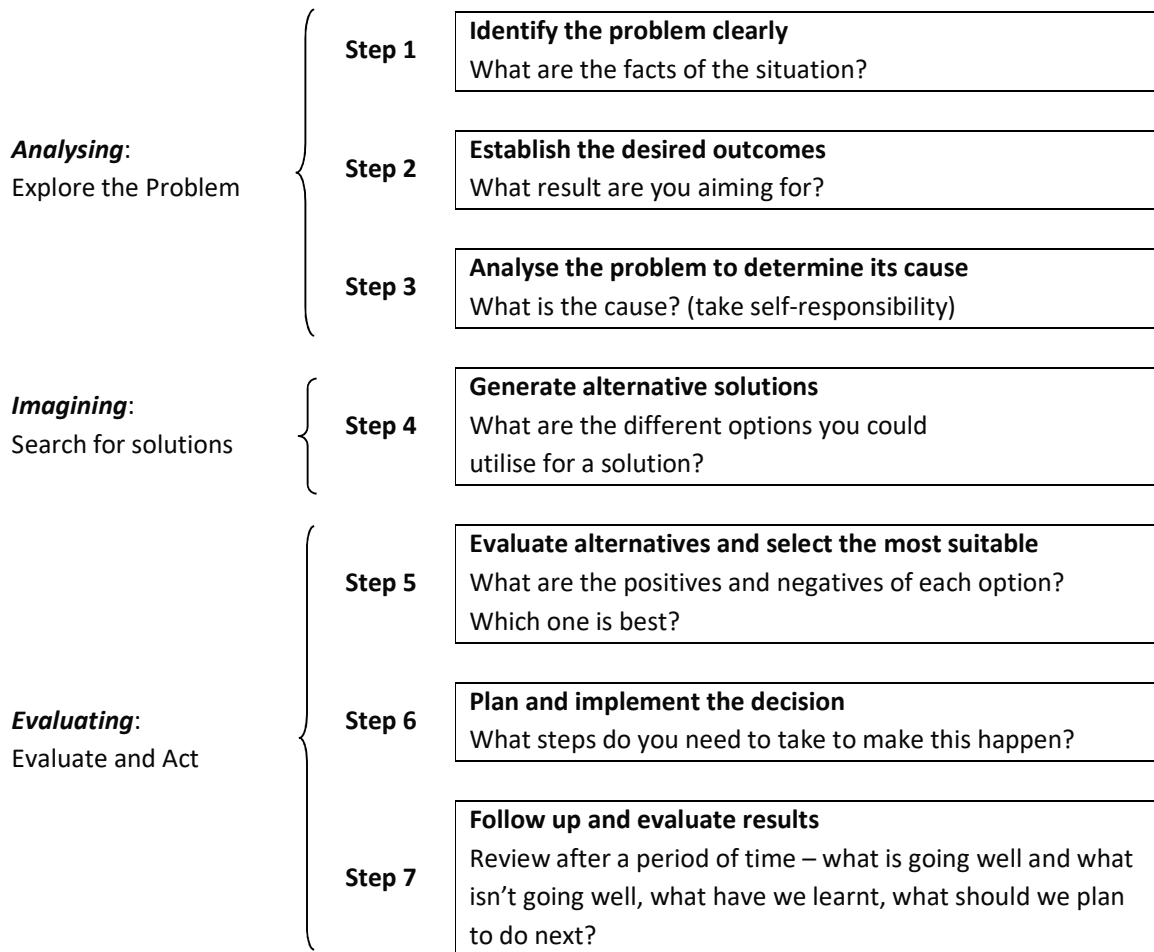


PROBLEM SOLVING AND DECISION-MAKING PROCESS



Cole, K. (2005) *Management – Theory and Practice* Pearson Education Australia

Analysing: Explore the Problem

Step 1	Identify the problem clearly – What are the facts of the situation?
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Step 2	Establish the desired outcomes – What results are you aiming for?
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Step 3	Analyse the problem to determine its cause – What is the cause? (take self responsibility)
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Step 6	Implement the decision – What steps do you need to take to make this happen?
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Step 7	Follow up and evaluate results – Review after a period of time – What is going well and what isn't going well
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