

Problem-Solving/Decision-Making Process

| Stage 1 | Stage 2 | Stage 3 | Stage 4 | Stage 5 |
|---|--|--|---|--|
| <i>What</i> | <i>How</i> | <i>What</i> | <i>How</i> | <i>What</i> |
| Define the situation. | Determine the emotional response to the situation. | List options/ alternatives/ideas/ possibilities to address the situation. | Identify the emotional response to each option/alternative/ idea/possibility. | Select the best option/alternative to address the situation. |
| <i>What's happening?</i> What's going on? <i>What do you need?</i> What's on your mind? <i>What would you like to talk about?</i> | <i>How are you feeling?</i> How does that make you feel? <i>How are you doing?</i> How did you feel about that? | <i>What have you done about it already?</i> What do you see as a possibility? <i>If you could change anything, what would you do?</i> What do you think might work in your situation? | <i>How do you feel about that idea?</i> How does that possibility work for you? <i>How does this option differ from that one?</i> How do you think this alternative will work in your situation? | <i>What would you like to do about it?</i> What do you think is the best option for you? <i>What alternative are you most comfortable with?</i> What would you like to try in your situation? |
| Defining Situation | | Exploring Options | | Selecting Alternative |

The alternative selected becomes the “goal” that the person will use to address the situation. The next step is to “implement the alternative.”