

Week 4: Problem-solving skills

Dear Mentee,

We hope you've had an enjoyable week!

The 4th week of the soft skills programme focuses on problem-solving skills. Developing problem-solving skills is crucial to manage and overcome difficulties that you may face on a daily basis, whether these difficulties are professional or personal. Problems we encounter in our daily lives and work can be of varying complexity and there isn't a single approach to solve all of them but developing a problem-solving mind-set will help you to better handle and resolve problems.

We invite you to explore the resources and activities below before you write to your mentor and as you reflect on this topic. In your letter to your mentor this week, you can ask your mentor about the tools and methods your mentor uses to navigate challenges, particularly professional challenges.

As soon as you receive a reply from your mentor, do feel free to proceed to preparing weekly topic 5 which you will find on your dashboard.

Please don't hesitate to contact us if you have any questions.

The Her Digital Skills e-Mentoring Team

Have you heard of this 7-step problem-solving technique? (read more here: <https://the-happy-manager.com/tips/problem-solving-steps/>)

STEP 1. Identify the problem

What is the problem? Why is it a problem?

STEP 2. Try to understand each person's point of view

How does person A see this? How does person B see this? Etc.

STEP 3. List the possible solutions

What are the different ways this problem can be solved?

STEP 4. Evaluate the options

What are the advantages and disadvantages of each solution? Which solution do you think is the best?

STEP 5. Select one (or more) solution(s)

Which solution(s) is/are the best and why?

STEP 6. Document the decision and implement the solution(s)

What actions need to be taken to solve the problem? What needs to be done?

STEP 7. Evaluate & Monitor

How will you know that the problem is solved? What do you need to check?

Exercise:

Apply the 7-STEP problem-solving technique to one of the scenarios below. Imagine you're a member of a team and you encounter the following problems:

- a. The leader of the team wants to do everything by him/herself. The leader is difficult to work with. Apply the 7-step problem-solving technique to try to come up with (a)solution(s).
- b. One team member is extremely reserved and shy and has difficulty speaking up. However, he/she has the greatest knowledge and experience to help achieve the goals your team are trying to reach. Apply the 7-step problem-solving technique to try to come up with (a)solution(s).
- c. Two of your team members do not get along. There are many hard feelings between the two and they refuse to communicate and work with one another. Apply the 7-step problem-solving technique to try to come up with (a)solution(s).

Try using the problem-solving organizer below:

1 Problem		4 Evaluation of the options	
2 Other points of view			
3 Options		5 Solution chosen	
		6 Documentation & steps to implementation	
7 Evaluation & monitoring of solution implemented			

Additional Resources:

We invite you to scroll and listen to one or more of the *Girls and Women Talking Tech* Interviews by the EQUALS Global Partnership for Digital Gender Equality by following

the

link:

https://www.youtube.com/results?search_query>equals+girls+and+women+talking+tech

