

THE PROBLEM-SOLVING PROCESS

The problem-solving process is composed of two fundamental bases that are: *problem orientation*, which demonstrates the general attitude towards problems, and on the other hand *the basic problem-solving skills*, which define and formulate the problem, generate alternative solutions and facilitate decision-making, as well as the application and verification of solutions. Let's look at the elements that make up each of them.

Problem orientation

Problem orientation consists of a cognitive-emotional stage where a person's thoughts and feelings about life problems and problem-solving skills, such as beliefs, expectations, and emotional responses, are generated. The elements that make up it are: Perception of the problem attribution of the problem personal control commitment of time and effort

Basic problem-solving skills.

consists of the rational search for solutions through the use of strategies aimed at dealing with problems, in which four basic skills are distinguished:

THE PROBLEM-SOLVING PROCESS

Phase 1. Defining and formulating the problem	Phase 2. Generation of alternative solutions	Phase 3. Decision-making	Phase 4. Applying the solution and checking its usefulness
<ul style="list-style-type: none"> • Gathering relevant information. • Understanding the problem • Setting targets • Reevaluation of the problem 	<ul style="list-style-type: none"> • Specificity. • Principle of quantity. • Principle of delay of criticism. • Principle of variety. • Improved solutions through combinations, modifications and imagination. • Search for help if necessary. 	<ul style="list-style-type: none"> • Pre-screening or filtering. • Anticipation of the results of possible solutions. • Evaluation (judgment and comparison) of possible solutions. • Choosing a solution plan. • Development of an action plan. 	<ul style="list-style-type: none"> • Application or implementation of the solution. • Self-registration. <ul style="list-style-type: none"> ○ Self-reinforcing ○ Inquiry and correction.

THE PROBLEM-SOLVING PROCESS

These skills may appear to have an application sequence, however, they are not linear, since to solve a problem it is necessary to apply these skills in different order, either forward or backward, for example, when you are in the decision, it may be necessary to return to the definition of the problem to seek more information.

There are certain difficulties in solving a problem, these can be: 1. Not recognizing that a problem exists or denying its existence, 2. Believing that nothing can be done about the problems, 3. Not defining the problem correctly or doing it vaguely, 4. Failure to provide different alternative solutions to a problem, 5. Failure to define the consequences of these alternatives well, 6. Postpone decision-making, 7. Choose an ineffective alternative.

Referencia

Bados, A. Garcia, E. (2014) *Resolución de problemas. [Problem solving]* Recuperado de <http://diposit.ub.edu/dspace/bitstream/2445/54764/1/Resoluci%C3%B3n%20problemas.pdf>