PROBLEM SOLVING

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THE PROCESS OF DESIGNING, EVALUATING, AND IMPLEMENTING A STRATEGY TO ANSWER AN OPEN-ENDED QUESTION OR ACHIEVE A DESIRED GOAL. PROBLEM SOLVING IS A COMPLEX SKILL THAT REQUIRES A COMBINATION OF CRITICAL THINKING, CREATIVITY, AND ANALYTICAL SKILLS.

KEY BEHAVIORS

- Recognize and **clearly define problems** by gathering relevant data, evaluating potential causes, and identifying the root issue.
- Weigh the **pros, cons, and risks** of different solutions.
- Develop an **action plan** to address a problem in an ethical and reasonable manner.
- **Brainstorm multiple creative options** in team projects.
- Manage conflict with empathy, listen to all parties, and **work collaboratively** to find solutions.
- Navigate changes effectively in **real-time**, ensuring they don't hinder progress toward the goal.

WHERE TO BUILD IT...

- Research projects
- Roommate conflicts
- Student organization judicial roles
- Student employment
- Professional internships
- Class projects

Get Involved!

HOW TO TALK ABOUT IT

Resume Bullet Examples

- **Generated** creative solutions to solve new problems that arose on the job.
- **Benchmarked** with competitors and compiled into a 20-minute presentation for 11+ sales directors.
- **Tested** a variety of equipment using factors such as three-point bed, torque, and column strength.
- **Provided** product recommendations to increase customer satisfaction.
- **Researched** appropriate product materials based on needed strength and heat endurance.
- **Assessed** student progress and incorporated new techniques and language to explain complex content.
- **Managed** restaurant seating chart and ensured that all servers received the appropriate amount of customers throughout every shift.

HOW EMPLOYERS ASK

- Tell me about a **major conflict** you recently handled. Were you successful in resolving it?
- Have you ever been in a situation where you had to act based on your **morals vs popular opinion**?
- Describe a situation that required **several things to be done** at the same time.
- Guide me through an experience where you had to **anticipate the needs of someone else** and create a plan to effectively address those needs.
- Can you describe a time when you had to **multitask effectively**?

READY to ROAR