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## Problem solving model in social work ppt

Quality Glossary Definition: Problem solving Problem solving is the act of defining a problem; determining the cause of the problem; identifying, prioritizing, and selecting alternatives for a solution; and implementing a solution. The problem-solving process Problem solving resources Problem Solving Chart The Problem-Solving Process In order to effectively manage and run a successful organization, leadership must guide their employees and develop problem-solving techniques. Finding a suitable solution for issues can be accomplished by following the basic four-step problem-solving process and methodology outlined below. Step Characteristics 1. Define the problem Differentiate fact from opinion Specify underlying causes Consult each faction involved for information State the problem specifically Identify what standard or expectation is violated Determine in which process the problem lies Avoid trying to solve the problem without data 2. Generate alternative solutions Postpone evaluating alternatives initially Include all involved individuals in the generating of alternatives Specify alternatives consistent with organizational goals Specify short- and long-term alternatives Brainstorm on others' ideas Seek alternatives that may solve the problem 3. Evaluate and select an alternative Evaluate alternatives relative to a target standard Evaluate all alternatives without bias Evaluate alternatives relative to established goals Evaluate both proven and possible outcomes State the selected alternative explicitly 4. Implement and follow up on the solution Plan and implement a pilot test of the chosen alternative Gather feedback from all affected parties Seek acceptance or consensus by all those affected Establish ongoing measures and monitoring Evaluate long-term results based on final solution 1. Define the problem Diagnose the situation so that your focus is on the problem, not just its symptoms. Helpful problem-solving techniques include using flowcharts to identify the expected steps of a process and cause-and-effect diagrams to define and analyze root causes. The sections below help explain key problem-solving steps. These steps support the involvement of interested parties, the use of factual information, comparison of expectations to reality, and a focus on root causes of a problem. You should begin by: Reviewing and documenting how processes currently work (i.e., who does what, with what information, using what tools, communicating with what organizations and individuals, in what time frame, using what format). Evaluating the possible impact of new tools and revised policies in the development of your "what should be" model. 2. Generate alternative solutions Postpone the selection of one solution until several problem-solving alternatives have been proposed. Considering multiple alternatives can significantly enhance the value of your ideal solution. Once you have decided on the "what should be" model, this target standard becomes the basis for developing a road map for investigating alternatives. Brainstorming and team problem-solving techniques are both useful tools in this stage of problem solving. Many alternative solutions to the problem should be generated before final evaluation. A common mistake in problem solving is that alternatives are evaluated as they are proposed, so the first acceptable solution is chosen, even if it's not the best fit. If we focus on trying to get the results we want, we miss the potential for learning something new that will allow for real improvement in the problem-solving process. 3. Evaluate and select an alternative Skilled problem solvers use a series of considerations when selecting the best alternative. They consider the extent to which: A particular alternative will solve the problem without causing other unanticipated problems. All the individuals involved will accept the alternative. Implementation of the alternative is likely. The alternative fits within the organizational constraints. 4. Implement and follow up on the solution Leaders may be called upon to direct others to implement the solution, "sell" the solution, or facilitate the implementation with the help of others. Involving others in the implementation is an effective way to gain buy-in and support and minimize resistance to subsequent changes. Regardless of how the solution is rolled out, feedback channels should be built into the implementation. This allows for continuous monitoring and testing of actual events against expectations. Problem solving, and the techniques used to gain clarity, are most effective if the solution remains in place and is updated to respond to future changes. Problem Solving Resources You can also search articles, case studies, and publications for problem solving resources. Books Root Cause Analysis: The Core of Problem Solving and Corrective Action The Quality Toolbox Introduction To 8D Problem Solving: Including Practical Applications and Examples Articles One Good Idea: Some Sage Advice (Quality Progress) The person with the problem just wants it to go away quickly, and the problem-solvers also want to resolve it in as little time as possible because they have other responsibilities. Whatever the urgency, effective problem-solvers have the self-discipline to develop a complete description of the problem. Diagnostic Quality Problem Solving: A Conceptual Framework And Six Strategies (Quality Management Journal) This paper contributes a conceptual framework for the generic process of diagnosis in quality problem solving by identifying its activities and how they are related. Weathering The Storm (Quality Progress) Even in the most contentious circumstances, this approach describes how to sustain customer-supplier relationships during high-stakes problem solving situations to actually enhance customer-supplier relationships. The Right Questions (Quality Progress) All problem solving begins with a problem description. Make the most of problem solving by asking effective questions. Solving The Problem (Quality Progress) Brush up on your problem-solving skills and address the primary issues with these seven methods. Case Studies Refreshing Louisville Metro's Problem-Solving System (Journal for Quality and Participation) Organization-wide transformation can be tricky, especially when it comes to sustaining any progress made over time. In Louisville Metro, a government organization based in Kentucky, many strategies were used to enact and sustain meaningful transformation. Webcasts Making the Connection In this exclusive QF webcast, Jack ReVelle, ASQ Fellow and author, shares how quality tools can be combined to create a powerful problem-solving force. Adapted from The Executive Guide to Improvement and Change, ASQ Quality Press. What is the problem? How did you discover the problem? When did the problem start and how long has this problem been going on? Is there enough data available to contain the problem and prevent it from getting passed to the next process step? If yes, contain the problem. What data is available or needed to help clarify, or fully understand the problem? Is it a top priority to resolve the problem at this point in time? Are additional resources required to clarify the problem? If yes, elevate the problem to your leader to help locate the right resources and form a team. Consider a Lean Event (Do-it, Burst, RPI, Project). •Ensure the problem is contained and does not get passed to the next process step. What is your end goal or desired future state? What will you accomplish if you fix this problem? What is the desired timeline for solving this problem? Identify possible causes of the problem. Prioritize possible root causes of the problem. What information or data is there to validate the root cause? Generate a list of actions required to address the root cause and prevent problem from getting to others. Assign an owner and timeline to each action. Status actions to ensure completion. Implement action plan to address the root cause. Verify actions are completed. Monitor and Collect Data. Did you meet your goals defined in step 3? If not, repeat th 8-Step Process. Were there any unforeseen consequences? If problem is resolved, remove activities that were added previously to contain the problem. Look for additional opportunities to implement solution. Ensure problem will not come back and communicate lessons learned. If needed, repeat the 8-Step Problem Solving Process to drive further improvements. Social work theories are general explanations that are supported by evidence obtained through the scientific method. A theory may explain human behavior, for example, by describing how humans interact or how humans react to certain stimuli. Social work practice models describe how social workers can implement theories. Practice models provide social workers with a blueprint of how to help others based on the underlying social work theory. While a theory explains why something happens, a practice model shows how to use a theory to create change. There are many social work theories that guide social work practice. Here are some of the major theories that are generally accepted in the field of social work: Systems theory describes human behavior in terms of complex systems. It is premised on the idea that an effective system is based on individual needs, rewards, expectations, and attributes of the people living in the system. According to this theory, families, couples, and organization members are directly involved in resolving a problem even if it is an individual issue. Social learning theory is based on Albert Bandura's idea that learning occurs through observation and imitation. New behavior will continue if it is reinforced. According to this theory, rather than simply hearing a new concept and applying it, the learning process is made more efficient if the new behavior is modeled as well. Psychosocial development theory is an eight-stage theory of identity and psychosocial development articulated by Erik Erikson. Erikson believed everyone must pass through eight stages of development over the life cycle: hope, will, purpose, competence, fidelity, love, care, and wisdom. Each stage is divided into age ranges from infancy to older adults. Psychodynamic theory was developed by Freud, and it explains personality in terms of conscious and unconscious forces. This social work theory describes the personality as consisting of the id (responsible for following basic instincts), the superego (attempts to follow rules and behave morally), and the ego (mediates between the id and the ego). Transpersonal theory proposes additional stages beyond the adult ego. In healthy individuals, these stages contribute to creativity, wisdom, and altruism. In people lacking healthy ego development, experiences can lead to psychosis. Rational choice theory is based on the idea that all action is fundamentally rational in character, and people calculate the risks and benefits of any action before making decisions. There are many different practice models that influence the way social workers choose to help people meet their goals. Here are some of the major social work practice models used in various roles, such as case managers and therapists: Problem solving assists people with the problem solving process. Rather than tell clients what to do, social workers teach clients how to apply a problem solving method so they can develop their own solutions. Task-centered practice is a short-term treatment where clients establish specific, measurable goals. Social workers and clients collaborate together and create specific strategies and steps to begin reaching those goals. Narrative therapy externalizes a person's problem by examining the story of the person's life. In the story, the client is not defined by the problem, and the problem exists as a separate entity. Instead of focusing on a client's depression, in this social work practice model, a client would be encouraged to fight against the depression by looking at the skills and abilities that may have previously been taken for granted. Cognitive behavioral therapy focuses on the relationship between thoughts, feelings, and behaviors. Social workers assist clients in identifying patterns of irrational and self-destructive thoughts and behaviors that influence emotions. Crisis intervention model is used when someone is dealing with an acute crisis. The model includes seven stages: assess safety and lethality, rapport building, problem identification, address feelings, generate alternatives, develop an action plan, and follow up. This social work practice model is commonly used with clients who are expressing suicidal ideation. To learn more about SocialWork@Simmons, request information and an admissions counselor will contact you. Request Information Everybody needs to solve problems every day. But we're not born with the skills we need to do this – we have to develop them. When solving problems, it's good to be able to listen and think calmly, consider options and respect other people's opinions and needs, find constructive solutions, and sometimes work towards compromises. These are skills for life – they're highly valued in both social and work situations. When teenagers learn skills and strategies for problem-solving and sorting out conflicts by themselves, they feel better about themselves. They're more independent and better placed to make good decisions on their own. Problem-solving: six steps Often you can solve problems by talking and compromising. The following six steps for problem-solving are useful when you can't find a solution. You can use them to work on most problems – both yours and your child's. If you show your child how these work at home, he's more likely to use them with his own problems or conflicts with others. You can use the steps when you have to sort out a conflict between people, and when your child has a problem involving a difficult choice or decision. You might like to download and use our problem-solving worksheet (PDF: 121kb) – it can help you come up with a solution together by guiding you through the process step by step. When you're working on a problem with your child, it's a good idea to do it when everyone is calm and can think clearly – this way, your child will be more likely to want to find a solution. Arrange a time when you won't be interrupted, and thank your child for joining in to solve the problem. 1. Identify the problem The first step in problem-solving is working out exactly what the problem is. This helps make sure you and your child understand the problem in the same way. Then put it into words that make it solvable. For example: 'I noticed that the last two Saturdays when you went out, you didn't call us to let us know where you were.' 'You've been using other people's things a lot without asking first.' 'You've been invited to two birthday parties on the same day and you want to go to both.' 'You have two big assignments due next Wednesday.' Focus on the issue, not on the emotion or the person. For example, try to avoid saying things like, 'Why don't you remember to call when you're late? Don't you care enough to let me know?' Your child could feel attacked and get defensive, or feel frustrated because she doesn't know how to fix the problem. You can also head off defensiveness in your child by being reassuring. Perhaps say something like, 'It's important that you go out with your friends. We just need to find a way for you to go out and for us to feel you're safe. I know we'll be able to sort it out together'. 2. Think about why it's a problem Help your child describe what's causing the problem and where it's coming from. It might help to consider the answers to questions like these: Why is this so important to you? Why do you need this? What do you think might happen? What's the worst thing that could happen? What's upsetting you? Try to listen without arguing or debating – this is your chance to really hear what's going on with your child. Encourage him to use statements like 'I need ... I want ... I feel ...', and try using these phrases yourself. Be open about the reasons for your concerns, and try to keep blame out of this step. 3. Brainstorm possible solutions to the problem Make a list of all the possible ways you could solve the problem. You're looking for a range of possibilities, both sensible and not so sensible. Try to avoid judging or debating these yet. If your child has trouble coming up with solutions, start her off with some suggestions of your own. You could set the tone by making a crazy suggestion first – funny or extreme solutions can end up sparking more helpful options. Try to come up with at least five possible solutions together. Write down all the possibilities. 4. Evaluate the solutions to the problem Look at the solutions in turn, talking about the positives and negatives of each one. Consider the pros before the cons – this way, no-one will feel that their suggestions are being criticised. After making a list of the pros and cons, cross off the options where the negatives clearly outweigh the positives. Now rate each solution from 0 (not good) to 10 (very good). This will help you sort out the most promising solutions. The solution you choose should be one that you can put into practice and that will solve the problem. If you haven't been able to find one that looks promising, go back to step 3 and look for some different solutions. It might help to talk to other people, like other family members, to get a fresh range of ideas. Sometimes you might not be able to find a solution that makes you both happy. But by compromising, you should be able to find a solution you can both live with. 5. Put the solution into action Once you've agreed on a solution, plan exactly how it will work. It can help to do this in writing, and to include the following points: Who will do what? When will they do it? What's needed to put the solution into action? You could also talk about when you'll meet again to look at how the solution is working. Your child might need some role-playing or coaching to feel confident with his solution. For example, if he's going to try to resolve a fight with a friend, he might find it helpful to practise what he's going to say with you. 6. Evaluate the outcome of your problem-solving process Once your child has put the plan into action, you need to check how it went and help her to go through the process again if she needs to. Remember that you'll need to be able to go out with your friends, and for me to feel comfortable that you're safe. 2. Think about why it's a problem Find out what's important for your child and explain what's important from your perspective. For example, you might ask, 'Why don't you want to agree on a specific time to be home?' Then listen to your child's point of view. 3. Brainstorm possible solutions Be creative and aim for at least four solutions each. For example, you might suggest picking your child up, but he can suggest what time it will happen. Or your child might say, 'How about I share a taxi home with two friends who live nearby?'. 4. Evaluate the solutions Look at the pros and cons of each solution, starting with the pros. It might be helpful to start by crossing off any solutions that aren't acceptable to either of you. For example, you might both agree that your child taking a taxi home alone is not a good idea. You might prefer to have some clear rules about time – for example, your child must be home by 11 pm unless otherwise negotiated. Be prepared with a back-up plan in case something goes wrong, like if the designated driver is drunk or not ready to leave. Discuss the back-up plan with your child. 5. Put the solution into action Once you've reached a compromise and have a plan of action, you need to make the terms of the agreement clear. It can help to do this in writing, including notes on who will do what, when and how. 6. Evaluate the outcome After trying the solution, make time to ask yourselves whether it worked and whether the agreement was fair. By putting time and energy into developing your child's problem-solving skills, you're sending the message that you value your child's input into decisions that affect her life. This can enhance your relationship with your child.

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