**Problem-solving: the ‘back of an envelope’ approach**

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| **Problem-solving process** |
| **Define the problem** What is the real issue? |  |
| **Desired outcome** What do I want? |  |
| **Options** What are all the outcomes open to me? |  |
| **Feasibility** What is the best I am likely to achieve in the context? |  |
| **Feelings** If I take that option, how will I feel about it? |  |
| **Decision** Weighing up the options, what is my decision? |  |
| **Steps** What exactly must I do, starting when, finishing when, with whom, where, and how |  |
| **Obstacles** What might get in the way? How will I deal with these? |  |
| **Action** Do it! (- and what do I need to do to make sure I do?) |  |
| **Evaluation** Did it work? |  |