

NO-LOSE PROBLEM SOLVING

(Refer to *P.E.T. In Action*, by Dr. Thomas Gordon)

- STEP 1: *Acknowledge & Express Feelings & Emotions.* (Each person's feelings and emotions need to be acknowledged through "Reflective Listening" and each person needs to be able to express their feelings and emotions through the use of "I Messages".)
- STEP 2: *Define the "Problem"* (What is reality and what is the problem? Who owns the problems?)
- STEP 3: *Brainstorm Possible Solutions* (This means all parties involved generate solutions, inventive, crazy, or wild ideas are included. All ideas are written down without comment.)
- STEP 4: *Evaluate Possible Solutions*
- STEP 5: *Decide on the Best Solution(s) or Plan of Action* (If appropriate write a contract outlining the agreed upon solutions, consequences, and re-evaluation date. Have all parties read and sign it.)
- STEP 6: *Implement the Plan*
- STEP 7: *Re-Evaluate the Plan* (If the plan is working continue with it, if not modify as needed using the steps above.)