WHS
Resolution/Problem Solving Process

Step 1
- Gather relevant information
- Go to the source
- Give reasonable notice
- Meet face-to-face

Step 2
- Have the “crucial conversation”
  - Describe the problem/issue
  - Listen for understanding
  - Always assume the best intentions

Step 3
- Develop a plan of action
  - Decide upon evidence of progress
  - Determine a reasonable timeline
  - Define responsibilities

Step 4
- Implement the plan of action
  - Meet repeatedly to monitor progress
  - Modify the plan of action or responsibilities if needed

Step 5
- Involve the next level of support if resolution cannot be achieved
- Continue to assume best intentions
- Seek common ground moving forward
- Gather additional relevant information
- Document strategies utilized in the plan of action
- Develop new strategies/solutions for success moving forward