

Learner: _____ **Date:** _____

Skill: Problem Solving	Yes	Somewhat	Not Really
1. The learner can identify the issue/problem.			
They are able to: <ul style="list-style-type: none"> • identify what the issue is like. (e.g. familiar or new, simple or complex) • identify if they need to make a decision. • identify the goals and objectives they need to achieve. 			
2. The learner can get the information they need to deal with the issue/problem.			
They are able to: <ul style="list-style-type: none"> • do research and get any needed info. (e.g. any existing ways to do similar things) • recognize and deal with any existing habits or ways of thinking that could get in the way. • tell the difference between fact and opinion. • get help from others if needed. 			
3. The learner can analyze the issue/problem.			
They are able to: <ul style="list-style-type: none"> • think logically about the issue using the info they have gathered. • break down the issue into smaller parts. • look for patterns and make connections. • identify any cause-and-effect links. 			
4. The learner can create multiple routes of action.			
They are able to: <ul style="list-style-type: none"> • come up with a number of different ways to do things. (e.g. using the info they've gathered, thinking about the end goals, thinking about what's been successful in the past) • consider the short- and long-term consequences of different options. 			
5. The learner can address the issue.			
They are able to: <ul style="list-style-type: none"> • use thinking strategies to choose the best course of action. (e.g. logic, if-then thinking) • choose the best course of action to make a decision or solve a problem. • check in and adjust the problem-solving process to have the best results. 			
6. The learner can evaluate the effectiveness of the solution or decision.			
They are able to: <ul style="list-style-type: none"> • think back on the success of their process and the end result. • get feedback from others. • identify best practices and lessons learned from the experience. 			

PROBLEM SOLVING PROFICIENCY LEVELS

Proficiency levels are the level at which a person demonstrates a particular skill.

Entry Level	Intermediate Level	Advance Level
<input type="checkbox"/> The learner can make decisions or solve problems when: <ul style="list-style-type: none"> ● there are limited or familiar variables. ● all the information is provided. ● the stakes are low with few consequences. <input type="checkbox"/> The learner can make decisions or solve problems when: <ul style="list-style-type: none"> ● process information. ● do simple or routine troubleshooting if needed. ● identify the decision or solution. ● confirm the issue is resolved. 	<input type="checkbox"/> The learner can make decisions or solve problems when: <ul style="list-style-type: none"> ● there are multiple well-defined variables. ● information is not provided but easily identified. ● the stakes are moderate with some consequences. <input type="checkbox"/> The learner is able to: <ul style="list-style-type: none"> ● identify useful information sources. ● analyze the information. ● select the best option from multiple choices. ● evaluate the effectiveness of the solution or decision based on given or standard criteria. 	<input type="checkbox"/> The learner can make decisions or solve problems when: <ul style="list-style-type: none"> ● there are many complex unfamiliar variables that can be unpredictable or contradictory. ● little information is provided or certain. ● the stakes are high with significant consequences. <input type="checkbox"/> The learner is able to: <ul style="list-style-type: none"> ● search for information using diverse unfamiliar sources or conduct their own research. ● synthesize and analyze complex information to determine multiple options. ● select the best option. ● determine how to assess the effectiveness of the process and solution or decision.

Comments

Please note that the Proficiency Levels and Self-Assessment Checklists have been adapted from material created by Skills for Success and available on their website. canada.ca/en/services/jobs/training/initiatives/skills-success.html