

## SELF-ASSESSMENT: Problem-solving

### PART A: CLARIFYING THE SKILL

1. What do you think of when you hear the word problem-solving? Write your ideas below.

2. How do your thoughts above match with the following definition?

*Problem-solving is your ability to identify an issue, think about it, come up with solutions and make decisions. It helps you deal with problems, identify what works, and learn from the experience.*

*For example, you would use this skill to overcome an obstacle, figure out something difficult or fix something that's gone wrong.*

*It includes things like knowing when you need to get more information and also coming up with a variety of solutions and determining what's the best approach. It also includes keeping track of options, and identifying what's working and what's not, so you can change paths if needed. Being a really good problem solver means that you reflect on how things went so you can learn from what happened.*

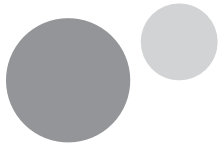
You can watch a video to learn more about this skill before you start.  
[canada.ca/en/services/jobs/training/initiatives/skills-success/video.html#h2.o2](https://canada.ca/en/services/jobs/training/initiatives/skills-success/video.html#h2.o2)

### PART B: SELF-REFLECTION

The self-assessment on the next page is based on a national skills framework that uses the definition you read above. It will give you an opportunity to think about the strengths you have already developed that show your ability to problem solve, and areas where you may want to build some skills.

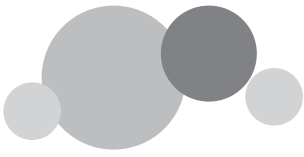
Read each statement in bold and put a check mark in the column that best describes how well you can do this. Think about all the situations in your life where you have had to come up with solutions to problems. It may be at home, at work, in school, or in hobbies.

You can also use the ideas underneath each statement to help you reflect on your skills and decide on a response. Highlight the specific things that you feel you are good at.



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

*\*The 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](http://canada.ca/en/services/jobs/training/initiatives/skills-success)*



## PART C: RECOGNIZING STRENGTHS

### Problem-solving Strengths

Look at the “Yes” answers, or the statements underneath that you highlighted. Identify your strengths and write some in the space below. (*e.g. I am good at breaking down problems into smaller parts.*)

### Areas for Growth

Look at the “No” or ‘Somewhat’ answers in PART B, or the statements underneath that you *didn't* highlight. Identify any areas you might like to strengthen or grow and write them in the space below. (*e.g. I would like to improve my ability to come up with a number of different ways to do things.*)

### Paths for Development

Think about the problem-solving skills you would like to build or strengthen. Do you know anyone who is really skilled in those areas? Someone who you admire for their ability to look at a difficult problem, break it down and come up with creative solutions? Write a little about them below.

How do you think you could help grow your own skills in this area? Write some of your ideas below. If helpful, talk to peers, your Facilitator or someone else in the program to get ideas.