



## Dealing with Problems @ Rainbow

Learning outcomes	Assessment criteria
3 Be able to deal with problems within a team	3.1 Assess actual and potential problems and their consequences 3.2 Report problems beyond the limits of their own competence and authority to the right person 3.3 Take action within the limits of their own authority to resolve or reduce conflict 3.4 Adapt practices and processes as circumstances change

1. *<assess the problem>* to determine the importance, size, or value of
2. Is there a 'quick fix' – a simple 'control' that can 'hold' the problem or resolve it completely?
3. **Initial Response** (deal with the here and now) and **Significant response** (stop it /reduce the changes or impact of it happening again)
4. Manage the problem from start to finish – check back on progress [own the issue]
5. Who needs you help you solve the problem or take it forward for you?
6. What changes to working practices are needed...

### Reframing problems

- ✓ Problems as challenges
- ✓ What opportunities does this give me?