



Problem Solving

CLB Stage I

Problem Solving means you can communicate with others to try to find solutions to problems.

☐ I can... identify and describe a problem.

For example...

- ☐ Point out a hazard to a supervisor using gestures, words, and simple phrases.



☐ I can... describe a problem and what is causing it.

For example...

- ☐ Read a vacation schedule and identify the problem where two people want the same week off.



☐ I can... understand how to solve a problem.

For example...

- ☐ Know what a supervisor wants me to do when a customer is upset.



☐ I can... find information to solve a problem.

For example...

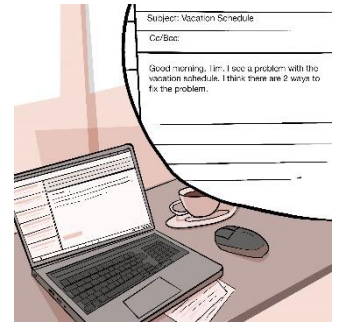
- ☐ Understand instructions on how to report a small workplace accident.



☐ I can... express different options to solve a problem.

For example...

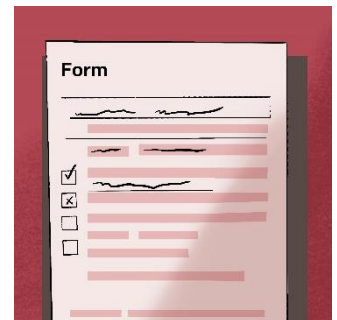
- ☐ Write a short email to a supervisor, briefly describing a problem and suggesting options to fix it.



☐ I can... reflect on the success of solving a problem.

For example...

- ☐ On a simple report form, fill in what I did and why, and whether it worked or not and why.





Problem Solving

CLB Stage II

Problem Solving requires communicating with others in a way that conveys a willingness and ability to find solutions to challenges and unexpected situations.

- ☐ **I can... identify and describe a problem and decide if I need to make a decision.**

For example...

- ☐ Write an email to a supervisor to point out a dangerous working condition and explain the problem and warn colleagues to stay away.

- ☐ **I can... understand the cause of a problem by reflecting on previous problems.**

For example...

- ☐ Identify the possible causes of a problem with a machine by referring to previous incident reports.

- ☐ **I can... understand an issue, make a decision, and suggest a course of action to solve a problem.**

For example...

- ☐ Read and respond empathetically to a customer's complaint email and suggest a possible solution.

- ☐ **I can... understand and help solve a problem which involves recognizing and managing biases, pre-conceptions, and habits.**

For example...

- ☐ Read an employee policy handbook to determine how and why a policy was disobeyed.

- ☐ **I can... voice different options to solve a problem, giving a rationale for and explaining consequences of each.**

For example...

- ☐ Consider strengths and limitations of two different scheduling options to solve a staffing shortage and suggest a compromise.

- ☐ **I can... reflect on the success of the solution to a problem, identifying positive steps taken and lessons learned.**

For example...

- ☐ On a performance evaluation form, write a summary of how a problem at work was handled and how the problem was successfully resolved.





Problem Solving

CLB Stage III

Problem Solving requires communicating with others in a way that conveys a willingness and ability to find solutions to challenges and unexpected situations.

- ☐ **I can... identify the steps that may be required to be taken to solve a potential problem.**

For example...

- ☐ Read an employee complaint and identify the process and who needs to be involved to resolve the problem.

- ☐ **I can... understand a problem, its components and causes to identify ways to mediate risks.**

For example...

- ☐ Read a proposal to evaluate whether the objectives, timelines, work activities and possible challenges will address a given problem.

- ☐ **I can... set up a process to solve a problem and monitor and adjust the process to achieve the best results.**

For example...

- ☐ Interact effectively with a key client to solve a complaint and negotiate a mutually beneficial outcome.

- ☐ **I can... compile relevant information to solve a problem taking into account personal biases and workplace considerations that may have impacted the problem.**

For example...

- ☐ Read and understand employment standards and other documents and details to determine if an employee complaint is justified.

- ☐ **I can... explore different options to solve a problem, giving a rationale for and explaining consequences of each while considering the implications of the different options.**

For example...

- ☐ In a focus group, offer suggestions to increase ease of access to work and indicate any necessary accommodations for employees.

- ☐ **I can... reflect on how a problem was solved, the steps that were taken, the results obtained and the feedback from key participants to share with others.**

For example...

- ☐ Give a presentation to the board of directors to explain the procedure used to solve a complex problem, evaluate the success of the end result.