**Peer Problem Solving**

**Presenter:**

Use reflection sheet to help frame the issue before having the conversation.

**Session Steps:**

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| 1. Presenter (using the reflection sheet) states the issue. Don’t worry too much about the details – relevant details will come out in steps 2 & 3. | 2 minutes |
| 2. Peers asks open ended questions to help surface the possible causes. | 6 minutes |
| 3. Peers asks open ended questions to get to possible solutions and/or action steps (next steps). | 6 minutes |
| 4. Presenter – can ask for some advice (optional). | 4 minutes |
| 5. Close and accountability: Presenter can state what next steps they are going to take and when. Will commit to reporting back to group | 2 minutes |

**Peer Problem Solving Reflection Sheet**

**What’s the impact? Or what can/will be the impact of this continuing?**

**Sample Questions: Identifying Causes & Solutions**

*Getting input from others. Widen your options.*

Often, the person with the problem is the expert on the problem. Your role can be to facilitate the person’s understanding of the situation and identify a solution on their own. Try some of these questions:

Causes

1. How far are you from that goal?
2. How else might you look at this situation?
3. What other perspectives could there be?
4. What else might be going on?
5. How is power and privilege involved in this situation? (also race, gender, culture, age)
6. What do (skills, knowledge, ability, information) is important here?
7. What part is getting in the way?
8. What should we be talking about that will help this situation?
9. How is this issue important?
10. What do you mean by that? What are you really saying?
11. How can I be of most use to you in this conversation?
12. How is this different than \_\_\_\_\_\_\_\_\_\_\_\_ ?

Solutions

1. What are the options? What else?
2. What have you *not* tried yet?
3. Which options seem to be more relevant?
4. What other way is there?
5. Which option seems to be less obvious but might actually work?
6. How do you see the path to where you want to go?
7. What needs to shift for something different to happen?
8. What support do you need (from me)? Others?
9. What are the obstacles in your path?
10. What attitude might you need to adopt to make this happen? What attitude might you need to let go of?