

STRUCTURED PROBLEM SOLVING SKILLS

“THE SUPERVISOR PLAYS A CRITICAL ROLE IN HELPING THE SUPERVISEE OVERCOME ANY AVOIDANCE CONTINGENCIES THAT MAY BE PREVENTING THEM FROM NOTICING OR REPORTING PROBLEMS.”

APPROACH

Teach trainees to identify potential problems and bring it up with supervisor. “Look for smoke.”

REINFORCE

Strengthen reports of problems and shape discrimination skills over time. “Thank you for bringing this up with me.”

MODEL

Describe your structured problem solving steps as you work through a variety of problems (e.g., clinical, staff performance, ethical).

FIVE STEPS TO SOLVING A PROBLEM

1. Detect an emerging problem and describe indicators that alerted you to problem.

2. Define the problem in terms of the functional determinants (i.e., relevant antecedents and consequences).

3. Generate many possible solutions (i.e., brainstorm).

4. Evaluate the pros and cons of multiple options and select a solution.

5. Implement the solution and evaluate the outcomes.

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