**Problem-Solving Approach: Dim 4 :**

How can we apply the Problem-Solving Process to this area of practical inclusion?

Marzano distinguishes between structured (textbook) and unstructured problems, the latter which ‘often have unclear constraints and require unidentified resources: sometimes the goal in not even clear. Unstructured problems also typically have more than one solution.’

**The Steps**

1. Identify the goal you’re trying to accomplish
2. Identify the constraints or limiting conditions
3. Determine exactly how these constraints are preventing you from reaching your goal
4. Identify different ways of overcoming the constraints or meeting the limiting conditions
5. Select and try out the alternative that appears to be the best
6. Evaluate the effectiveness of the alternative you’ve tried. If appropriate, try a different alternative or identify additional ways of overcoming the constraints or limiting conditions.



**The Critical Aspects**

1. Clarify the goal (e.g. problem: parents complaining about children’s test scores at school, car not starting in the morning . . . what are the possible alternative goals: think laterally to frame and re-frame goal statements)
2. Spend enough time on step 2 before moving on to solutions section.
3. Might need to use Decision Making or Invention processes for step 5.
4. The process is about finding the BEST solution, not just any solution to the problem, so step 6 v imp.



**Practice the Process:**

**Goal . . .**

**Other Problem-solving Resources**

<http://www.c-pal.net/course/module3/pdf/Week3_Lesson21.pdf>

<http://www.coe.montana.edu/ie/faculty/sobek/a3/steps.htm>

http://members.optusnet.com.au/~charles57/Creative/Brain/cps.htm