



### Students activity book

Habit- brief explanations <b>Problem solving</b>	Problem solving is the ability to find answers/ solutions (be they theoretical or practical) to the challenging situations you are facing.
A glossary of terms	<p><b>The problem</b> = a situation to be solved, something that has to be changed.</p> <p><b>The solution</b> = the answer, the solution to the problem;</p> <p><b>The conflict</b> = opposition, fight; two or more people that have different opinions/ viewpoints on a situation;</p> <p><b>Behaviour</b> = the way one acts, what we can notice the others are doing (gestures, mimicry, body posture etc.)</p> <p><b>Evaluation</b> = measuring, weighing, comparing</p>
Basic instruments/ materials	<p>The ABCDE problem-solving technique</p> <p>A- <b>Analysing the problem</b> (<i>What is the problem? What do I have to change? When /Where does the problem appear? Who is affected?</i>)</p> <p>B- <b>Brainstorming possible solutions for the problem</b> (<i>Which are the possible solutions?</i>)</p> <p>C- <b>The consequences of putting into practice the solutions</b> (<i>Which are the consequences, the results, the positive/negative effects or the short/long term effects of putting the solutions into practice?</i>)</p> <p>D- <b>Deciding upon a solution</b> (<i>I choose the best solution, taking into account the consequences that have been identified or the resources that are available, the obstacles, the barriers.</i>)</p> <p><b>Evaluating the efficiency of the solution I've chosen</b> (<i>How do I feel? What has changed? What have I learned?</i>)</p>

<p>Short instruction of the training sessions or the activities</p>	<p>At the end of the activity you will be able to:</p> <ul style="list-style-type: none"> <li>○ Identify possible problems;</li> <li>○ Practise your ability to identify/think from someone else's perspective;</li> <li>○ Generate solutions to solve challenging situations in an appropriate way using the ABCDE problem-solving technique;</li> <li>○ Practice your abilities of assertive communication within specific context of social interaction.</li> </ul>
<p>"a bag of tricks" useful pieces of advice and suggestions for the students</p>	<ul style="list-style-type: none"> <li>• The problem does not lie in the person, but in the disrespectful and unfriendly behavior of that person.</li> <li>• You know there is a problem when there is a conflict between two or more people who show different needs, behaviour, attitudes and wishes towards the same thing or situaion.</li> <li>• For each problem there is at least one solution or even more!</li> <li>• Be optimistic, creative and trust your ability to find solutions to your problems!</li> </ul>

**Worksheet**

**The ABCDE Problem-solving technique**

**E- Analyse the problem** (What is the problem? What do I have to change? How/when does it appear? Who is involved/affected?)

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F- **Brainstorm possible solutions of the problem** (we note down possible solutions in a creative and optimistic way, starting from the belief that each problem has got at least a solution, if not several!)

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G- **Consequences of putting the solutions into practice** (What are the consequences, the results, the positive/negative or short-term/long-term effects of putting these solutions into practice?)

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H- **Decide upon a solution** (I chose the best solution, taking into account the consequences that I have previously identified or the resources at hand, the obstacles, the impediments etc.)

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I- **Evaluate the efficiency of the chosen solution** (How do I feel? What has changed? What have I learned?)

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What is the problem?.....

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Who does this problem involve/affect?.....

How/when does this problem manifest itself?.....

What are the expected results after solving the problem? .....

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