

Program Chair - Steps in Problem Solving



Association for Teen-Age
Diplomats

Note: Use the "Program Chair - Information Gathering Form" as appropriate.

Step 1: Collect information from all appropriate sources. Ask for facts and examples (rather than impressions and rumors); look for patterns and causes.

- a) When you receive a call of distress from an International Student (student) or Host Family member, listen to the concerns with an open mind. Be aware of your own feelings and attitudes.

Don't forget to record (this may prove to be critical):

- 1- Date, time, name of person who provided information.
 - 2- Type of contact - by telephone, in person, etc.
 - 3- Who said what.
 - 4- Differentiation between actual fact and perceptions of person(s) reporting to you.
 - 5- What you did to follow up, decisions made, results of those decisions/actions.
- b) Talk with the student alone.
 - c) Talk with the Host Family without the student.
 - d) Talk with the student and Host Family together.
 - e) Talk with school personnel (as appropriate).
Talk with other involved persons.
 - g) Try to determine the significance of the reported behaviors.
 - h) Make an assessment about how serious the problem is.

Step 2: Clarification of issues

- a) Do all parties understand the problem?
- b) Should the ATAD President be informed?

Step 3 : Development of alternatives for solving the problem

- a) Individually (each person):
 - 1- What is the problem? Write a sentence starting with "I".
 - 2- Write down all possible solutions to the problem.

Number the answers with a # 1 as the "best" solution, #2 as the next, etc.

- b) Collectively (all persons involved or assisting):
 - 4- Think about the "best" 1 or 2 solutions. List the steps needed to "do" these things.
 - 5- Choose the solution that you think you can accomplish.
 - 6- Set a time to start and when you want to finish each step.
 - 7- Find someone to help you, that you can talk with as you work on the problem.
 - 8- Think about how you are doing on each step and if you are doing what you planned.

Step 4: Resolution - Carry out the selected alternative.