

Positive Problem Solving

Start by naming the problem

Customer problem/complaint:

Then, use discernment

Is this a problem of ...

1. Different perceptions (e.g. they disagree with a policy or decision)
2. Negative emotions (e.g. they are upset because they feel your decision took something away from their child; they have interpersonal issues with another student or teacher, etc.)
3. Unclear communication (e.g. you failed to communicate to them clearly; they misunderstood a communication or failed to read)

Consider the best method to communicate:

Based on the discernment above (1,2, or 3) which would be the most helpful and positive method for your response?

- a. Email
- b. Phone call
- c. In-person meeting

Positive Problem Solving

Plan and prepare for a phone call or meeting:

Meeting/call scheduled for: _____

Who will join the meeting/call: _____

Supporting facts and notes:

Desired outcome:

Solutions/ideas to achieve that outcome:

Exit and follow-up plan:
