

10 Tips For Solving Problems

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1. Say what you really want to say ABOUT THE ISSUE. It is often easy to go on and on tiring the listener, OR not give them enough information to respond to.
2. Be concise – adding information not relevant can sometimes confuse the listener.
3. Be firm and persistent.
4. Use “I” statements in contrast to “You always...” or “You never...” statements.
5. Report and describe your feelings rather than venting them. Venting serves to build walls of resistance rather than generate solutions.
6. Watch the tone of your voice.
7. Have eye contact. This lets the other individual know you are committed to solving the problem.
8. Be as relaxed as possible. This can be tough when first beginning.
9. Avoid nervous laughter (it diminishes power), nervous gestures (it distracts), and jokes (results can be unpredictable).
10. Avoid whining, pleading, screaming, and using sarcasm.

“He who is slow to anger is better than the mighty; and he who rules his spirit than he who takes a city.” (Proverbs 16:32 NKJV)