

# Problem Solving Skills

## Synopsis

Problem solving is the process of identifying a problem, developing possible solution paths, and taking the appropriate course of action. The ability to solve problems is a basic life skill and is essential to our day-to-day lives, at home, at school, and at work. We solve problems every day without really thinking about how we solve them.

### ➤ **Why are problem-solving skills important in the workplace?**

Here are four reasons why problem-solving is an important skill to have in the workplace:

#### **1. Strategy prioritization, planning, and execution**

Efficient problem-solvers can carefully assess customer requirements and put together a plan that helps them provide a brilliant service to their intended audience.

#### **2. Out-of-the-box thinking**

Problem-solving and creative thinking go hand-in-hand. It is not a matter of putting a band aid over an issue but finding a way to fix it dynamically and creatively.

#### **3. Better time management**

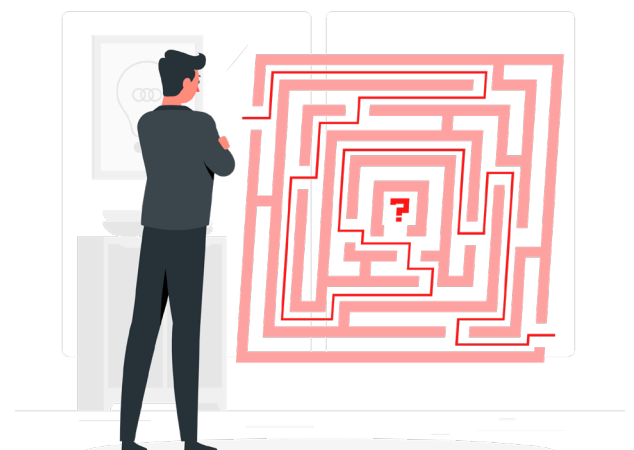
When a problem arises, it needs to be fixed at the earliest.

**Why do employers hire employees? To help them solve problems. Whether you're a financial analyst deciding where to invest your firm's money, or a marketer trying to figure out which channel to direct your efforts, companies hire people to help them find solutions.**

**Problem-solving** is an essential and marketable soft skill in the workplace.

So, how can you improve your problem-solving and show employers you have this valuable skill? we'll cover:

Problem-solving skills are the ability to identify problems, brainstorm and analyse answers, and implement the best solutions.



## ➤ Why are Problem Solving skills important?

Problem-solving skills are the most sought-after soft skill of 2022. In fact, 86% of employers look for problem-solving skills on student resumes, according to the National Association of Colleges and Employers.

“Employers are looking for employees who can make decisions independently, especially with the prevalence of remote/hybrid work and the need to communicate asynchronously,” Eric Mochnacz, senior HR consultant at Red Clover, says.

“Employers want to see individuals who can make well-informed decisions that mitigate risk, and they can do so without suffering from analysis paralysis.”

### Problem Solving includes 3 main parts:

1. Identifying the problem
2. Analysing possible solutions
3. Deciding on the best course of action

\*Once you've figured out where the problem is coming from and what solutions are, it's time to decide on the best way to go forth.



### How to Improve Problem-Solving Skills

- Learn to identify Problems
- Collaborate
- Adapt
- Put yourself in the middle of tough moments
- Problem Solving: The bottom line;  
Companies always need people to help them find solutions — especially proactive employees who have practical analytical skills and can collaborate to decide the best way to move forward.



## Key Takeaways

- ⦿ Problem-solving skills help you determine why an issue is happening and how to resolve that issue.
- ⦿ It's one of the key skills that employers seek in job applicants.
- ⦿ Problem-solving starts with identifying the issue, coming up with solutions, implementing those solutions, and evaluating their effectiveness.
- ⦿ Since this is a skill that's important to most employers, put them front and centre on your resume, cover letter, and in interviews.

## Critical Thinking

### Synopsis

Critical thinking is the systematic evaluation or formulation of beliefs, or statements, by rational standards. It is systematic because it involves distinct procedures and methods. It entails evaluation and formulation because it is used to both assess existing beliefs (yours or someone else's) and devise new ones.

### ➤ Why Is Critical Thinking Important in the Workplace?

Critical thinkers make the best decisions, most often. And in the workplace, where choices about how to complete tasks, communicate information, relate with co-workers, and develop strategy are so common, critical thinkers are extremely valuable.

Using your critical thinking skills in the workplace will define you as a problem solver. This is not only useful career-wise (although having upper-level people at your company think highly of you is undoubtedly a benefit) it also establishes you as a leader among your fellow team members. Demonstrating your ability to solve problems and accomplish goals effectively will help instil confidence in you with all your co-workers.



## ➤ What Is Critical Thinking?

Critical thinking is the process of analysing a topic or a problem deeply based on relevant information. Here are some common steps to follow when thinking critically to solve a problem:

- Identify an issue or a problem.
- Understand the reason behind a problem and its solution.
- Research and collect data or information on the issue.
- Sort and organise findings and data.
- Develop and implement solutions.
- Analyse the success and failure of different solutions.
- Identify ways to refine solutions.

