

## Communication Skills Training: Problem Solving Among Co-workers

Indian Health Service  
Division of Diabetes Treatment  
and Prevention

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### Support Teamwork

- Take time for relationship
- Share information
- Be open to learning from each other
- Become involved

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### Identify the Problem

- What makes the problem a problem?
- Describe what went wrong.
- What do others feel about the situation?
- Was there anything that made the problem worse?

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## Identify Common Goals

- What outcomes are best for those involved?

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## Identify Possible Options

- Brainstorm
- Be open to new ideas
- Think creatively
- Use humor

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## Choose the Best Solutions

- Who does what?
  - Clarify roles & responsibilities.
- What is the timeline?
- How do you know it works?

*Problem-solving works best with everyone doing their part!*

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