



## PROBLEM SOLVING COMPETENCIES

**Description:** the ability to plan for, identify, analyse and resolve problems, to handle and find solutions to difficult or unexpected situations and complex challenges on productions or projects.

Main task	Be able to	Understand
<b>Problem solve effectively when working on projects and productions</b>	<ol style="list-style-type: none"> <li>1. agree plans in advance with colleagues for how you can deal with unexpected contingencies when they arise</li> <li>2. monitor your activities and progress so that you can spot any problems or changes as they occur</li> <li>3. analyse, understand and spell out problems, and suggest and agree practical solutions to keep your project on track</li> <li>4. come up with a few different possible solutions to problems that you and colleagues can choose between</li> <li>5. report problems to colleagues or managers and get practical support in finding solutions</li> </ol>	<ol style="list-style-type: none"> <li>1. how to spot actual and potential deviations from schedules and plans</li> <li>2. the kinds of unexpected events (including delays) which may come up on projects and productions, and practical ways of dealing with them</li> <li>3. how to adapt your work and plan solutions to deal with unexpected events and issues</li> <li>4. how to respond positively to change</li> <li>5. how to develop confidence to make decisions even when very little information is available</li> <li>6. the importance of focusing on solutions rather than problems</li> </ol>
<b>Deal with problems effectively with colleagues, partners, suppliers, clients and customers</b>	<ol style="list-style-type: none"> <li>1. inform others promptly of any difficulties or problems with completing tasks and agree alternative actions with them</li> <li>2. work together to identify alternative approaches to deal with changes in requirements or available resources</li> <li>3. take account of other people's views and concerns, sharing your different priorities, expectations and attitudes</li> <li>4. anticipate and proactively communicate changes in plans to address issues and problems to partners, clients or customers</li> <li>5. deal proactively with clients' or customers' complaints or problems</li> <li>6. support junior colleagues where appropriate in addressing problems and coming up with solutions</li> </ol>	<ol style="list-style-type: none"> <li>1. the planning, decision-making processes and supplier relationships across different teams, departments and organisations</li> <li>2. the importance of considering the needs of other teams and organisations in your own thinking, planning and decision-making</li> <li>3. practical ways to consult with colleagues, partner organisations and suppliers on key decisions and activities to address problems</li> <li>4. how to get your own point of view across even when communicating with more senior or experienced colleagues</li> <li>5. how to positively communicate problems and necessary changes in plans and a project</li> <li>6. the risks of over-promising or acting solely for the short term in relationships with others, when dealing with problems</li> </ol>
<b>Advanced: deal with problems with costs or budgets</b>	<ol style="list-style-type: none"> <li>1. identify and record potential problems and situations that could affect costs or budget plans</li> <li>2. spot the causes of any significant changes in costs or budgets from what was planned, and take prompt actions to address the problem</li> <li>3. propose amendments to budgets, if necessary, to respond to changes and unexpected issues</li> </ol>	<ol style="list-style-type: none"> <li>1. the different types of practical actions you can take to address changes in costs and budgets</li> <li>2. how unexpected situations on productions or projects can affect a budget and how to deal with them</li> <li>3. who to keep informed about issues that could affect costs and budgets</li> <li>4. how to negotiate, agree and record changes to budgets</li> <li>5. who needs to agree revisions to budgets</li> </ol>

	4. get agreement or approval from relevant colleagues or managers for any changes to budget plans	
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**Also see:** Managing costs; Contracts and permissions; Planning; Negotiating