

The steps to 6 Point Problem Solving

1. Identify each person's problem as they see it
2. Brainstorm the needs and wants of each person [Listening]
It is what each person SAYS they need rather than what you THINK they need.
Look for needs "in common". This is not yet the time for solutions.
3. Brainstorm solutions which meet those needs [Listening]
Rules for brainstorming:
 - Get Ideas out without discussion
 - Expect wild ideas
 - No criticisms or judgments... NO evaluations
 - Quantity of ideas counts, not just quality....Build on each others' ideas
 - Record ALL ideas
 - Be spontaneous
4. Evaluate solution(s) and choose win/win [Listening]
Each person decides if a given solution is good for them or not.
Negotiation is appropriate to adjust solutions.
5. Implement chosen solution(s)
One or more solutions may be tried.
6. Evaluate results after some time has passed and if unsatisfactory, return to the above process.
Agree on a time after solutions are implemented to determine if all parties were satisfied.