Step	Question to be Answered	Creative Thinking	Critical Thinking	Next Step Requirements
I. Identify Problem	What needs to be changed?	Consider possible problems	Agree upon a specific problem	Describe desired state in observable terms
II. Analyze Problem	What's preventing us from reaching the desired state?	Identify possible causes	Identify and validate key causes(s)	Document and rank key causes
III. Generate Possible Solutions	How could we make the change?	Develop ideas on how to solve the problem	Identify most likely solutions	Create a defined solution(s) list

Group Problem Solving Process
Steps I-III

Creative thinking is also called divergent thinking; Critical thinking is also called convergent thinking

Step	Question to be Answered	Creative Thinking	Critical Thinking	Next Step Requirements
IV. Select and Plan the Solution	What is the best way to correct the problem?	Evaluate potential solution(s) using various criteria Generate ideas on how to implement the solution	Agree upon solution(s) Agree upon implementation and evaluation plans	A plan for making and monitoring the Change Measurement criteria to evaluate solution effectiveness
V. Implement Solution	Are we following the plan?		Agree upon contingency plans (if necessary)	Solution(s) are in place
VI. Evaluate Solution	How well did it work?	Identify and share lessons learned	Agree upon the effectiveness of the solution Identify any continuing problems	Verify the problem is solved. If not , recycle to Step II

Group Problem Solving Process
Steps IV-VI