PROBLEM SOLVING

WHAT IS IT?

The ability to recognize and understand a problem, gather ideas to solve the issue, and then decide on the best solution.

WHY IS IT IMPORTANT?

Employers in all industries place high importance on hiring candidates with this skill. Having Problem Solving skills can help make the work environment run more efficiently and customer relationships stronger.

HOW CAN I GET BETTER AT IT?

- Practice active listening and asking questions to understand all sides of a problem
- Identify a problem you, or someone you know, are having and brainstorm solutions
- Make a list of steps to take to successfully solve a problem

WHAT ARE SOME EXAMPLES OF IT?

TIP: Think of examples you might have from your own experience and keep them in mind for when you prepare for interviews!

- Troubleshooting and resolving technical issues
- Helping a difficult customer find a solution to their issue
- Coming up with new ideas to make something better
- Finding an alternate solution when plans change
- Correcting a mistake at work
- Thinking outside the box

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TIME TO APPLY
PROBLEM SOLVING

PRACTICE INTERVIEW QUESTIONS FOCUSED ON PROBLEM SOLVING SKILLS

- What are the steps you would take to resolve a problem?
- Can you share a time where you had to use problem solving to fix an urgent situation at home or at work?

REFLECTION

- What are some examples where you had to use problem solving in your classes?
- How could problem solving be used in your current job or in the career you want to have?
- Why do employers want people who can solve problems and come up with new ideas?

WHAT DOES CAREER SERVICES DO?

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