# Synergistic Problem-Solving Model

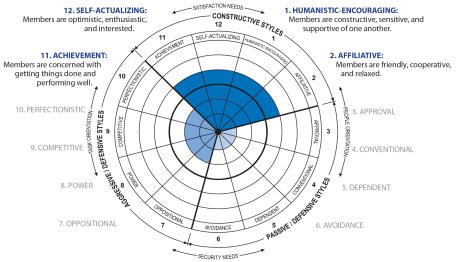
## **EFFECTIVE DECISIONS**

Quality

#### Rational Skills

- Analyzing the Situation
- Setting Objectives
- Simplifying the Problem
- Considering Alternatives
- Discussing the Consequences

Task Skills Knowledge Resources



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Acceptance

### Interpersonal Skills

- Listening
- Supporting
- Differing
- Participating
- Striving for Consensus



**Consensus:** Work toward a solution that all members accept as logical and feasible.

**Participating:** Ask less talkative members openended questions.

**Differing:** Clearly express concerns in a way that does not suggest that the other person or his/her ideas are wrong.

**Supporting:** Mention the specific elements that you find useful in what the person has said and build on these useful elements.

**Listening:** Before Speaking, first summarize what the previous person has just said to that person's satisfaction.