

Resilience Spotlight

NGB Ready & Resilient Schoolhouse



MRT Skill: Problem Solving

What is the skill?

Problem Solving is a 6-step process that can help us counter our own biases in order to understand our complex problems more thoroughly and develop effective solution strategies.

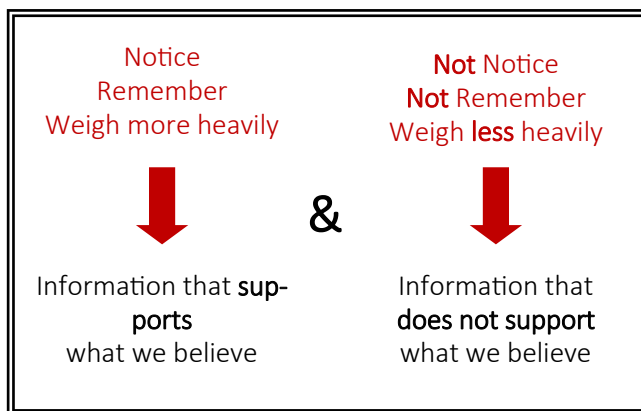
What competency does the skill build?

Problem Solving builds **Mental Agility** by providing a process to deliberately consider alternative perspectives regarding a problem in order to help us understand the issue more thoroughly and be more accurate.

The Confirmation Bias interferes with Problem Solving

Our brains are hardwired to process information differently according to whether or not that information supports something we believe.

The **Confirmation Bias** causes us to:



How the Confirmation Bias works

- Information that could be interpreted multiple ways is automatically interpreted in a way that supports our belief.
- We don't actively look for information to prove ourselves wrong.
- We put more credibility on evidence that supports our belief, and discount evidence against our belief.
- Once we find evidence to support our belief, we stop gathering data.

The Confirmation Bias can make it difficult for us to accurately understand what might be causing our complex problems, so we need to deliberately look for information we might be missing.

The Problem Solving Model

- 1 What is the problem you're trying to solve?**
Be objective
- 2 What caused the problem?**
Why do you think the problem happening?
- 3 What did you miss?**
Be flexible—what else could have caused the problem?
- 4 What's the evidence that each factor caused the problem?**
Be accurate, look for data and evidence
- 5 What really caused the problem?**
Based on evidence, gain clarity and determine control
- 6 What can you do about it?**
Develop action plans to create positive change

Apply it

Fight the Confirmation Bias.

We're all affected by the Confirmation Bias, so when you need to make sure you're being accurate, fight back using these 3 tips:

Write it down.

Write out your thoughts, beliefs, evidence, and plans on paper to help yourself get some distance.

Ask fair and neutral questions to gather evidence.

Gather both evidence for and against your thoughts by asking yourself fair questions that address both sides of the story.

Consult with others.

Get other opinions and ask for help gathering evidence. Find someone who can be objective.