

Collaborative Problem Solving – The Process

- **Step 1: Empathy** - Achieve an understanding of a student's concern related to a given problem

Keys To Success	Key Language
<ul style="list-style-type: none"> • Don't rush it • Don't fake it • Remain neutral 	<p>"I've noticed that...what's up?"</p> <p>"I don't quite understand...can you tell me more about that?"</p> <p>"How so?"</p>

- **Step 2: Define Problem** - The adult brings his or her concern about a problem or unmet expectation into consideration

Keys To Success	Key Language
<ul style="list-style-type: none"> • The student needs to be convinced that you're just as invested in his concern as you are in your own • Don't consider solutions at this step 	<p>"I think I understand, the thing is..."</p> <p>"My concern is..."</p>

- **Step 3: Invitation** – Summarize both concerns and invite the student to solve the problem collaboratively.

Keys To Success	Key Language
<ul style="list-style-type: none"> • Resist the temptation to offer solutions • Don't be a genius • Remember that the solution must be realistic and mutually satisfactory 	<p>"I wonder if there's a way..."</p> <p>"Do you have any ideas?"</p>