






# Empowering Your Staff to Solve Problems: Evidence-Based Training for Strategic Thinking

## What's Your Problem Solving Scenario?

Briefly describe problem solving that you would like to teach at your library. Problem solving is a process by which the learner discovers a combination of previously learned rules and plans their application to achieve a solution for a novel problem situation.

## Which Categories of Learning Appear in Your Scenario?

Which of the following categories of learning can you identify in your problem solving scenario? Just list the ones that your learners haven't already learned.

					
	Motor Skills	Attitudes	Verbal Knowledge	Procedural Knowledge	Thinking Strategies
Description	Require coordination of muscles	Mental states which influence behavior	Being able to state or describe something	Learning to distinguish between things; learning how to do something	Ways learners manage their own thinking and learning
Examples	<ul style="list-style-type: none"> <li>• Repairing books</li> <li>• Applying labels</li> <li>• Inserting tattle tale strips</li> <li>• Removing jammed paper from a printer</li> </ul>	<ul style="list-style-type: none"> <li>• Acceptance of diverse perspectives</li> <li>• Buy-in for planned change</li> <li>• Believe in one's own ability</li> </ul>	<ul style="list-style-type: none"> <li>• The name of a service</li> <li>• "A database consists of records"</li> <li>• Cataloging as a field of practice</li> </ul>	<ul style="list-style-type: none"> <li>• Distinguishing a book from a bound journal</li> <li>• Faculty are allowed unlimited renewals</li> <li>• Procedure for renewing a book</li> </ul>	<ul style="list-style-type: none"> <li>• How to decide what to pay attention to</li> <li>• Remembering to change approaches</li> <li>• Rubber duck debugging</li> </ul>
In Your Scenario					
Teaching Strategies	Practice with feedback	Enlist a respected model	Use goal-free problems	Use job aids	Use cognitive apprenticeship
Provide opportunities to practice with detailed, informative feedback					

## Tips for Teaching Problem Solving

1. Use goal-free problems
2. Use job aids
3. Use cognitive apprenticeship
4. Provide practice

## Brainstorming Space!