

# LEARNER WORKBOOK

Unit 12 – Problem Solving



RSAS Training Strategy Project 2018



## Activity 1: What Kind of Decision?

This activity is a group discussion which exercises your skills in analysing problems.

You will need a flip chart or butchers paper and markers.

**Time required:** 10 minutes

### Instructions:

1. Identify three small decisions you make every day as a RSAS officer.
2. What formal decisions do you need to make as a RSAS officer?
3. Identify one problem where the community needs to make a decision.
4. Now that you have identified these problems and the decisions, prioritise them using the urgent-and-important process. Give them a number starting with 1 being the highest priority and continue numbering to the lowest priority. Discuss why you have given the decisions this priority.





## Activity 2: Fast and furious brainstorming.

This is a fun activity which is best completed on a whiteboard or flip chart.

The aim is to create as many solutions to a problem in the shortest possible time. The target is 14 ideas in 7 minutes.

Use the picture below as a pattern or template for recording your ideas.

**Time required:** 7 minutes for the activity. 5 minutes for feedback.

### Instructions:

1. Choose one problem in your community that the RSAS team can help with.
2. Ask for a volunteer who is willing to come out the front and explain the problem.
3. Ask for two volunteers to keep a record of suggestions.
4. When the trainer starts the stop watch, the group has 7 minutes to come up with as many ideas for solutions as possible. 14 ideas is the target.





## Activity 3: Half the kids can't get to school

This is a team activity that you will do without the trainer's help. The ideal number for each team is three. At the end of the activity, each team will report back to the class group.

You will need butchers paper and marking pens.

**Time required:** 20 minutes for problem solving. 10 minutes for reporting back

### The problem

There is a creek on the way to school. Half the kids live on the side where the school is. The other half live on the other side.

There has been a lot of rain and the creek is flooded. Half the kids can't get to school and it looks like it will be at least a week before the road is open. What should you do?

### Instructions:

1. Decide what kind of problem this is. Big or small? Simple or complex? Formal or informal?
2. As a team work through the problem using the Problem Solving Loop and any techniques you decide are the best ones for this situation.
3. Decide what the best solution is.
4. Report your decision back to the class group, explaining why you made this decision.



## Activity 4: My Help File

For this activity you will need note paper and a pen

**Time required:** 10 minutes

### Instructions:

1. Make a list of all the community groups and other support networks you can call on to help resolve problems. Don't forget to add groups outside your community such as the Aboriginal Legal Service.
2. Make sure you add a name and a contact address and telephone number.
3. Keep this list in a notebook, on your mobile phone, or somewhere you can easily find it.



### MY HELP FILE

**NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_

**NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_

**NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_

## Note Page:



## MELBOURNE

Level 8, 20 -22 Albert Road  
South Melbourne  
VIC 3205, Australia

Phone: +61 3 9624 2300  
Email: [nesa@nesa.com.au](mailto:nesa@nesa.com.au)

## SYDNEY

Level 1, 33-35 Belmont Street  
Sutherland  
NSW 2232, Australia

Phone: +61 2 9119 3098  
Email: [rsas@nesa.com.au](mailto:rsas@nesa.com.au)