



Steps for Fixing a Problem Where Everyone Is Happy

1. Name the problem you want to fix

Listen to every one and figure out:

- Who cares about the problem?
- What are all the things going on with the problem? What do you think is making it a problem?
- What does everyone, all the different groups, who care about the problem, really want?

2. Ask how people feel about the problem

- Explain how you feel without putting other people down.
- Don't talk too much about different things that haven't worked to fix the problem in the past.
- Speak for yourself, only what your opinion is. Don't say how you think others feel. Say what you really mean.

3. Think of ways to fix the problem

- Get people to give as many different ideas as they can think of to solve the problem. Don't talk about the ideas yet, just write them down.
- Remember to be creative [think of different kinds of ways]. *see KASA's tip sheet, Different Ways Of Making Change*

4. Decide how to fix the problem

- Look over the different ideas people came up with. Talk about them and see which ones everyone thinks would work. Pick the ideas people like to and make the problem better.

5. Everyone agree to act

- Everyone agree to work on the ideas to fix the problem.
- Figure out a time in the future to meet and to check on how the ideas are working.
- End things with something nice like a handshake, smile or hug.