analysis & resolution

~ analysis - detailed examination of something to understand its nature
~ resolution - the act of determining an answer or solution to a problem

Problem-solving skills are a *set* of soft skills to use in difficult, unexpected, or complicated matters that arise in the workplace. Whether you're an entry-level employee or a C-level executive, problem-solving skills are a critical tool in your toolbelt.

Equipping yourself with the skills to actually solve problems has another amazing side effect: Problem-solving soft skills can allow an individual to prepare for problems *before* they happen. Analysis skills and resolution skills are among the top 2 skills needed to *effectively* problem solve.

ANALYTIC SKILLS

Analytical skills are crucial when it comes to problem-solving. An employee who has the ability to make analysis-based decisions is going to be extremely helpful in a company's overall success.

Depending on the problem or challenge at hand, analytical skills can involve detecting patterns, analyzing raw data, asking open-ended questions, listening, creating theories, and making hypotheses based on multiple factors.

Great research skills will allow you to do just that. Researching allows you to get deeper into the daily processes. Research allows you to identify what works, what could work better, and what doesn't work at all.

The ability to research allows an individual to diagnose the *actual problem*, not just the symptoms. For example, a missed deadline might seem to be the problem. In actuality, it may be that poor communication or work overload is the actual problem.

RESOLUTION SKILLS

After analysis, it's time to make a decision towards resolution:

Consider the Consequences This helps you determine how your final decision will impact your company, and others involved. In this step, you will be asking yourself what is *likely* to be the results of your decision.

This is an essential step because it allows you to review the pros and cons of the different options that you found during your analysis. It allows you to consider the implications of your decision, before you make it.

Make Your Decision Now that you have identified the goal, analyzed all necessary information, and weighed the consequences, it is time to make a choice and actually execute your final decision. Understanding that this step can cause some people a lot of anxiety is important because this is where you have to trust your instincts.

PRO-TIP: Evaluate Your Decision Once you have made your final decision and put it into action, it is necessary to *evaluate* the decision and the steps you have taken to ensure that it works. This final step is just as important as the previous steps, if not more important, because it will help you to further develop your decision making skills for future problems.