

Q What is a problem-solving process?

A A problem-solving process is a defined series of steps for finding a problem's solution or a question's answer. Instead of working from memory or using intuition, the student progresses through phases of analysis that require logic and thinking about each part. Repeated experience doing this pattern of steps allows the learner to internalize the problem-solving framework and apply it to a variety of situations.

Students who master this skill will eventually be able to apply it in the "real world." One familiar example of a problem-solving process is the "Scientific Method" used for lab experiments. Jobs in corporate and governmental settings have established multi-step processes for problem-solving and decision-making that their employees are expected to carry out and prepare reports on.

The links below provide a couple of examples.

- [Example 1:](#) Management
- [Example 2:](#) North Carolina Department of Environment and Natural Resources