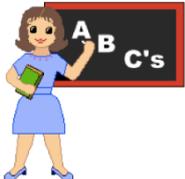


## Problem Solving Process: Steps to Solve a Problem

Step	Looks like	Sounds Like
<b>1</b>	<p><b>Use Words</b></p> 	<p>Stand up straight, eyes looking towards the person and use '<u>I statements</u>' respectfully:</p> <p>“Please stop! <u>Barney</u> I don’t like it when you <u>take my hat</u>. Please don’t take my hat.”</p> <p><i>Older students might add</i></p> <p>“I would prefer it if... (e.g. you played tag with me)”.</p>
<b>2</b>	<p><b>Ignore</b></p> <p><u>Action:</u> Respectful hand up, close to your bod</p> 	<p>Quiet, no sound or attention given to the person.</p> <p><u>Ignore by:</u></p> <ul style="list-style-type: none"> <li>Not listening</li> <li>Not looking</li> <li>Not speaking</li> <li>Not laughing</li> <li>Turn your body away</li> </ul>   
<b>3</b>	<p><b>Walk Away</b></p> 	<p>Continue to ignore the person and move away to a different area.</p>
<b>4</b>	<p><b>Ask a Friend to Help</b></p>  <p>A good friend is calm and listens well.</p>	<p>Say: “I have asked <u>Barney</u> not to <u>take my hat</u> because I don’t like it. Please can you help me solve the problem.”</p> <p>Friend says: “Yes let’s go and talk to <u>Barney</u>.”</p> <p>Friend says to <u>Barney</u> respectfully: “Please think about the right thing to do and <u>give the hat back</u>, people don’t like it when you <u>take their hats</u>.”</p>
<b>5</b>	<p><b>Ask a Teacher or Leader to Help</b></p> 	<p>Friend helper and Student go to teacher or a Year 6 leader.</p> <p>Teacher/leader says: “Tell me what you have done to solve the problem”. Prompt students to describe the 5-step problem solving process.</p>