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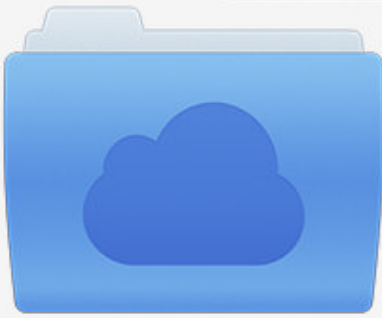
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[Solving Problems Essay 0.12](#)

According to D’Zurilla, Nezu, & Maydeu-Olivares (2004), a problem is any life situation or task that demands a response, but no effective response is immediately apparent or available because of the presence of one or more obstacles. (p. 12) When attempting to solve a problem, it is crucial that one defines the problem accurately and does not generalize or make assumptions, as this will impede the solution of the problem. Once the problem has been described accurately, one can continue in the problem-solving process in order to obtain a solution to the problem.

The problem-solving process is a tool that is used to give structure and methodology to the process of seeking a solution to a problem. It is important to use a process when solving a problem because it ensures that the solution will be as accurate as possible. The problem-solving process is composed of a sequence of steps which should be followed in a chronological way. The steps in the problem-solving process are recognizing the problem, defining and representing the problem mentally, developing a solution or strategy, organizing knowledge about the problem, allocating mental and physical resources to solve the problem, monitoring progress towards the goal decided upon, and evaluating the solution for accuracy (Davidson & Sternberg, 2003). In the problem-solving process, the most important step is correctly defining and describing the problem. As Titus (2000) states, “Past research suggests that individuals frequently spend insufficient time and effort defining problems and thus fail to fully grasp their scope (Couger 1995). How one defines the problem directly affects the path taken toward resolving it.” During the description of a problem, if one over-exaggerates details concerning the problem, the solution aimed for will be inappropriate to solve the problem; this is why the description of the problem is the most important step in the process.

A few of the things that can affect the problem-solving process are ethnicities, an ever-



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