UNDERSTANDING PROBLEMS

Step 1 - Get Clear

What is the problem you're trying to solve?

Why is this problem so important?

What happens if this problem isn't solved?

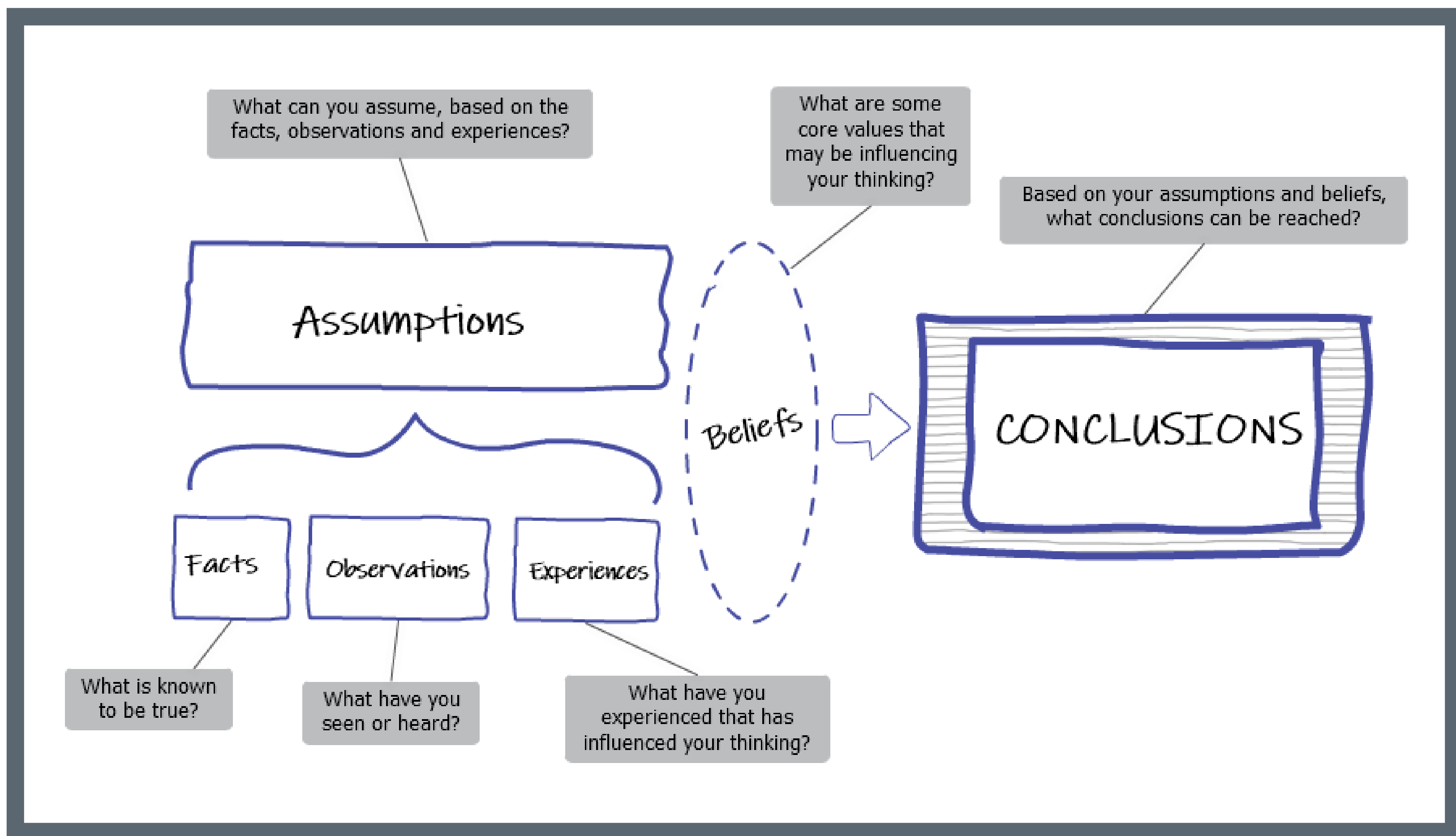## Step 2 - Build your Conclusions

Facts:

Experiences:

Observations:

Assumptions:

Beliefs:

CONCLUSIONS:

A diagram showing the critical thinking process with the following labeled elements:

Assumptions — What can you assume, based on the facts, observations and experiences?

Beliefs — What are some core values that may be influencing your thinking?

CONCLUSIONS — Based on your assumptions and beliefs, what conclusions can be reached?

Facts — What is known to be true?

Observations — What have you seen or heard?

Experiences — What have you experienced that has influenced your thinking?

Step 3- Review your Thinking

What stood out about this process? Any surprises?

What gaps still exist? What do you need to investigate further?

What questions do you still have?

What are your next steps?