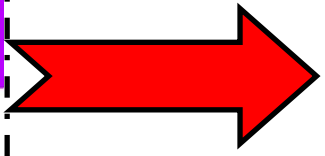
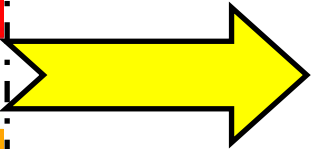


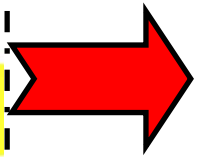
# Problem Solving Process for Incidents



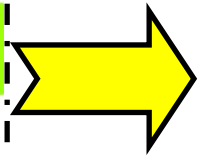
Identify the problem



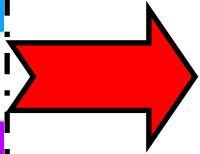
No value judgements



Listen without interrupting



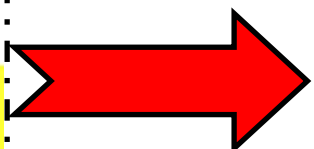
Respectful conversations



Focus on the behaviors not  
the individuals



Brainstorm solutions



Select best solution