

BLEA PROBLEM SOLVING QUESTIONS

1. Who are the clients?
2. What seems to be the problem? What are the issues?
3. What are your clients' perspectives on the problem? (Needs, Demands, and Expectations)?
4. What additional information is required?
5. What/who are the sources for that information?
6. Who are your potential partners in defining the problem and acquiring information?
7. How will you gather and analyze the information in partnership, where possible and appropriate?
8. Given additional information acquired, how would you redefine the problem and with which partners?
9. What alternative strategies are available to address the problem?
10. What would be your primary response?
11. What criteria would you use to determine whether the response was successful?
12. Develop an integrated plan and respond, with the assistance of partners where appropriate.
13. Using criteria for evaluation established with clients and partners:
 - A. What worked? What didn't work?
 - B. How could the response have been improved?
 - C. Are there links to other similar situations?
Is there the potential for preventive action?
Are there strategic or operational priorities that require reassessment?