What are the six steps in the problem-solving process?

1.

2.

3.

4.

5.

6.

What are some benefits to using a formal problem-solving method?

1.

2.

3.

How can you improve your problem-solving skills?

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Think Critically

Must the six steps in the problem-solving model be performed in the order described? Why or why not?

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How do you think strong communication skills can improve the problem-solving process? Provide specific examples of how a business owner might use communication skills to resolve a problem.

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