

# Tackling Practical Problems & Difficulties

## The 'Seven Steps'...

First, read through this example with your guide: Adam hasn't worked any overtime this month and has a problem – 'I am short of money!' This is true but isn't a clear target for change. Adam needs to decide which aspect of being short of money is causing him the most difficulty. By doing this, he can decide which problem to tackle first – he chooses the specific problem 'I can't pay my rent.'

**STEP 1** – Define the problem as clearly as possible... E.g. 'I can't pay my rent'.

**STEP 2** – Think of as many solutions as possible...

- a.) Borrow money from a loan company
- b.) Arrange an overdraft
- c.) Do nothing at all

**STEP 3** – Think of the advantages and disadvantages of each solution...

Solution	Advantages	Disadvantages
Borrow from a loan company	Solves the immediate problem	Very high interest rate
Arrange an overdraft	I can pay the rent	I will have to do overtime next month to pay it off
Do nothing	Takes no effort	I could lose my flat

**STEP 4** – Choose a solution which is helpful and achievable...

E.g. Adam chooses to try to arrange an overdraft at the bank.

**STEP 5** – Plan the steps needed to carry out the solution...

- a.) Decide to phone the bank
- b.) Find the phone number on my bank statement
- c.) Phone first thing in the morning and don't put it off
- d.) If it's difficult to get through, keep trying.

**STEP 6** – Carry out the plan...

**STEP 7** – Review the outcome...

- a.) Did the solution work?
- b.) Were there any disadvantages?
- c.) What have I learned from the situation?
- d.) What might I do differently next time?

Talk through this example with your guide... Do you have any practical problems like Adam's at the moment? Are you doing anything about them? See if you and your guide can work out a Seven Step plan for each problem you are faced with.

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