



Misty River
CONSULTING

De-escalation and Problem Resolution Method

Method Step	Useful Tool
Get to a safe place and vent.	A Notepad or Journal
Get above it: Facts to Themes to Problem Statement	Facts to Themes to Problem Statement method Post-it notes Microsoft sticky notes
Look at what causes the problem – Five Why's	The Five Why's template
Identify at least three potential options for solving the problem.	
Analyze the solutions using Rational Choice Criteria.	Solution Rational Choice Criteria template
Given the analysis, pick a solution	
Create Action Plan to guide your solution implementation.	Action Plan template
Evaluate what worked, what didn't, and what you might do different	What Worked What Didn't Future template
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Credit Card Size Version



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