

Chapter 9 Notes

Using the text/PPT, answer the questions for each section.

Identifying Problems: The information starts on page 181.

1. Define the types of problems and give an example of each.
 - a. **Simple:**
 - b. **Low-impact:**
 - c. **High-impact:**
 - d. **Social:**
2. What is the difference between a symptom and a problem? Give an example of each.
3. How is procrastination a problem for people?
4. What are two ways denial can hinder problem solving?
5. Why is it important to have a positive approach when handling problems?

Management Skills: The information starts on page 187.

1. What is the management process and why is it important?
2. What are the three reasons to have goals?
3. What are the guidelines for goal setting?
4. Explain the following terms:
 - Long-term goals:**
 - Short-term goals:**
5. Give an example of each type of goal.
 - Long-term goal would be...
 - Short-term goal would be...
6. How do you define **resources** in general?
7. **Human Resources** are
 - An example would be:

8. **Material Resources** are

An example would be:

1. **Community Resources** are

An example would be:

10. Explain what it means to become **resourceful**.

11. What are the important parts to managing your time?

12. What are the important points for making a sound decision and why is it important to understand them?

13. How do you see **assertiveness, feedback, I-messages** and **listening** being useful in making good decisions?

14. Why is taking responsibility for your decisions important? Give at least 3 reasons.

15. What is **fairness** and what are two qualities that create fairness?

16. What are **ethics**, and how do they influence decision-making?

Problem Solving Process Study Guide –The information starts on p. 196.

Fill in the information for each topic based on the text/PPT information.

Identify the problem:

Identify your options:

Evaluate options:

Gather information:

Consider the consequences:

Choose the best option for you:

1. Make a plan:

2. Carry out your plan:

3. Changing your mind:

4. Evaluate what happened:

5. Look to the future: