



The New Era of Community Policing

Problem Solving Workbook

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Western Community Policing Institute
Western Oregon University



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Problem Solving Worksheets I

Name:		Date:
Location:		
Contact:		
SCANNING		
Define the problem: (be specific)		
Known Facts (Credibility & Reliability):		
Identify Stakeholders – Who is affected by this problem?		
Victims	Suspects	Locations
ANALYSIS (Investigation)		
Third Party Stakeholders		

ANALYSIS (Investigation) cont.	
<p>Determine the <u>questions</u> that you have for each individual or group that is affected by this <u>problem</u>. What specific source would you go to for the answer? <u>Gather information</u> to answer your questions.</p>	
Questions	Answers
<p>Victims:</p>	
<p>Suspects:</p>	
<p>Location/Managers:</p>	
Analysis	
<p>After the ANALYSIS, go back to SCANNING. What is the problem?</p>	
<p>Based upon your ANALYSIS, describe what the problem is now:</p>	

RESPONSES	
Establish goals of problem-solving efforts	
What are you trying to accomplish on your NEW understanding of the problem?	
Short Term:	
Long Term:	

ACTION PLAN (Coordinated Responses)	
What Strategies are you going to apply to solve this problem?	What resources are needed? Who will implement your strategies (partnerships)?
Strategies	Resources/Partnerships
Engineering (Location):	
Education (Victims):	
Enforcement (Suspects):	

Action Steps – Objective One	
Objective:	
Outcome:	
Strategies	Resources/Partnerships
Date Due:	Responsibility:

Action Steps – Objective One	
Timetable:	Responsibility:

Action Steps – Objective Two	
Objective:	
Outcome:	
Strategies	Resources/Partnerships
Date Due:	Responsibility:

Action Steps – Objective Two	
Timetable:	Responsibility:

Action Steps – Objective Three	
Objective:	
Outcome:	
Strategies	Resources/Partnerships
Date Due:	Responsibility:

Action Steps – Objective Three	
Timetable:	Responsibility:

ASSESSMENT

How can you assess the effectiveness of your problem-solving effort:

Did you:

1. Eliminate the problem?
2. Reduce the problem?
3. Reduce the harm or fear associated with the problem?
4. Redefine the responsibility for the problem?

What specific measures did you use to know that you had achieved your goals?

MAINTENANCE

What are you doing to ensure for the problem does not return? How will you monitor the problem? How can we strive for continuous improvement?

Problem Solving Worksheets II

Name:		Date:
Location:		
Contact:		
SCANNING		
Define the problem: (be specific)		
Known Facts (Credibility & Reliability):		
Identify Stakeholders – Who is affected by this problem?		
Victims	Suspects	Locations
ANALYSIS (Investigation)		
Third Party Stakeholders		

ANALYSIS (Investigation) cont.

Determine the questions that you have for each individual or group that is affected by this problem. What specific source would you go to for the answer? Gather information to answer your questions.

Questions	Answers
Victims:	
Suspects:	
Location/Managers:	

Analysis

After the ANALYSIS, go back to SCANNING. What is the problem?

Based upon your ANALYSIS, describe what the problem is now:

RESPONSES	
Establish goals of problem-solving efforts	
What are you trying to accomplish on your NEW understanding of the problem?	
Short Term:	
Long Term:	

ACTION PLAN (Coordinated Responses)	
What Strategies are you going to apply to solve this problem?	What resources are needed? Who will implement your strategies (partnerships)?
Strategies	Resources/Partnerships
Engineering (Location):	
Education (Victims):	
Enforcement (Suspects):	

Action Steps – Objective One	
Objective:	
Outcome:	
Strategies	Resources/Partnerships
Date Due:	Responsibility:

Action Steps – Objective One	
Timetable:	Responsibility:

Action Steps – Objective Two	
Objective:	
Outcome:	
Strategies	Resources/Partnerships
Date Due:	Responsibility:

Action Steps – Objective Two	
Timetable:	Responsibility:

Action Steps – Objective Three	
Objective:	
Outcome:	
Strategies	Resources/Partnerships
Date Due:	Responsibility:

Action Steps – Objective Three	
Timetable:	Responsibility:

ASSESSMENT

How can you assess the effectiveness of your problem-solving effort:

Did you:

5. Eliminate the problem?
6. Reduce the problem?
7. Reduce the harm or fear associated with the problem?
8. Redefine the responsibility for the problem?

What specific measures did you use to know that you had achieved your goals?

MAINTENANCE

What are you doing to ensure for the problem does not return? How will you monitor the problem? How can we strive for continuous improvement?