# Problem Solving: Proact Technique

Hammond, J., Keeney, R., & Raiffa, H. (1999). Smart Choices. Boston: Harvard Business School Press.

The PROACT Technique encourages a thorough problem-solving approach. The problem is examined in detail and potential solutions are carefully reviewed before any decisions are made. Answer the questions in each of the steps to work towards a solution.

**SAMPLE PROBLEM:** I am not applying on jobs as frequently as I should.

## **PR – Problem: Define and Examine the Problem**

What are the symptoms of the problem?

* I am not getting calls for interviews
* My family is frustrated I don’t have a job yet
* I am unable to participate in activities I would like to because I need to get to a better place financially

What is the root cause?

* Applying on jobs is stressful. It is a lot of work and I am not getting any call-backs.

## **O – Objectives: Determine Your Objectives**

What do you want to accomplish?

* Secure more interviews
* Be more consistent in applying on jobs

## **A – Alternatives: Identify the Alternative Options**

What are three other ways you can address the problem?

* Set a time with someone and apply on jobs with them helping so I don’t put it off doing it by myself.
* Apply once a week on 10 jobs so I only have to think about it once in the week.
* Apply on two jobs every other day – to give myself a bit of break. I will apply on jobs on the off day if I feel I am able to.

## **C – Consequences: Consider the Consequences of Each Option**

Set a time with someone and apply on jobs with them helping so I don’t put it off doing it by myself.

* This one has good accountability but it depends on someone else’s availability and I need to move quickly on applying.

Apply once a week on 10 jobs so I only have to think about it once in the week.

* It seems like I would have more time to myself, which is nice. But I may begin to resent or put off the time I am suppose to apply if it is only once a week. It will be hard to get use to.

Apply on two jobs every other day – to give myself a bit of break. I will apply on jobs on the off day if I feel I am able to.

* This option gives me flexibility, which I enjoy. I will need to add in accountability to ensure I am not skipping days (a CCRW Employment Facilitator would love to help with this!).

## **T – Trade-offs: Think About The Trade-Offs Associated with the Options:**

Reflect on this question:

* What criteria are most important in this situation?
  + With this problem, getting a job quickly and applying on enough jobs to be able to get a call back.

Now that the steps are completed, you can choose what option you would go with to meet your objective.