



ARIZONA COURT SUPERVISOR PROGRAM
Worksheet



Name: _____ **Title:** _____

Court: _____ **Phone number:** _____

Course: _____ **Date Completed:** _____

After viewing the following resources please complete and submit this worksheet. Make sure you read the Additional Readings suggested in the class.

EFFECTIVE MANAGEMENT—CREATING SUCCESSFUL SOLUTIONS

Supervisor Essential Skill – Problem Solving and Decision Making

Learning Objective: Define and investigate problems, determine potential corrective actions and make timely and effective decisions.

1. Name and explain the 3 major steps in effective problem solving.

Identify the _____

Solve _____

Implement _____

2. What are the 4 steps in problem investigation?

1.

2.

3.

4.

3. List and briefly explain the 8 steps in the planning process.

1.

2.

3.

4.

5.

6.

7.

8.

4. Does your court encourage creativity in problem solving? How?

5. What are the 7 managerial qualities you can exhibit to be successful at putting decisions into practice? Circle the ones you have seen utilized in your court?

6. Which of the following techniques would you use in your court? Why? Which of the following techniques would you NOT use in your court? Why?

Brainstorming:

Word Association:

I certify that I spent _____ hours completing this unit (CBTs and worksheet) not including breaks.

Signature

Date

Original worksheet is to be returned with ACS program checklist upon completion of all ACS requirements. A copy may be sent to your training coordinator if you wish to receive COJET credit.

Please complete the evaluation for this topic online at <https://www.surveymonkey.com/r/acsonline2>