Identify and Solve Problems

A Fairview Commitment grounded in the principle of **Continuous Improvement**

I make problems visible and actively work to solve them.

Key Behaviors of Identify and Solve Problems:
1. Think Critically
2. Solution Focused
3. Problem Solve
4. Embrace Change

Example Actions: When identifying and solving problems, our key behaviors are demonstrated in many ways. We must always strive to achieve or exceed expectations in how we Identify and Solve Problems. To help understand what actions are expected of us, examples actions are provided for each of the key behaviors.

Key Behaviors	Below Expectations	Achieves Results	Exceeds Expectations
Think Critically	Lacks a disciplined thought process when evaluating data and inputs to drive action.	Evaluates data using a process that is clear, rational and data driven to take action.	Reflects on thought process and its outcomes to improve the efficiency of decisions and actions.
Solution Focused	Frequently complains about a current situation and does not offer solutions for what could be done to improve or fix the situation.	Recognizes opportunities to improve work and brings creative ideas forward.	Evaluates internal and external factors to determine how plans might need to be altered to be successful.
Problem Solve	Does not make the efforts to increase the efficiency of work. Unwilling to consider new ideas.	Proactively identifies problems and provides possible solutions and action plans.	Analyzes the work to identify opportunities for improvement and uses systems thinking to consider impacts.
Embrace Change	Discounts business drivers as reasons to change. Unwilling to incorporate new solutions into work.	Understands business drivers and uses them to advocate for change. Regularly incorporates new ideas to improve the work.	Engages in challenges to the work and sees change as an opportunity for growth and improvement.

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