The Reflective Thinking Process
for Problem-Solving

1. Define and analyze the problem.
2. Brainstorm and list all possible solutions to the problem.
3. Evaluate the probable outcome of each possible solution.
4. Decide upon the solution with the most favorable outcome.
5. Plan how to put this solution into action.
6. Agree upon a time and criteria to evaluate the chosen solution.
7. Put the plan into action!
8. Evaluate the results. If the problem has not been adequately solved, go back to step 4!

CONTACT US
For additional information, check out the Communication Center website: www.uccs.edu/commcenter

To speak with a trained CEC Peer Mentor or Graduate Associate, contact us at (719)255-4770 to schedule an appointment.
**Tuckman’s Model of Group Development**

1. **Forming**
   The group comes together and members begin to discuss the task at hand.

2. **Storming**
   Members brainstorm ideas for how to complete the task.

3. **Norming**
   The group makes a plan for completing the task.

4. **Performing**
   The plan is put into action and the group gets to work!

5. **Adjourning**
   The task is completed and the group disperses.

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**Team Agreement**

A team agreement is a lot like a contract among group members. Establishing an agreement at the beginning of a project ensures that everyone is on the same page and knows what will be expected of them. An agreement can also help the group should any member become problematic.

*Start by answering these questions:*  
1. What is expected of each group member? How will all of the work be divided?  
2. How will conflict be handled?  
3. What will happen if one team member does not pull their weight or attend group meetings? What actions will be taken?  
4. At what point will the group contact the professor for help with a slacking group member?

All of this information should be typed up and signed by the group. Each group member should receive a copy of this agreement.

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**Shared Leadership**

Rather than electing one group leader, decide upon specific roles for each group member. Make these decisions based on each member’s unique strengths and clearly state each member’s role in the team agreement. By distributing the leadership, each member will be an integral part of the group and no one member will end up doing all of the work on their own. All of this alleviates group tensions and leads to a more balanced project.