



Project Number: 2016-1-RO01-KA203-024630

Communicating with Children

Soft-skills in communicating with children: Solving problems and critical thinking (decision-making)

Solving problems

Many times in life we face situations we consider to be problematic. In order to solve a problem, we must take decisions. Solving the problems is required in orientating the actions that we will perform and it guides the adjusting processes and the efficacy that helps us face the doctor's requests.

We make certain decisions on our own, others after consulting with one or multiple persons, after we had considered different possibilities and potential results. In certain cases we have the necessary amount of time to consider multiple factors that can influence the final result; other times, the decisions must be taken quickly without having the possibility to weigh all alternatives.

Most of the times, not solving the problems or using certain ineffective solving methods creates new problems or contributes to maintaining the personal (anxiety, frustration, helplessness, guilt) and interpersonal problems (conflicts).

With the help of personal abilities, we manage to face the crisis situations, to solve problems, conflicts, etc.

Thus, any process of solving the problems or making an optimal decision implies the following steps:

- Define the problem clearly;
- Understanding the problem and the result we want to obtain by solving the problem;
- Identifying as many possible solutions as possible;
- Obtaining as much information as possible about the potential final results;
- Weighing the pros and cons, identifying the aspects that will facilitate making the decision;
- Maintain an open communicative style in which you should not judge the solutions offered by others;
- Assess the results of implementing the solution (if these are not satisfying, start the process over again).

Critical thinking ((decision-making)

Critical thinking is the clear, rational, and free thinking. It is not based on information accumulation, but on the ability to process the information.

Here, we include the following abilities:

- To identify, understand and achieve logical connections between arguments and our own ideas;
- To detect judging errors in arguments and presentations;
- To solve problems with high degree of difficulty;
- To differentiate the facts, opinions and value judgements;
- To build new arguments and ideas based on the gathered information up to that moment;
- To identify the context and implications of a certain argument or idea;

Critical thinking is an essential quality in both personal and professional lives.



Co-funded by the
Erasmus+ Programme
of the European Union

The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.