

Collaborative Problem Solving®

When we rethink challenging behavior, amazing things can happen.

1 Assessment The information needed to apply the CPS approach. *It's about skill, not will.*

What: Challenging Behavior
What is happening that is a cause for concern.

When: Problem to Be Solved
The situation and context in which the behavior is occurring.

Why: Thinking Skills
The skills needed to handle a situation well.

The diagram illustrates the components of the Assessment phase. A central blue circle labeled 'Problem to be Solved' is connected by plus signs to two circles: a green one labeled 'Sufficient Skill' and a dark blue one labeled 'Lagging Skill'. An arrow points from 'Sufficient Skill' to a light green circle labeled 'Adaptive Behavior'. Another arrow points from 'Lagging Skill' to an orange circle labeled 'Challenging Behavior'.

2 Planning Three options for addressing the problem to be solved. *People do well if they can.*

Plan A Impose our will.

Plan B Solve the problem collaboratively.

Plan C Drop or reduce the demand.

GOALS	PLAN A	PLAN B	PLAN C
Pursue expectations	✓	✓	✗
Reduce challenging behavior	✗	✓	✓
Build skills	✗	✓	✗
Solve problems durably	✗	✓	✗
Build a helping relationship	✗	✓	?

3 Intervention Solve problem collaboratively. *Be curious, not furious.*

Plan B Ingredients:

- 1. Empathize** Gain an understanding of their concern or perspective.
- 2. Share** Present our concern or perspective.
- 3. Collaborate** Collaboratively brainstorm and assess solutions to both sets of concerns or perspectives.

The Listening Triangle diagram is a green triangle with 'Listening Triangle' written inside. The top vertex is labeled 'LISTEN'. The bottom-left vertex is labeled 'ASK or GUESS'. The bottom-right vertex is labeled 'REFLECT or REASSURE'. Arrows connect the vertices in a clockwise cycle: from ASK or GUESS to LISTEN, from LISTEN to REFLECT or REASSURE, and from REFLECT or REASSURE back to ASK or GUESS.