

## **TOOL n°6 – Problem solving meeting (Methodology)**

1. The facilitator introduces the topic, sets the appropriate tone, and ensures the conversation rules are followed (see tool#3). They make sure that everyone gets the opportunity to speak.
2. Once it is clear to everyone what the conversation is about, participants are given the opportunity in the first round to share how they are affected by it (or not affected).
3. In a second round all are asked to express what their part is in the situation (or not).
4. After everyone's perspective is heard, the group works together to find solutions. Everyone takes responsibility, both for the problem and for the solution. Even those who are not involved in the problem can contribute to the solution. They aim for a consensus and come up with a solution together. Also agree how the plan will be followed up.
5. Conclude with a round where everyone shares what they will do personally to help fulfill the plan and prevent the issue in the future.
6. Follow-up on the plan.

### **Tips**

- It can be helpful to look for allies beforehand; neighbors who are capable of addressing the issue in a clear, non-violent and constructive way.
- It's crucial to avoid accusations, as they often lead to unproductive discussions. We are not looking for perpetrators, but for solutions.
- If you instigated this process because you are personally affected by the issue, you cannot act as a neutral moderator.
- Check tool n°10: some of the dynamics we describe there, may also apply when facilitating a Problem-Solving Meeting