



Problem Solving Mentor Moments

The resources are meant to be downloaded and edited as necessary to meet the specific needs and/or experience level of your Participant group and/or be incorporated into other existing materials in use by your organization.

These activities help to foster the culture of each of the competencies by applying them to everyday situations. The Mentor Moments are quick and easy. These can be used as ice breakers or introductions to each skill. In addition, they can serve as interventions that provide unique ways to reinforce one of the performance indicators. They also provide a common reference point for learners which can be brought up as exemplars or reminders as part of the ongoing skills progression. They are not meant to be full lessons, but rather just-in-time supports to foster skills.

MM 1 – House of Cards

In this activity, learners analyze how things are structured, what has gone wrong, how to make it better, and if they had any part in the collapse of the house of cards.

Materials: a deck of playing cards for each group

Divide learners into groups of three. Give each group a deck of playing cards. Ask the learners to create a house of cards. After each collapse or failed attempt, ask learners to discuss all the possible causes of the collapse. Encourage learners to take responsibility if they caused the collapse by bumping the cards or placing a card in the wrong position. Ask if any environmental causes were present, such as a draft. Ask learners to continue attempts until a four-level house of cards can be completed.

MM 2 – Game Room

There are a wide variety of escape room-type board games and card games available. These are great for problem solving and team building. Learners could also design and create simple versions for others to solve. These can be in a physical or digital format. Other board games that can only be won through collaboration are also great for building problem solving skills. Some possibilities: Harry Potter's Hogwarts Battle; Star Trek: Five Year Mission; Castle Panic; Pathfinder Adventures Card Game, and Mysterium.

MM 3 – Take Out Order

Collect take-out menus from as many restaurants in your area as possible. Tell the learners that they need to decide on the best place to order food from for a workplace lunch. The following requirements must be met.

1. Vegetarian options
2. Gluten-free options
3. Foods available that are free from MSG
4. The company will spend no more than \$9.00 per person

Learners should gather information, organize it, and identify advantages and disadvantages of at least three of the restaurants. They should then justify their final choice

MM 4 – Quick Thinking

Print and cut apart the Quick Thinking Cards. You will also need a 30 second timer.

Learners draw a card and the timer starts. Learners must determine the best solution to the problem and give their answer in less than 30 seconds. Once the decision has been made, ask the learner to justify by naming some advantages or disadvantages of the various solution choices.

Next give the learners one minute to weigh both the advantages and disadvantages. Based on their analysis, they should decide to either stick with that option solution or develop a new one.

Crosswalk of Mentor Moments Activities with Performance Indicators for Problem Solving

Performance Indicator	House of Cards	Game Room	Take Out Order	Quick Thinking
Defines the problem by assessing the situation and considering one's role within the problem and multiple potential causes	X			
Organizes information and consults several different sources to understand all aspects of the problem as defined			X	
Identifies and communicates multiple options for solutions		X		
Evaluates advantages and disadvantages associated with each potential solution			X	X
Selects and implements the best solution to the problem based on evaluation of advantages and disadvantages				X