

Prilog 1.

PROBLEM SOLVING MODEL

I. Problem Orientation

- a. Problem Perception
- b. Problem Attribution
- c. Problem Appraisal
- d. Personal Control
- e. Time / Effort Commitment

II. Problem Definition and Formulation

- a. Gathering Relevant, Factual Information
- b. Understanding the Problem
- c. Setting a Realistic Problem-Solving Goal
- d. Reappraising the Problem

III. Generation of Alternative Solutions

- a. Quantity Principle
- b. Deferment-of-Judgment Principle
- c. Variety Principle

IV. Decision Making

- a. Anticipating Solutions
- b. Evaluating (judging and Comparing) Solution Outcomes
- c. Preparing a Solution Plan

V. Solution Implementation and Verification

- a. Carrying out the Solution Plan
- b. Self-Monitoring
- c. Self-Evaluation
- d. Self- Reinforcement
- e. Troubleshooting and Recycling