



# **Problem-Solving - What Are Your Options?**

By Dr. Linda Hancock

## **ABOUT THE AUTHOR**

Dr. Hancock has written a regular weekly column entitled "All Psyched Up" for newspapers in two Canadian provinces for more than a dozen years. Over the years, her readers and clients have said that they have benefited from her common-sense solutions, wisdom, and sense of humour. Dr. Linda Hancock, the author of "Life is An Adventure...every step of the way" and "Open for Business Success" is a Registered Psychologist who has a private practice in Medicine Hat. She can be reached at 403-529-6877 or through email [office@drlindahancock.com](mailto:office@drlindahancock.com)

## **Published**

December 3rd, 2008

Do you have a problem with another person that you cannot solve? There are several options that you might try:

**Do nothing** - Many times individuals decide that they are afraid of making matters worse and so they choose to not do anything. This, unfortunately, can result in more complex relationship difficulties or even health problems including ulcers, headaches or other stress-related ailments for those involved.

**Communicate** directly with the other person on your own. Often speaking honestly about your concerns in an open and respectful manner will resolve any misunderstandings or differences of opinion without any outside help.

**Litigation** is a legal process that we are likely most familiar with due to television shows such as *Street Legal*, *Perry Mason*, or *Matlock*. Individuals go to the Court where they are represented by lawyers or, in situations such as those on shows like *Judge Judy*, they provide facts to a judge who then makes a final decision about what should happen next.

**Mediation** is a voluntary and confidential process that uses an impartial third party to help people engage in conflict constructively and discuss difficult issues. Mediators may be hired privately or appointed by a Court. Rather than having lawyers, a judge and other Court personnel, the parties have one neutral person involved to help them with the problems.

**Arbitration** is a legal technique for the resolution of disputes outside the Courts. The parties refer to one or more persons by whose decision or "award" they agree to be bound.

**Collaboration** is a way of settling differences by cooperation, not confrontation. This is often done with the assistance of lawyers who help the clients identify concerns, learn how to explore all possible choices and then let go of the past to focus on the future.

You may be facing a career, financial, relationship, or organizational problem which is interfering with you and others being able to reach your potential.

Why not choose a method to deal with the issue today?

I think you'll be glad you did!