



READY *to* ROAR

CAREER PROFICIENCIES

WHAT IS PROBLEM SOLVING: THE PROCESS OF DESIGNING, EVALUATING, AND IMPLEMENTING A STRATEGY TO ANSWER AN OPEN-ENDED QUESTION OR ACHIEVE A DESIRED GOAL. PROBLEM SOLVING IS A COMPLEX SKILL THAT REQUIRES A COMBINATION OF CRITICAL THINKING, CREATIVITY, AND ANALYTICAL SKILLS.

PROBLEM SOLVING | ETHICAL REASONING | CONFLICT MANAGEMENT | CREATIVITY

SAMPLE BEHAVIORS

- Develop an **action plan** to address a problem in an ethical and reasonable manner.
- Listen to multiple parties, evaluate their complaints, and **identify possible solutions**.
- Suggest **multiple creative options** on a team project.
- Manage conflict **empathetically**, ensuring that all parties feel valued and heard.
- Identify **areas of growth** in an organization and implement the plan to affect growth.
- Respond to changes **in real time** to not impede progress towards a goal.

WHERE TO BUILD IT...

- Research (LSU Discover)
- Roommate conflicts
- Student organization judicial roles
- Student employment
- Professional internships
- Class projects



HOW TO TALK ABOUT IT

Resume Bullet Examples | *Problem Solving*

- **Generated** creative solutions to solve new problems that arose on the job.
- **Benchmarked** with competitors and compiled into a 20-minute presentation for 11+ sales directors.
- **Tested** a variety of equipment using factors such as three-point bed, torque, and column strength.
- **Provided** product recommendations to increase customer satisfaction and managed customer complaints.
- **Researched** appropriate product materials based on needed strength and heat endurance.
- **Counseled** residents in the process of resolving interpersonal conflicts between roommates and suite members.
- **Assessed** student progress and incorporated new techniques and language to explain complex content.
- **Managed** restaurant seating chart and ensured that all servers received the appropriate amount of customers throughout every shift.

HOW EMPLOYERS ASK

- Tell me about a **major conflict** you recently handled. Were you successful in resolving it?
- Have you ever been in a situation where you had to act based on your **morals vs popular opinion**?
- Describe a situation that required **several things to be done** at the same time.
- Guide me through an experience where you had to **anticipate the needs of someone else** and create a plan to effectively address those needs.
- Can you describe a time when you had to **multitask effectively**?