

# Problem-solving

Problem-solving is one of the core skills in the policing professional profiles.

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Problem-solving is the process of finding options or solutions to difficult or complex issues. These could be internal issues or they could be external to our own teams. It also includes taking responsibility for solving a problem and persevering until it is completed.

## Level 1 – problem-solving

- I interpret and apply guidance to a specific activity in a logical step-by-step way.
- I use a number of different problem-solving methodologies to understand issues in a structured way.
- I make sense of data and use it to create options, draw conclusions, and make recommendations.
- I help to solve problems by understanding the reasons behind them (cause and effect), applying insight from evidence and my professional experience.
- I understand the role of partners in addressing the issues police encounter and participate in partnership/ multi-agency working to enable collective problem-solving.

## Level 2 – problem-solving

- I take steps to become familiar with diverse sources of data and information and use a variety of tools to interpret these.
- I apply knowledge of my stakeholder landscape to identify who should be involved in addressing problems of common concern.
- I identify cause and effect, developing a course of action designed to get beyond treating symptoms to target root causes and mitigate risks.
- I identify, monitor and resolve problems in response to organisational and/or community policing priorities.

## Level 3 – problem-solving

- I undertake deep examination and reconceptualise issues to discover solutions to difficult problems.

- I frequently contribute my knowledge and capabilities to support others in the problem-solving arena.
- I seek out and identify a range of information to identify patterns, trends and options, and use SARA principles (scanning, analysing, responding and assessing), to solve multi-layered and complex problems.
- I facilitate effective stakeholder and partner relationships that combine different perspectives to solve complex problems.
- I turn analysis into action by using data and evidence to develop options that are appropriate, achievable, and acceptable.

## Level 4 – problem-solving

- I think strategically, determining and clarifying what problems we are and are not trying to solve.
- I formulate relevant policies and procedures that promote problem-solving, with due regard to issues associated with implementation failure.
- I devise and apply detailed methods of analysis (or commission them from others), to clarify and/or solve complex problems.
- I integrate problem-solving opportunities to influence change, innovation, and collaboration.
- I critically analyse leadership methods associated with problem-solving initiatives and practices to ensure continuous improvement.
- I create partnerships that approach problem-solving by developing strategic relationships with partners and leading strategy and collaboration forums.

## Level 5 – problem-solving

- I lead and drive a culture of problem identification, prevention and intervention.
- I determine the infrastructure and recording processes associated with problem-solving to ensure rigorous application and accountability.
- I lead and review different problem-solving methods that improve public trust and confidence in the police.
- I assess and manage the factors associated with effective partnership and governance structures with problem-solving at the core.
- I apply horizon scanning skills to identify the likely future needs of policing and use these to inform strategic planning.

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