

How to Identify Problem-Solving Skills in the *Workplace*

Problem-solving is a must-have skill in today's workplace. Here's how to assess and develop this skill at interview, and within your team.



Why Problem-Solving Skills Matter

Problem-solving enables employees to overcome challenges, improve processes, and make informed decisions that drive success.

Key Problem-Solving Skills to Look For



Critical thinking



Creativity



Decision-making



Teamwork



Emotional intelligence



How to Assess Problem-Solving Skills When Hiring?

There are several ways to evaluate a candidate's problem-solving skills:

- **Behavioural Interviews:** Ask about past experiences and look for evidence of previous actions.
- **Assessment Tests or Scenario-Based Situations:** Give the candidate a realistic task to complete and observe their approach to solving the problem.
- **Reference Checks:** Verify their past performance from someone who they've worked with before.
- **Cultural Fit Questions:** Find out how they approach problems in a team, or working closely with colleagues.

Helping Your Team Build Problem-Solving Skills

- Assign **real challenges** to tackle
- Encourage **collaboration** and **brainstorming**
- **Create a culture** of learning from mistakes
- **Offer training** to improve critical thinking

For support with building your team, contact us:

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