Part 1 The Four Steps

The Zig-Zag Process model for Problem Solving is a type-based way to approach problem solving. Your first task is to understand the four steps of the process as shown in the following diagram (figure 1):

**Figure 1**

1. **S**: What is the situation? Gather the facts.
2. **N**: Find new possibilities. Use your imagination.
3. **T**: Analyze logically the effects of acting on each possibility.
4. **F**: Weigh the human consequences of acting on each possibility.

Practicing the Zig-Zag

1. Describe briefly a problem that needs your attention.
2. Apply the steps in the Zig-Zag Process model to this problem. Make notes here as you apply each step.
3. What reactions do you have to the Zig-Zag Process model? How is it different from the way you usually work through a problem?
Part 2 Type Differences

Each type uses the same abilities in four steps to solve a problem; however, each type has a pattern for using these four steps. Some steps seem to come naturally. Other steps seem more difficult and may even be overlooked entirely. The following diagrams (figures 2, 3, and 4) demonstrate the Zig-Zag Process model for six types. Fill in the types that go with figures 3 and 4. Note that the size of the letters get smaller from the dominant to the auxiliary to the third and fourth preferences.

Finding Your Own Type's Bias in Problem Solving

1. Based on your type preferences, fill in the letters on the following diagram (figure 5) for your own type Zig-Zag Process model from largest (dominant) to smallest (fourth preference).

2. Review the notes you made about solving your problem. Were some steps easier than others? Note your comments.

3. Consider experiences that might show your type's bias in problem solving. Note some examples and insights about your type's Zig-Zag Process approach.