



## Using S.P.I.R to Resolve Issues

- S.P.I.R. (**S**ituation, **P**roblem, **I**mplication, **R**esolution)

Unlike the “Broken Record” routine of simply stating over and over again to someone that they have done something wrong and must correct it or are being punished for it, using the S.P.I.R. method will hopefully help them understand why what they are doing is wrong while allowing them to come up with the answer to resolve the problem so they feel part of the solution.

### The Elements of S.P.I.R

- Situation: Speak with the individual to get a general feel for the **Situation**.
- Problem: Identify the **Problem**.
- Implication: Clarify the **Implication** of what will happen if the Problem continues.
- Resolution: Agree on a course of action that will result in a workable **Resolution**.

Example: Bob Volunteers in the evidence division to pull evidence requested by sworn personnel. Procedures states that whenever evidence is removed, a log out card must be completed noting the time and day it was removed and who removed it. You’ve learned that Bob has not been filling out the card and thus breaking procedure that could lead to a case being lost.

Using **S.P.I.R** you explain the overall **situation** to Bob, explain that not having evidence signed is a breach of policy and a serious **problem** and the **implication** is the case could be thrown out of court if challenged by a defense attorney and finally what can he do to **resolve** the issue which in this case is ensure he has all evidence signed for going forward.