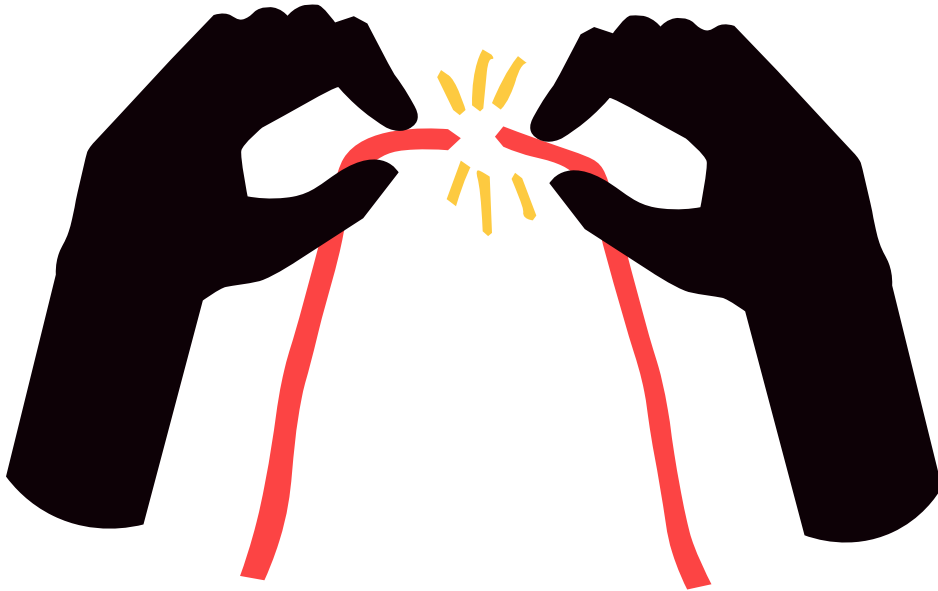# Troubleshooting

A capacity to persist and to find solutions. If a project is not progressing as expected, you can use different strategies to diagnose and fix the problem. Not giving up requires patience, resilience, and resourcefulness as well as an investment in what you are working on.

A person who troubleshoots may say:

"I do not give up when something worked differently from what I expected."

"I break down the problem and find reasons why this unexpectedly happened"

A person *who does not* troubleshoot may say:

"This does not work. I cannot do this anymore."

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Social Scaffolding

The capacity to support and be supported by others by asking for help, giving feedback, sharing tips and tricks, or building on and remixing each other's work, even if you are working on different projects.

A person who *engages* in social scaffolding may say:

"I openly ask for help when I am stuck."

"I share tips and tricks that I found to help others."

"I give constructive feedback to others."

"I recognize values in other people's ideas and build off of them by remixing."

A person who *does not engage* in social scaffolding may say:

"I don't need anybody's help. I can do everything on my own."