

Behavioral Objectives

By the end of the presentation, learners/participants will be expected to:

- Recite, through discussion, the ABC Model for understanding how to change behavior in ourselves and others, and the four critical thinking errors that impede this change from taking place.
- Identify, through exercise, the three step model for conflict resolution, and practice the model in simulated group activities.
- Tell, from lecturette and group discussion, the 3 stages for typical problem solving and how that differs from the 3 stages of mediation.