

## **Content Outline for the two hour program**

The interpersonal Side of Change:

- Changing from the inside out (lecturette and group activity) 20 minutes
- Changing ourselves and others via the ABC Model-rational-emotive thinking as applied in managing conflict (lecturette and discussion) 40 minutes
- Constructive Confrontation- A three step process for dealing with difficult behavior (lecturette, group activity, role play) 30 minutes
- Mediaton (alternative dispute resolution) vs typical problem solving (lecturette and group activity) 30 minutes