

Strategies for Attitudinal Causes of Problems

- Prevention is the best strategy:
 1. Clear definitions of expectations
 2. Learner contract
 3. Regular feedback
- Make sure other possible causes have been checked out
- If a real and important problem, deal **with** it early
- Employ effective listening and feedback skills
- Confrontation techniques (see next page):
 1. Identify and clarify differences
 2. Be direct
 3. Diffuse anger
 4. Mutually agreed upon action plan
- Reassessment at scheduled date
- Consult/refer to medical schools or others

Summary

- Prevention is always preferred but not always possible.
- Problems will still occur but having a systematic and timely approach can help keep small problems small.
- Only by carefully analyzing the problem and defining its cause can you make an effective intervention to enable the student to act on the information and learn and grow.