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.