

Options in a System

Training

Systems Change

Arbitration/Adjudication

Investigation

Formal Mediation

Shuttle Diplomacy

Generic Solutions

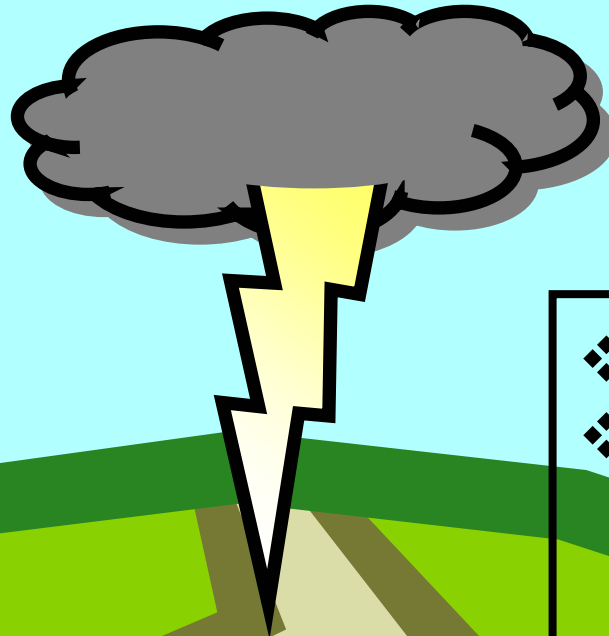
Referrals & Consultations

Helping People Help Themselves

**Listening &
Affirming Feelings**

**Giving & Receiving
Information 1 on 1**

When Options Fail



- ❖ Quit
- ❖ Gossip
- ❖ Postings to Chat Room
- ❖ Agency Complaint
- ❖ Boycotts
- ❖ Sabotage

- ❖ Law suits
- ❖ Starting a Competitive Venture
- ❖ Newspaper Campaigns
- ❖ Congressional Investigation
- ❖ Violence