*20 Minutes:* Video & Discussion of Group Reactions

*15 Minutes:* Perception and Dialogue Analysis

15 Minutes: Practice alternative responses

*10 Minutes:* A second consciousness raising exercise

*15 Minutes:* Identifying 4 Assumptions from Adversarial Communication and demonstrating

how they undermine the effectiveness of ADR practices.

*Break:* 15 Minutes

*15 Minutes:* Identifying 4 changes that eliminate the damage done via the influence of the four

assumptions

80 Minutes: Practice making the changes, first using presenter examples, followed by examples

offered by participants.

*5 Minutes:* Closing Comments