

What do we think about others that are based purely on assumptions?

MENTAL MODELS shape what we say and do...

Misleading mental Models & Roles

1. Parents believe education is school's responsibility – therefore: parents not involved in school reform...
2. Health Administrators think hospitals are for seriously ill – therefore: hospitals are not part of community health movement
3. Ag producers believes in organic practices – therefore: will not communication with University consultant
4. HAZING only happens to new members and it is the responsible of the officers to stop it – therefore: members aren't involved in new member education or following the rules.

FIVE ACTIONS CONNCETED TO CHANGING

1. Create a new mental model
2. Practice, practice, practice
3. Expect strong emotions & responses from others
4. Use frustrations as a source for inquiry
5. Use excitement as a warning of "unbridled action" (be careful with this).