* **What are problem “behaviors” that are hindering optimal performance for an individual or a team?**
  + Resistance to change
  + Underperformance
  + Team disagreements
  + Inter-personal communication/interactions
* **What are PCT tools we can use to assess what the message might be?**

**How can we use PBS to improve our work?**

* + For ourselves
  + In 1:1 interactions
  + Within our teams
  + Across other areas/departments
  + With external partners