* **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