

TABLE of CONTENTS

| | |
|---------------------------------------------------------------|---------|
| What's the Plan, Stan? (program design) ... | page 6 |
| Your Testimony (assessment of current program) ... | page 11 |
| What Could Possibly Go Wrong? (program failures) ... | page 15 |
| Ask and Ye Shall Receive Answers (writing a survey) ... | page 21 |
| Say, "A-H-H-H" (program survey) ... | page 25 |
| Well, What D'Ya Know? (analyzing results) ... | page 29 |
| You Shine a Light on... (central issues and "hot spots") ... | page 34 |
| FOCUS! (focus problems and goals) ... | page 38 |
| What's "Cool" (climate) ... | page 46 |
| Psychology 101 (empathy gap) ... | page 52 |
| A Victim Mentality?! (behavioral approach) ... | page 55 |
| Who's the Bigger Person? (victim strategies) ... | page 62 |
| Defend or Defuse (by-stander strategies) ... | page 67 |
| Is There Anything We're Missing? (persistent motivations) ... | page 70 |
| Review of the Literature (mini-research) ... | page 78 |
| Putting Our Heads Together (applying lessons learned) ... | page 85 |
| Grading Policy (ongoing assessment) ... | page 88 |
| Renewing Our Vows (re-commitment) ... | page 93 |
| Resources (bibliography) ... | page 97 |