feedback from a client’s environment that have led to his or her occupational performance. From a systems perspective, an occupational therapy practitioner would take the time to evaluate the client’s habits, routines, and role behaviors by observing the whole process rather than breaking it down into separate isolated parts. There is not one thing that has created the presenting problem for a given client, but rather a series of forces that have contributed to the client’s present state of being. Feedback has both positive and negative influences on a person’s behavior. Therapeutic change is a continuous process and not an event that happens at one point in time, such as one session or one therapy group. The client’s problem will not be truly understood if one employs linear reasoning as an attempt to fit events and behaviors into the equation $A + B = C$ (cause-and-effect thinking). Client behaviors are viewed as a complex outcome of interactive variables that change over time.

**SOCIAL COGNITIVE THEORY**

Social cognitive theory is a good example of combining the micro and macro dimensions of human behavior. Some of the long-held beliefs about the origins of social behaviors, such as Bandura’s social learning theory (2001), have now been validated through neurological studies of the human brain. Bandura acknowledges the “co-evolution of biological and social development,” uncovering neurological explanations for human learning and behavior while retaining a holistic perspective of human transactions with others as they shape and manage the everyday world around them (2001, p. 18).

Some lively interdisciplinary debate continues involving the role of human agency, defined as the amount of volitional control people exert over their own thoughts, feelings, and behaviors. Biological researchers argue that behaviors originate in molecular brain structures, while psychologists contend that outward experiences shape and set ones brain structures in motion. Social cognition research attempts to explain some of the complex transactions between internal (biological and psychological) and external influences (social), with both nature and nurture playing a part but neither having control over the other. This is the nonlinear thinking that helps us to understand why people often act and react in unpredictable ways.

**Bandura’s View of Human Agency**

Bandura (2001) defines human agency as the capacity to influence self and others (p. 18). In his view, agency goes beyond self-determination to also include proxy agency, in which one person advocates or acts on behalf of another, and collective agency, in which people act together to influence the destiny of the entire group. In understanding this theory, it is helpful to examine the four core features of human agency: intentionality, forethought, self-reactivity, and self-reflection. We add Bandura’s concept of self-efficacy because of its profound effect upon the attainment of goals and motivational impact toward self-actualization.

**Intentionality**

An intention is an internal representation of a future course of action. This is different from an expectation or prediction, which is outwardly motivated, either by oth-