WEBVTT

1 "Terri Werner" (3282113792)
00:00:00.000 --> 00:00:13.679
Good morning everyone my name is Terry Warner and I'm the positive
support consultants supervisor for the central region. I work for the
division of developmental disabilities.

2 "Terri Werner" (3282113792)
00:00:13.679 --> 00:00:19.980
We're so appreciative that you are joining us today for tools for
everyone workshop.

3 "Terri Werner" (3282113792)
00:00:19.980 --> 00:00:30.570
This is a 2 hour presentation today and, like, cat stated, we do want you
to participate. Um, through our chat channel we have a couple
interactive, um.

4 "Terri Werner" (3282113792)
00:00:30.570 --> 00:00:41.640
Hands on activities that that we will be doing throughout the training
today. So just a little bit about myself. I've been working for the
division for over 20 years.

5 "Terri Werner" (3282113792)
00:00:41.665 --> 00:00:50.035
I've been training tools of choice for well, since 2012. I do feel like
this training has helped me in my personal life.

6 "Terri Werner" (3282113792)
00:00:50.035 --> 00:00:59.125
My professional life it's really helped me improve my relationships with,
with my peers with my children. My grandchildren those I supervise.

7 "Terri Werner" (3282113792)
00:00:59.875 --> 00:01:11.515
So, it is a universal tool that I have found just has really made an
impact on my life for the better. I wish I would have known about this
training. about this training

8 "Terri Werner" (3282113792)
00:01:11.640 --> 00:01:21.780
And I was raising my children, so I hope you enjoy today and with that
said, we will go ahead and get started. So next slide.

9 "Terri Werner" (3282113792)
00:01:23.665 --> 00:01:36.265
Okay, so Chad already mentioned the chat box and so if you during your
participation today, the chat box is on the right hand corner of your
screen, and you will be putting,

10 "Terri Werner" (3282113792)
00:01:36.265 --> 00:01:48.595

in your information and chat where it says to everyone, if you guys want
to go ahead and give that a try, you can you can go ahead and see if you
can find the chat function and and say hi to me.

11 "Terri Werner" (3282113792)
00:01:49.585 --> 00:02:03.415
While you're doing that, if you will go ahead and grab some paper for
notes and take as much notes as you possibly can, because we do want you
to use the material in your own lives.

12 "Terri Werner" (3282113792)
00:02:03.415 --> 00:02:06.025
So if you find something that you find useful.

13 "Terri Werner" (3282113792)
00:02:06.330 --> 00:02:09.630
So, take those notes. Okay. Okay.

14 "Terri Werner" (3282113792)
00:02:09.630 --> 00:02:15.480
Good morning. Everyone. All right. Okay. So next slide.

15 "Terri Werner" (3282113792)
00:02:15.480 --> 00:02:22.650
So, today, what we will be doing today is we are going to be learning
about what is positive behavior supports.

16 "Terri Werner" (3282113792)
00:02:22.650 --> 00:02:25.495
It is a universal strategy overview.

17 "Terri Werner" (3282113792)
00:02:25.615 --> 00:02:28.555
We'll also be talking about fundamental facts of behavior,

18 "Terri Werner" (3282113792)
00:02:28.915 --> 00:02:42.325
how to categorize behavior into 4 types and how that helps us target
those desirable behaviors that we want individuals to learn and be able
to demonstrate to improve their quality of life.

19 "Terri Werner" (3282113792)
00:02:42.840 --> 00:02:52.260
We'll talk about what is coercion and punishment. We will also talk about
ways in which we can try and minimize the times in which we are coercive.

20 "Terri Werner" (3282113792)
00:02:52.260 --> 00:03:03.480
I'm going to talk about 10 examples of conversion. We have many, many
more types of conversion out there, but I'll just spend time talking
about 10 right now.

21 "Terri Werner" (3282113792)
00:03:03.480 --> 00:03:13.320

Most importantly, we will be talking about how to improve our interactions with others and how to improve behaviors. So, that's what's going on for today.

22 "Terri Werner" (3282113792)
00:03:13.345 --> 00:03:23.545
Next slide. Okay. So positive behavior support. So, what is this? What is tools of choice?

23 "Terri Werner" (3282113792)
00:03:23.785 --> 00:03:37.975
So, tools of choice is a set of research based strategies, used to increase quality of life decrease problem behaviors by teaching new skills and making changes in a person's environment. Okay.

24 "Terri Werner" (3282113792)
00:03:38.155 --> 00:03:40.915
So that's what positive behavior supports is all about.

25 "Terri Werner" (3282113792)
00:03:41.935 --> 00:03:51.295
So, if you look up here, and you see this triangle here, positive behavior supports uses the public health model to structure our interventions.

26 "Terri Werner" (3282113792)
00:03:51.625 --> 00:04:06.265
And if you all know our public health model, if you think about fluoride in our water, that is a preventative strategy that our public health model has used for many, many, many, many decades.

27 "Terri Werner" (3282113792)
00:04:06.510 --> 00:04:18.360
Hundreds of years, so, and that improves our or health improvements, cavities and things of that nature. So, in our situation, the green represents.

28 "Terri Werner" (3282113792)
00:04:18.955 --> 00:04:33.925
A healthy population, and about 80 to 90% of our population. If they had these universal supports in place, they would have a healthy high quality of life. Tools of choice is 1 of those universal strategies.

29 "Terri Werner" (3282113792)
00:04:33.925 --> 00:04:44.995
That will help us have that high quality of life, because it's about building relationships. It's about helping people grow and. and

30 "Terri Werner" (3282113792)
00:04:45.299 --> 00:04:51.149
Feel respected valued recognize for their efforts.

31 "Terri Werner" (3282113792)
00:04:51.149 --> 00:04:55.289

At work at home at school.

32 "Terri Werner" (3282113792)
00:04:55.289 --> 00:05:05.519
Wherever they're at, you know, to have the tools to be able to do a good
job at work at school and again, to feel valued as a team member.

33 "Terri Werner" (3282113792)
00:05:05.694 --> 00:05:14.244
All right, we also want to have a good natural support system. We want to
have an opportunity to participate in community activities.

34 "Terri Werner" (3282113792)
00:05:14.244 --> 00:05:21.114
We want to have choice and opportunities if those things were were were
available and able to occur.

35 "Terri Werner" (3282113792)
00:05:21.449 --> 00:05:29.429
Most of us would have that good quality of life that we're seeking. Okay.
The 2nd, tier represents.

36 "Terri Werner" (3282113792)
00:05:29.429 --> 00:05:44.124
A small portion of our population about 10 to 15 that that her experience
in some risk indicators right now and they need an extra scoop of short
term intervention that can include maybe social skills training.

37 "Terri Werner" (3282113792)
00:05:44.304 --> 00:05:56.784
It could include maybe some assistance with communication training,
something similar to that in short term and it's going to help those
individuals have that good quality of life that we're all looking for.

38 "Terri Werner" (3282113792)
00:05:57.149 --> 00:06:04.379
The 3rd tier represents about 3 to 5% of our population and that tier.

39 "Terri Werner" (3282113792)
00:06:04.379 --> 00:06:16.229
Needs intensive services, if you go back to our public health model, I
forgot to mention earlier, but the 2nd tier would be for those
individuals who might need.

40 "Terri Werner" (3282113792)
00:06:16.229 --> 00:06:21.179
To go to a Denis, because they have a cavity. It's short term. It's a
short term intervention.

41 "Terri Werner" (3282113792)
00:06:21.179 --> 00:06:35.634
The 3rd tier our, our individuals might need to go to a dentist for more
extensive services. Maybe they have gum disease or something. So that's

more intensive and positive behavior to support. The intensive services could be.

42 "Terri Werner" (3282113792)
00:06:35.754 --> 00:06:39.834
They might need a behavior analyst. They might need to see a psychologist.

43 "Terri Werner" (3282113792)
00:06:40.079 --> 00:06:53.009
They might need to see a psychiatrist again, or they're in crisis. So they need some, some crisis planning that are intensive short term.

44 "Terri Werner" (3282113792)
00:06:53.009 --> 00:07:03.599
So that's a little bit about our tiered model today. We're going to be focusing on our bottom tier, those universal strategies that we all need in our life to be successful.

45 "Terri Werner" (3282113792)
00:07:03.599 --> 00:07:09.269
Okay next slide. So what makes tools a choice.

46 "Terri Werner" (3282113792)
00:07:09.269 --> 00:07:13.769
Approach different than some of the other trainings that you might be familiar with.

47 "Terri Werner" (3282113792)
00:07:13.769 --> 00:07:19.409
Well, mainly we focus on being kind and caring at all times.

48 "Terri Werner" (3282113792)
00:07:19.409 --> 00:07:27.894
Positive behavior supports teaches us it's not only good to be kind and caring when people are happy or excited.

49 "Terri Werner" (3282113792)
00:07:28.764 --> 00:07:40.044
But also, during those, those hard times, when they're sad when they're frustrated when they might be very angry and upset, you know, what? If they're angry at us, sometimes we take offense to it.

50 "Terri Werner" (3282113792)
00:07:40.074 --> 00:07:43.824
We react with lecturing arguing.

51 "Terri Werner" (3282113792)
00:07:44.159 --> 00:07:51.269
we become very critical and it really hurts our relationship with that person both parties feel bad

52 "Terri Werner" (3282113792)
00:07:51.269 --> 00:07:58.649

And so the, you know, it just doesn't end up a feeling like a good situation in the end.

53 "Terri Werner" (3282113792)
00:07:58.649 --> 00:08:10.409
But tools a choice teaches us during those rough moments that we've all experienced in our lives to treat each other with dignity and respect to be kind and caring at all times.

54 "Terri Werner" (3282113792)
00:08:10.409 --> 00:08:21.929
To be empathetic and encouraging and focusing on how to help that person during those rough moments that we've all experienced in our lives. So, this model is about teaching.

55 "Terri Werner" (3282113792)
00:08:21.929 --> 00:08:31.079
About modeling about focusing on desire behavior and teaching those desired behaviors that's going to improve the quality of life for all.

56 "Terri Werner" (3282113792)
00:08:31.079 --> 00:08:35.639
So, it is a positive approach next slide.

57 "Terri Werner" (3282113792)
00:08:38.279 --> 00:08:46.079
So, what I'd like for you all to do is to put into chat what you think behavior is what is behavior.

58 "Terri Werner" (3282113792)
00:08:47.309 --> 00:08:51.899
what's the definition of behavior anyone

59 "Terri Werner" (3282113792)
00:08:54.989 --> 00:09:01.169
i think we got a quiet group

60 "Terri Werner" (3282113792)
00:09:03.299 --> 00:09:13.799
Okay, awesome. Awesome behavior is by communication as you all know most our attitude how we act abnormal reaction.

61 "Terri Werner" (3282113792)
00:09:13.799 --> 00:09:18.869
Okay, the way we respond to our surroundings, these are awesome.

62 "Terri Werner" (3282113792)
00:09:18.869 --> 00:09:28.169
Okay, anyone else. Okay those are some wonderful things.

63 "Terri Werner" (3282113792)
00:09:28.169 --> 00:09:31.439
So, behavior is next slide.

64 "Terri Werner" (3282113792)
00:09:32.604 --> 00:09:42.234
Responses that can be measured. I love that. 1. I love that. So, behavior
is anything anything that a person does that can be seen and counted.

65 "Terri Werner" (3282113792)
00:09:42.474 --> 00:09:49.074
Okay so, again, it can be anything that a person does that can be seen
and counted. So it is measurable.

66 "Terri Werner" (3282113792)
00:09:49.349 --> 00:09:55.589
Okay, so I love all your your responses so way to go next slide.

67 "Terri Werner" (3282113792)
00:09:55.589 --> 00:10:04.109
Okay, so cat's going to help me with this slide. So what I'd like for you
guys to do is to type and chat.

68 "Terri Werner" (3282113792)
00:10:04.109 --> 00:10:07.649
Any behaviors that come to your mind right now.

69 "Terri Werner" (3282113792)
00:10:07.649 --> 00:10:13.169
Anything that you can think of that when you think of behaviors.

70 "Terri Werner" (3282113792)
00:10:13.169 --> 00:10:16.439
Meltdowns winking.

71 "Terri Werner" (3282113792)
00:10:17.789 --> 00:10:22.679
Head banging and cats going to type these as we go forward spitting.

72 "Terri Werner" (3282113792)
00:10:22.679 --> 00:10:28.229
Brian smiling.

73 "Terri Werner" (3282113792)
00:10:30.239 --> 00:10:34.499
Run away. Okay.

74 "Terri Werner" (3282113792)
00:10:34.499 --> 00:10:37.559
And can't, I'm not seeing anything yet, but.

75 "Terri Werner" (3282113792)
00:10:37.559 --> 00:10:41.309
All right we've got cursing.

76 "Terri Werner" (3282113792)
00:10:41.309 --> 00:10:46.379
running away okay here we go there there thumbs up

77 "Terri Werner" (3282113792)
00:10:46.379 --> 00:10:52.139
All right. Okay. Let me make sure I'm going to go back up and make sure
it's shutting down.

78 "Kat Craig" (1708440832)
00:10:55.079 --> 00:10:58.859
I am Thank you.

79 "Terri Werner" (3282113792)
00:10:58.859 --> 00:11:02.639
Um, I think we just missed thumbs up and, uh.

80 "Terri Werner" (3282113792)
00:11:02.639 --> 00:11:08.279
We got smiling and you put tantrum in there.

81 "Terri Werner" (3282113792)
00:11:10.559 --> 00:11:14.129
Okay, that's a great that's a great list. Okay.

82 "Terri Werner" (3282113792)
00:11:14.129 --> 00:11:22.379
Uh, I think we've got most of them. That's awesome. Thank you guys. Hi,
5. Hi, 5. that's a good 1.

83 "Terri Werner" (3282113792)
00:11:22.379 --> 00:11:33.869
All right, I think we got a good list. All right and cat. I don't know if
you can help me here, but if not that's okay. But if you so I want us to
look at.

84 "Terri Werner" (3282113792)
00:11:33.869 --> 00:11:37.289
Cursing and.

85 "Terri Werner" (3282113792)
00:11:37.289 --> 00:11:40.739
Tantrum and head banging.

86 "Terri Werner" (3282113792)
00:11:40.739 --> 00:11:44.609
And meltdowns, what are those have in common.

87 "Terri Werner" (3282113792)
00:11:44.609 --> 00:11:49.529
With 1, another meltdowns tantrum.

88 "Terri Werner" (3282113792)
00:11:49.529 --> 00:11:53.549
Cursing head banging.

89 "Terri Werner" (3282113792)

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00:11:53.549 --> 00:11:57.239
They're negative yes their negative aren't they.

90 "Terri Werner" (3282113792)
00:11:57.239 --> 00:12:04.919
Negative behaviors right so often times, when we think about behaviors, a
lot of us think.

91 "Terri Werner" (3282113792)
00:12:04.919 --> 00:12:14.849
That it's negative, they're undesirable things, but behaviors anything
that is seen and counted. And a lot of you put a lot of great.

92 "Terri Werner" (3282113792)
00:12:14.849 --> 00:12:19.199
Desired behaviors. Right but and our society today.

93 "Terri Werner" (3282113792)
00:12:19.199 --> 00:12:31.739
When a lot of us, when we think of behaviors, we think of those
undesirable behaviors, such as tantrums or cursing, or or hitting or
stomping your feet, or are kicking someone.

94 "Terri Werner" (3282113792)
00:12:31.739 --> 00:12:42.389
So, through tools of choice, we challenge people to start recognizing and
thinking of behaviors as as anything seen encountered, which off, which.

95 "Terri Werner" (3282113792)
00:12:42.389 --> 00:12:47.579
You know, we, the people we are surrounded with every single day.

96 "Terri Werner" (3282113792)
00:12:49.164 --> 00:12:58.464
Demonstrate desired behaviors all the time. Okay. And that's what we need
to channel ourselves and focus on are those desired behaviors that we see
each.

97 "Terri Werner" (3282113792)
00:12:58.464 --> 00:13:08.454
And every day we live in a very a society that when you watch the news,
when you read the newspaper, when you put on social media, it's all
negative.

98 "Terri Werner" (3282113792)
00:13:08.729 --> 00:13:13.829
It's about things that people are doing that not real nice. Not good.

99 "Terri Werner" (3282113792)
00:13:13.829 --> 00:13:17.609
and that tends to be our focus so that's what we pay attention to

100 "Terri Werner" (3282113792)
00:13:17.609 --> 00:13:21.239
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And sometimes the more attention that we give something.

101 "Terri Werner" (3282113792)
00:13:21.239 --> 00:13:29.789
The more it's likely to occur in the future so again we're going to challenge folks to focus more on those desired behaviors. Like the smiling.

102 "Terri Werner" (3282113792)
00:13:29.789 --> 00:13:38.999
the high fives the plane the winking those are desired behaviors that we need to recognize and reinforce

103 "Terri Werner" (3282113792)
00:13:38.999 --> 00:13:45.899
Okay, so thank you for that cat. I appreciate that. And now cat is going to.

104 "Terri Werner" (3282113792)
00:13:45.899 --> 00:13:50.639
Hand me the ball, so you will and I'm going to share my screen.

105 "Terri Werner" (3282113792)
00:13:50.639 --> 00:13:57.179
And we'll continue with the presentation. Do you all have any questions regarding behaviors?

106 "Terri Werner" (3282113792)
00:13:57.179 --> 00:14:02.909
While I'm getting ready to share. Okay.

107 "Terri Werner" (3282113792)
00:14:02.909 --> 00:14:06.779
All right, so, um.

108 "Terri Werner" (3282113792)
00:14:06.779 --> 00:14:18.329
So, it's best to talk about behavior as specific actions, rather than categories. So if you remember our list, we had some legal categories in our list.

109 "Terri Werner" (3282113792)
00:14:18.329 --> 00:14:24.804
We we had tantrum and I don't know about you all, but when I think of the word tantrum, it may,

110 "Terri Werner" (3282113792)
00:14:24.804 --> 00:14:35.514
it probably means something different to me than it might mean to you all based on your prior histories with tantrum when your children were having tantrum or your nieces or nephews.

111 "Terri Werner" (3282113792)
00:14:35.729 --> 00:14:49.769

You know, everyone has a different opinion of tantrum so that's that big old category that looks differently to somebody else. So we need to describe tantrum or being rude and specific.

112 "Terri Werner" (3282113792)
00:14:49.769 --> 00:14:53.999
Words using specific words, so with rude.

113 "Terri Werner" (3282113792)
00:14:53.999 --> 00:14:58.799
It could mean staring at someone.

114 "Terri Werner" (3282113792)
00:14:58.799 --> 00:15:03.449
I'm cutting in line could demonstrate being rude.

115 "Terri Werner" (3282113792)
00:15:03.449 --> 00:15:07.139
Saying look at that person. What were they thinking.

116 "Terri Werner" (3282113792)
00:15:07.139 --> 00:15:10.799
That's a rude verbal statement.

117 "Terri Werner" (3282113792)
00:15:10.799 --> 00:15:19.529
Okay, so so breaking those big categories down into specific actions so we have a better understanding of what that means.

118 "Terri Werner" (3282113792)
00:15:19.529 --> 00:15:22.619
Tantrum it could be.

119 "Terri Werner" (3282113792)
00:15:22.619 --> 00:15:34.649
Yelling and screaming, it could be throwing themselves on the floor and and, you know, throwing their hands on the floor or punching punching something kicking something.

120 "Terri Werner" (3282113792)
00:15:34.649 --> 00:15:38.249
Or it could just be, you know.

121 "Terri Werner" (3282113792)
00:15:38.249 --> 00:15:45.749
I'm not going to do this, so tantrums might look different. So breaking that down can help us better qualify.

122 "Terri Werner" (3282113792)
00:15:45.749 --> 00:15:51.839
What it is that we're looking for, and it's going to help us be able to measure that behavior.

123 "Terri Werner" (3282113792)

00:15:51.839 --> 00:15:55.379
Because we want to be able to determine our behaviors.

124 "Terri Werner" (3282113792)
00:15:55.379 --> 00:16:08.424
Those undesired behaviors are they decreasing as we do more teaching and modeling and reinforcing desired behaviors because we want to see more desired behaviors. So we want to make sure that they are decreasing over a period of time.

125 "Terri Werner" (3282113792)
00:16:08.724 --> 00:16:11.934
So that's the benefit of of breaking those things down.

126 "Terri Werner" (3282113792)
00:16:12.269 --> 00:16:17.099
Okay all right.

127 "Terri Werner" (3282113792)
00:16:20.249 --> 00:16:26.609
Okay, so, let me go back up here. I think I skipped 1.

128 "Terri Werner" (3282113792)
00:16:31.499 --> 00:16:39.269
Okay, yeah, well, that's right. Okay. All right. So we're going to talk about 4, Universal categories of behavior.

129 "Terri Werner" (3282113792)
00:16:39.269 --> 00:16:44.969
And so again, behavior is anything that is seen encountered.

130 "Terri Werner" (3282113792)
00:16:44.969 --> 00:16:50.189
So the 2 desirable behaviors that we're going to spend some time about today are significant.

131 "Terri Werner" (3282113792)
00:16:50.189 --> 00:17:02.039
And significant behaviors are behaviors that we want to increase, we want to teach and we want to reinforce because it's going to improve the quality of life of the person.

132 "Terri Werner" (3282113792)
00:17:02.604 --> 00:17:14.754
Just okay, behaviors, those are behaviors that we that we often do, but we take for granted we don't often reinforce them by saying anything about them because they happen a lot.

133 "Terri Werner" (3282113792)
00:17:14.814 --> 00:17:29.124
It's like, saying, thank you or please, but when they don't happen, why do we notice them? You know, if I always shut the door behind me, but there's 1 time I forget I might have a reputation of being irresponsible.

134 "Terri Werner" (3282113792)
00:17:29.399 --> 00:17:40.319
And so there's notice that undesired behavior that I just demonstrated their notice that all those just okay times where I shut that door, we're not noticed they weren't recognized.

135 "Terri Werner" (3282113792)
00:17:40.554 --> 00:17:49.884
So, in the undesirable section, we're going to think we're going to look at serious, annoying jump behavior that really gets under our skin.

136 "Terri Werner" (3282113792)
00:17:50.574 --> 00:18:02.634
So, serious behaviors are behaviors that are harmful to self others, property and against the law annoying. They're often our pet peeves. They happen a lot. They're annoying.

137 "Terri Werner" (3282113792)
00:18:02.634 --> 00:18:09.264
They're age typical developmentally speaking typical. They're not harmful to self or others or property.

138 "Terri Werner" (3282113792)
00:18:09.569 --> 00:18:14.609
But, boy, do we pay attention to those? And we react often with conversion.

139 "Terri Werner" (3282113792)
00:18:16.019 --> 00:18:29.789
Okay, so so remember whether a behaviors desirable or undesirable often depends on contacts. Okay. And so, um, I just kind of went over what significant.

140 "Terri Werner" (3282113792)
00:18:29.789 --> 00:18:34.019
Um, and and and undesirable behaviors, look like.

141 "Terri Werner" (3282113792)
00:18:34.019 --> 00:18:44.309
so let's look at yelling when do you think yelling would be a significant desirable behavior any idea

142 "Terri Werner" (3282113792)
00:18:44.309 --> 00:18:52.019
When would yelling beat significant it would be a good thing. A ball game I absolutely a fire yes.

143 "Terri Werner" (3282113792)
00:18:52.019 --> 00:19:04.799
It would be significantly desire if there's a fire to yell out for help if you're in a ball game and you yell and and, you know, for your team. That's significant. That's desirable.

144 "Terri Werner" (3282113792)

00:19:04.799 --> 00:19:08.609
When do you think it might just be? Just okay.

145 "Terri Werner" (3282113792)
00:19:08.609 --> 00:19:13.229
Happens all the time we do it a lot once it. Okay. Just stood to yell.

146 "Terri Werner" (3282113792)
00:19:14.249 --> 00:19:26.459
Any idea any suggestions? Just. Okay. Surprise. Yes. Very good. Vanessa
you're surprised is just adjust. Okay. Behavior right?

147 "Terri Werner" (3282113792)
00:19:26.459 --> 00:19:30.629
Um, when do you think it might be junk to yell.

148 "Terri Werner" (3282113792)
00:19:30.629 --> 00:19:34.799
You know, it's annoying it gets under our skin.

149 "Terri Werner" (3282113792)
00:19:34.799 --> 00:19:39.089
Um, we react to it when we're angry.

150 "Terri Werner" (3282113792)
00:19:39.089 --> 00:19:52.289
Okay, when we're angry. Yeah. It's just it's a, it's junk behavior, but
we sometimes react when people are angry and they yell we say something
about it. We say you need to stop yelling. That's inappropriate.

151 "Terri Werner" (3282113792)
00:19:52.289 --> 00:19:57.809
Okay, what about sir? Okay. Yeah the kids screaming went excited.

152 "Terri Werner" (3282113792)
00:19:58.829 --> 00:20:03.059
What about serious when, when yelling.

153 "Terri Werner" (3282113792)
00:20:03.059 --> 00:20:08.819
Be serious. What do you guys think.

154 "Terri Werner" (3282113792)
00:20:13.499 --> 00:20:19.799
Kids in danger. Okay. Okay. Kid's in danger in pain.

155 "Terri Werner" (3282113792)
00:20:19.799 --> 00:20:32.609
Okay, public disruption. So, public disruption yeah. So Sirius would be
if I yelled what would happen, what would be the, what would be the
result in me? Yelling? What about guys.

156 "Terri Werner" (3282113792)
00:20:32.609 --> 00:20:38.009

Sirius could be if I yelled at a police officer, would that be serious?

157 "Terri Werner" (3282113792)
00:20:38.009 --> 00:20:47.999
I might get in a little bit of trouble if I yelled at a police officer.
Right? So that would be a serious consequence that I might be facing. If
I yelled.

158 "Terri Werner" (3282113792)
00:20:47.999 --> 00:20:53.459
Other times, you know, you mentioned a lot of junk behaviors.

159 "Terri Werner" (3282113792)
00:20:53.459 --> 00:20:59.369
That, you know, it wouldn't get me into serious trouble.

160 "Terri Werner" (3282113792)
00:20:59.369 --> 00:21:02.819
All right good job guys. Okay.

161 "Terri Werner" (3282113792)
00:21:02.819 --> 00:21:12.149
So, let's just kind of continue talking about those significant,
desirable behaviors again. These are behaviors that we want to increase.

162 "Terri Werner" (3282113792)
00:21:12.149 --> 00:21:25.974
We want to teach we want to provide those positive consequences those
reinforces when they happen, because it's going to improve that quality
of life of those individuals. All right so we want to focus on those.

163 "Terri Werner" (3282113792)
00:21:25.974 --> 00:21:37.974
So, remember, I keep mentioning, we're going to change our focus, and
we're going to find opportunities throughout the day throughout the week
and catching people demonstrating these desired behaviors.

164 "Terri Werner" (3282113792)
00:21:38.249 --> 00:21:42.659
So, after we teach them after, you know, we model then.

165 "Terri Werner" (3282113792)
00:21:42.659 --> 00:21:48.869
We want to find those opportunities to reinforce them when we, when
they're being observed.

166 "Terri Werner" (3282113792)
00:21:48.869 --> 00:21:51.929
Okay, because it's going to improve that quality of life.

167 "Terri Werner" (3282113792)
00:21:56.039 --> 00:22:02.819
And just okay, behaviors again, their behaviors that are very common.

168 "Terri Werner" (3282113792)
00:22:02.819 --> 00:22:05.849
Often overlooked we take them for granted.

169 "Terri Werner" (3282113792)
00:22:05.849 --> 00:22:12.149
And until we don't notice them until we don't do them, and then.

170 "Terri Werner" (3282113792)
00:22:12.149 --> 00:22:18.389
Where do we notice them? And we say something about them. Okay so I
challenge you all today.

171 "Terri Werner" (3282113792)
00:22:18.389 --> 00:22:26.099
You don't have to reinforce just okay behaviors every time, but
occasionally reinforce them say, you know what.

172 "Terri Werner" (3282113792)
00:22:26.124 --> 00:22:35.094
Thank you for always demonstrating respectful behavior at the dinner
table saying thank you and please is very respectful and time. So I just
wanted to tell you.

173 "Terri Werner" (3282113792)
00:22:35.094 --> 00:22:42.204
I really appreciate that because sometimes if we don't recognize those
just okay behaviors, they might decrease.

174 "Terri Werner" (3282113792)
00:22:42.479 --> 00:22:51.599
They might not happen as frequently, because in our world, a lot of times
our focus is on those undesirable behaviors that's getting all of our
attention.

175 "Terri Werner" (3282113792)
00:22:51.599 --> 00:22:58.469
So, again, we want to challenge it and we want to change it to focus on
our significant and just okay behaviors.

176 "Terri Werner" (3282113792)
00:22:58.469 --> 00:23:01.619
And limit our focus on those jump.

177 "Terri Werner" (3282113792)
00:23:01.619 --> 00:23:07.709
and we have to respond to serious of course when when they do occur

178 "Terri Werner" (3282113792)
00:23:07.709 --> 00:23:17.909
But, but the junk behavior, we're, we're gonna talk about a pivot to a
later on. It's really gonna help you avoid reacting to those jump
behaviors.

179 "Terri Werner" (3282113792)
00:23:17.909 --> 00:23:21.569
So, annoying junk behaviors.

180 "Terri Werner" (3282113792)
00:23:21.569 --> 00:23:31.769
Again, these are behaviors that we spend a lot of time on a lot of energy
and boy, do they get under our scan and they often.

181 "Terri Werner" (3282113792)
00:23:31.769 --> 00:23:34.979
Because of our reactions to junk behavior.

182 "Terri Werner" (3282113792)
00:23:34.979 --> 00:23:38.669
They often lead up into serious situations.

183 "Terri Werner" (3282113792)
00:23:38.669 --> 00:23:45.834
You know, so if I say to somebody, you need to stop yelling, it's so
inappropriate. You just need to stop. Oh, my gosh.

184 "Terri Werner" (3282113792)
00:23:45.864 --> 00:23:57.654
You need to stop yelling that person might react with anger towards me
and it might end up in a serious crisis situation because of my reaction
to that junk behavior.

185 "Terri Werner" (3282113792)
00:23:57.959 --> 00:24:02.639
Okay, so we need to just kind of think about that.

186 "Terri Werner" (3282113792)
00:24:02.639 --> 00:24:13.319
And if you think about our list before, do you guys remember any junk
behaviors that you recall from our behavior list that we had.

187 "Terri Werner" (3282113792)
00:24:15.389 --> 00:24:20.999
Anything.

188 "Terri Werner" (3282113792)
00:24:20.999 --> 00:24:24.629
Was was, uh, I.

189 "Terri Werner" (3282113792)
00:24:24.629 --> 00:24:27.899
Tantrum is that a junk behavior?

190 "Terri Werner" (3282113792)
00:24:27.899 --> 00:24:37.709
If they're not harmful harming themselves or anyone else, it absolutely
is. So the more we pay attention to that tantrum behavior, do you think
it will occur in the future?

191 "Terri Werner" (3282113792)
00:24:38.909 --> 00:24:42.629
Most likely will absolutely. Okay.

192 "Terri Werner" (3282113792)
00:24:42.629 --> 00:24:46.319
So, again, the definition of junk behavior.

193 "Terri Werner" (3282113792)
00:24:46.319 --> 00:24:52.799
Undesirable it's annoying. It's it's H, typical are functioning level
typical.

194 "Terri Werner" (3282113792)
00:24:52.799 --> 00:24:58.289
But it's not physically harmful to sell for others or property and it's
not illegal.

195 "Terri Werner" (3282113792)
00:24:58.289 --> 00:25:03.479
So, as a 2 year old, a 3 year old, it's difficult to throw a tantrum,
right?

196 "Terri Werner" (3282113792)
00:25:03.479 --> 00:25:17.129
Young young boys, it's difficult to laugh at fart jokes and things like
that and and giggle and, you know, and make all kinds of comments about
people. Farting. That's typical.

197 "Terri Werner" (3282113792)
00:25:17.129 --> 00:25:25.589
But it's still junk, right? Um, 1 of the 1 of the pet peeves in mind is
people when they burp at the table.

198 "Terri Werner" (3282113792)
00:25:25.589 --> 00:25:37.914
I have to really concentrate and not react to that junk behavior with
facial expressions, body language, or say anything about it. It's taken a
lot of practice on my end because it's 1 of my pet peeves.

199 "Terri Werner" (3282113792)
00:25:38.094 --> 00:25:41.964
And so I have to make a plan not to react.

200 "Terri Werner" (3282113792)
00:25:43.439 --> 00:25:52.679
So, now I want you guys to tell me what are some common junk behaviors
that you've seen that may be in the past. You have reacted to.

201 "Terri Werner" (3282113792)
00:25:55.709 --> 00:26:01.829
Anyone I rolling that's a big 1 Vanessa. I've done that myself.

202 "Terri Werner" (3282113792)
00:26:06.899 --> 00:26:12.989
Anyone else what about spitting.

203 "Terri Werner" (3282113792)
00:26:12.989 --> 00:26:20.729
Kicking walls, talking back was 1, it's something about kicking walls. I
didn't get all of it, but.

204 "Terri Werner" (3282113792)
00:26:20.729 --> 00:26:24.419
Talking back yeah. Whining.

205 "Terri Werner" (3282113792)
00:26:24.419 --> 00:26:31.769
I'm linings 1. why do I always have to do this? Why don't you make me
clean my floor stopping as 1?

206 "Terri Werner" (3282113792)
00:26:31.769 --> 00:26:35.699
Yes, they get under your skin, a deep South.

207 "Terri Werner" (3282113792)
00:26:35.699 --> 00:26:39.359
Blessing? Yes complaining.

208 "Terri Werner" (3282113792)
00:26:39.359 --> 00:26:44.159
Those are all junk behaviors that, you know.

209 "Terri Werner" (3282113792)
00:26:44.159 --> 00:26:47.639
I'm going to hopefully challenge you all.

210 "Terri Werner" (3282113792)
00:26:47.639 --> 00:26:53.399
Um, after we learn a little bit about pivot to minimize our reactions to
junk behavior.

211 "Terri Werner" (3282113792)
00:26:53.399 --> 00:26:58.349
Don't give it the attention that it's now receiving.

212 "Terri Werner" (3282113792)
00:26:58.349 --> 00:27:04.589
Okay, so those are some good lifts list guys. So thank you for putting
those in chat.

213 "Terri Werner" (3282113792)
00:27:04.589 --> 00:27:08.249
Okay, so here are, um.

214 "Terri Werner" (3282113792)
00:27:08.249 --> 00:27:12.029

Here are some other examples of some junk behavior.

215 "Terri Werner" (3282113792)
00:27:12.029 --> 00:27:26.849
And I think somebody puts something about ignoring and we're not ignoring
junk behavior. We're going to use what we call the pivot tool to address
it, which is coming. So stay tuned. Alright. Examples of junk behavior.
Cursing.

216 "Terri Werner" (3282113792)
00:27:26.849 --> 00:27:30.209
Cursing is not harmful to sell or others.

217 "Terri Werner" (3282113792)
00:27:30.534 --> 00:27:42.294
It's not against the law, it's not hurting anybody's property, but you
also have to remember context. Remember if I curse at a police officer,
that might go into serious and not jump.

218 "Terri Werner" (3282113792)
00:27:42.624 --> 00:27:48.954
So, when you think about some of these things, you're going to have to
look at the contacts to see, does it shift over.

219 "Terri Werner" (3282113792)
00:27:49.289 --> 00:27:55.949
Into another category, but most of the time cursing is not harmful to
anyone.

220 "Terri Werner" (3282113792)
00:27:55.949 --> 00:28:01.169
It may be annoying, especially to some people that really hate cursing.
It's 1 of their pet peeves.

221 "Terri Werner" (3282113792)
00:28:01.169 --> 00:28:04.709
Um, but it's just junk threatening.

222 "Terri Werner" (3282113792)
00:28:04.709 --> 00:28:08.909
Not going to work not being respectful.

223 "Terri Werner" (3282113792)
00:28:08.909 --> 00:28:16.019
Slamming doors, screaming name, calling same main things. That's pretty
much all junk behavior.

224 "Terri Werner" (3282113792)
00:28:16.019 --> 00:28:19.619
Under most circumstances.

225 "Terri Werner" (3282113792)
00:28:19.619 --> 00:28:28.589

Okay, not going to work. That could be that could be a serious
consequence not getting paid and not being able to pay your bills.

226 "Terri Werner" (3282113792)
00:28:28.589 --> 00:28:31.859
So so again, look at context.

227 "Terri Werner" (3282113792)
00:28:33.689 --> 00:28:37.529
Okay, so why do you all think people do jump behavior?

228 "Terri Werner" (3282113792)
00:28:37.529 --> 00:28:42.629
Why did they curse of people? Why did they complain? Why do they slam
doors?

229 "Terri Werner" (3282113792)
00:28:42.629 --> 00:28:49.409
What what is it why, why do people do these things? It just behavior gets
under our scan.

230 "Terri Werner" (3282113792)
00:28:49.409 --> 00:28:55.169
Why does it continue.

231 "Terri Werner" (3282113792)
00:28:58.169 --> 00:29:01.199
They want to get their way the attention.

232 "Terri Werner" (3282113792)
00:29:01.199 --> 00:29:04.229
Don't know how else to get frustrations out.

233 "Terri Werner" (3282113792)
00:29:04.229 --> 00:29:08.819
Okay, those are all excellent. They tried to annoy someone else.

234 "Terri Werner" (3282113792)
00:29:08.819 --> 00:29:15.539
Manipulation they're coming fast. I'm seeing most of them. Okay.

235 "Terri Werner" (3282113792)
00:29:15.539 --> 00:29:22.439
So guys, a lot of times people do jump behavior to get a reaction from
you to get that attention.

236 "Terri Werner" (3282113792)
00:29:22.439 --> 00:29:35.159
Negative attention is sometimes better than no attention at all. And
again, we live in a society that focus on focuses all lot on negative
attention, that undesirable behaviors.

237 "Terri Werner" (3282113792)
00:29:35.159 --> 00:29:48.599

And so, you know, so getting attention, it could be a large behavior response watching others, do that junk behavior, and they pick up that habit, you know, so it becomes more habitual in nature.

238 "Terri Werner" (3282113792)
00:29:48.599 --> 00:29:56.939
It's something that they've done for so long. Now it's more habitual. Um, they, they do it to get a reaction from, you.

239 "Terri Werner" (3282113792)
00:29:56.939 --> 00:30:02.459
To get what they want to, so there's all kinds of reasons.

240 "Terri Werner" (3282113792)
00:30:02.459 --> 00:30:09.479
Maybe to escape a task, so there's all different reasons on why people demonstrate chunk behavior.

241 "Terri Werner" (3282113792)
00:30:09.479 --> 00:30:13.529
So those are some good ones there. Okay.

242 "Terri Werner" (3282113792)
00:30:13.529 --> 00:30:18.299
So, we just kind of mentioned series behavior.

243 "Terri Werner" (3282113792)
00:30:18.299 --> 00:30:24.179
So, undesirable behavior is not junk behavior when again.

244 "Terri Werner" (3282113792)
00:30:24.179 --> 00:30:27.839
The behavior causes harm to physical cell.

245 "Terri Werner" (3282113792)
00:30:27.839 --> 00:30:31.589
Others property or the behaviors illegal.

246 "Terri Werner" (3282113792)
00:30:31.589 --> 00:30:40.709
So some of those things that we mentioned in our behavior pool while ago, hitting with force, that is serious.

247 "Terri Werner" (3282113792)
00:30:40.709 --> 00:30:48.269
Um, throwing a chair that's property damage, banging head so that head banging that someone mentioned earlier.

248 "Terri Werner" (3282113792)
00:30:48.269 --> 00:30:57.329
That can have some serious consequences if you hit your head hard enough and long enough. So banging head with boars stealing.

249 "Terri Werner" (3282113792)

00:30:57.414 --> 00:31:07.764
All of those things can have some serious consequences. So the person's safety and the safety of others is our 1st concern. Of course.

250 "Terri Werner" (3282113792)
00:31:07.824 --> 00:31:13.074
And serious behaviors are dangerous and must be interrupted or our actions taken.

251 "Terri Werner" (3282113792)
00:31:13.379 --> 00:31:28.319
By us to make things safer, everyone involved. Okay. So that's where we look at our, our safety crisis plans. We look at preventing and interrupting those series behaviors. So hopefully we minimize.

252 "Terri Werner" (3282113792)
00:31:28.319 --> 00:31:32.129
That the, the seriousness of the situation.

253 "Terri Werner" (3282113792)
00:31:32.904 --> 00:31:40.074
Right here is a QR code, and I encourage you to get out your phones and take a picture of that.

254 "Terri Werner" (3282113792)
00:31:40.074 --> 00:31:53.484
Because we have some outstanding resources on safety crisis planning what to do in a crisis what that crisis cycle looks like, and how you can prevent and interrupt it from going into full blown prices.

255 "Terri Werner" (3282113792)
00:31:53.634 --> 00:32:02.124
So that hitting that banging, your head with force is minimize and less likely to occur. Okay. But.

256 "Terri Werner" (3282113792)
00:32:02.129 --> 00:32:15.029
But what do you do if they should happen? So so all of these resources right here can kind of help you better understand what to do in those certain circumstances.

257 "Terri Werner" (3282113792)
00:32:16.259 --> 00:32:25.319
This is another great resource call, help 908 scan if you want to learn more about that that.

258 "Terri Werner" (3282113792)
00:32:25.319 --> 00:32:36.389
The, the crisis center that you can reach out to send this to people that you might know that might benefit from this because it is an excellent resource.

259 "Terri Werner" (3282113792)
00:32:37.889 --> 00:32:45.959

Okay, so so guys, these are some examples of significant.

260 "Terri Werner" (3282113792)
00:32:45.959 --> 00:32:58.859
Behaviors again that we want to increase, we want to teach, we want to model, we want to reinforce. We also have some just okay behaviors that are typical behaviors that sometimes we take for granted.

261 "Terri Werner" (3282113792)
00:32:58.859 --> 00:33:07.889
Um, we also have our undesirable series behaviors. We have a list of some junk behaviors again. So again.

262 "Terri Werner" (3282113792)
00:33:07.889 --> 00:33:17.009
These are the, our 4 categories of behaviors and over here are the ones that we want to spend our, most of our time concentrating on.

263 "Terri Werner" (3282113792)
00:33:17.009 --> 00:33:20.039
Reinforcing building upon them.

264 "Terri Werner" (3282113792)
00:33:20.039 --> 00:33:25.319
You know, recognizing the efforts that people are demonstrating when they do these things.

265 "Terri Werner" (3282113792)
00:33:25.319 --> 00:33:29.849
Can you all think of any other significant desirable behaviors?

266 "Terri Werner" (3282113792)
00:33:29.849 --> 00:33:35.939
That would be worth somebody doing that would improve their quality of life.

267 "Terri Werner" (3282113792)
00:33:41.639 --> 00:33:52.049
Anyone dancing absolutely. Dancing is a wonderful, um.

268 "Terri Werner" (3282113792)
00:33:52.049 --> 00:33:56.699
It helps improve mood. It's a good physical activity.

269 "Terri Werner" (3282113792)
00:33:56.699 --> 00:34:08.969
It's a shared experience sometime with someone else. So those are wonderful things that's going to improve that quality of life of that person. Right? Filling out a job application.

270 "Terri Werner" (3282113792)
00:34:08.969 --> 00:34:13.949
Is significant for some people, you know, making that attempt to get a job.

271 "Terri Werner" (3282113792)
00:34:13.949 --> 00:34:18.989
So so all that can can be significantly desirable.

272 "Terri Werner" (3282113792)
00:34:18.989 --> 00:34:29.579
Any questions before we move on. Okay. So now we're going to talk about
the fundamental facts. Help us understand behavior.

273 "Terri Werner" (3282113792)
00:34:29.579 --> 00:34:35.489
All right and these are the cornerstones of positive behavior supports.

274 "Terri Werner" (3282113792)
00:34:35.489 --> 00:34:42.959
So, the 1st, 1 is behavior is always right given the person's
environment.

275 "Terri Werner" (3282113792)
00:34:42.959 --> 00:34:48.359
So, um, everyone is going through something in our in our world.

276 "Terri Werner" (3282113792)
00:34:48.359 --> 00:34:58.979
And so what we need to kind of think about, so we're more passionate and
kind remember kind and caring. At all times. We need to remember this 1
very closely.

277 "Terri Werner" (3282113792)
00:34:58.979 --> 00:35:03.599
Because behavior is, we need to look at a person's genetics.

278 "Terri Werner" (3282113792)
00:35:03.599 --> 00:35:10.499
Their physiology, their birth order through trauma history.

279 "Terri Werner" (3282113792)
00:35:11.514 --> 00:35:23.364
Which trauma is huge in in my field, the division of development of
disabilities, we have a lot of individuals we work with that have had
significant trauma, histories, abuse neglect.

280 "Terri Werner" (3282113792)
00:35:23.664 --> 00:35:32.874
Maybe a lot of moves in their lives, which have been very traumatic,
which affects their behavior today. Another thing that we look at is
context.

281 "Terri Werner" (3282113792)
00:35:33.089 --> 00:35:41.099
You know, be here and now, you know, I had differently when I'm with my
peers and I do at work with when I'm with my work family.

282 "Terri Werner" (3282113792)
00:35:41.454 --> 00:35:46.014
So context plays a role people that are on the autism spectrum.

283 "Terri Werner" (3282113792)
00:35:46.224 --> 00:35:57.024
Sometimes noise crowds touch can have an adverse effect on on how they
react to certain things in their environment.

284 "Terri Werner" (3282113792)
00:35:57.504 --> 00:36:07.914
So so this is just very crucial for us to, to be to have more compassion.
And understanding is that we have to understand a person's history.

285 "Terri Werner" (3282113792)
00:36:08.219 --> 00:36:14.129
And the here, and now to understand why sometimes people demonstrate.

286 "Terri Werner" (3282113792)
00:36:14.129 --> 00:36:19.949
Those behaviors that we're not for sure. Why is this happening? Why are
they doing.

287 "Terri Werner" (3282113792)
00:36:19.949 --> 00:36:23.099
Okay, we would most likely do it too.

288 "Terri Werner" (3282113792)
00:36:23.099 --> 00:36:26.099
If we came from the same environment that they did.

289 "Terri Werner" (3282113792)
00:36:26.099 --> 00:36:37.889
Okay, so that's this is a little hard concept to to grasp and understand
but when you think about people's histories, and where they came from and
how they've learned or what they didn't learn.

290 "Terri Werner" (3282113792)
00:36:37.889 --> 00:36:41.159
He kind of helps you with that compassion and understanding.

291 "Terri Werner" (3282113792)
00:36:42.629 --> 00:36:50.489
Consequences consequences when I think of consequences I always think of
something negative.

292 "Terri Werner" (3282113792)
00:36:50.489 --> 00:36:55.379
You know, the consequences are just anything that occurs after behavior.

293 "Terri Werner" (3282113792)
00:36:55.379 --> 00:37:01.019
Anything anything that occurs after behavior, and it can either
strengthen or weaken the behavior.

294 "Terri Werner" (3282113792)
00:37:01.019 --> 00:37:05.789
And really, the only way to know the, the effect is by what happens in
the future.

295 "Terri Werner" (3282113792)
00:37:05.789 --> 00:37:09.119
Okay, after the behavior occurs. Okay.

296 "Terri Werner" (3282113792)
00:37:09.119 --> 00:37:17.159
So so again, it can strengthen or weekend the outcome of the behavior in
the future, or it can have no effect on it at all.

297 "Terri Werner" (3282113792)
00:37:17.159 --> 00:37:21.419
So, if I provide a great deal.

298 "Terri Werner" (3282113792)
00:37:21.419 --> 00:37:25.949
Of empathy and encouragement and just listening.

299 "Terri Werner" (3282113792)
00:37:25.949 --> 00:37:38.009
To someone, and I'm always present, you know, during the good times and
the bad times, I'm a person that person feels connected to. They feel
like they're not judged.

300 "Terri Werner" (3282113792)
00:37:38.009 --> 00:37:41.279
And that, you know, I'm just, I'm just a good person.

301 "Terri Werner" (3282113792)
00:37:41.279 --> 00:37:44.489
To help them during the good times and the bad times.

302 "Terri Werner" (3282113792)
00:37:44.489 --> 00:37:50.339
It's probably going to be more likely because I've built that
relationship with that person.

303 "Terri Werner" (3282113792)
00:37:50.339 --> 00:37:58.289
In the future that person might come to me and someone that they feel
safe with they respect and they value.

304 "Terri Werner" (3282113792)
00:37:58.289 --> 00:38:06.839
Okay, okay so that is going to strengthen that that opportunity of that
person coming to me in the future.

305 "Terri Werner" (3282113792)
00:38:06.839 --> 00:38:12.660

But if they have someone that is quite coercive, unkind, and mean to them.

306 "Terri Werner" (3282113792)
00:38:13.405 --> 00:38:27.055
They may avoid being around that person in the future they may escape when that person enters the room, or they may try and get even with that person in some capacity. Okay.

307 "Terri Werner" (3282113792)
00:38:27.595 --> 00:38:30.265
So those are just some things to think about.

308 "Terri Werner" (3282113792)
00:38:32.275 --> 00:38:46.225
Fundamental fact, number 3, it takes time for changes in the environment to change behavior. I don't know about you all, but I can't tell you how many times I've tried. I've tried to change my diet. I tried to exercise 5 out of 7 days a week.

309 "Terri Werner" (3282113792)
00:38:46.225 --> 00:39:00.475
I get going I do well, but sometimes I slip back, you know, so it takes time to change behavior. Some of our individuals, because of their learning history in the past. Some of their responses are more habitual. Now.

310 "Terri Werner" (3282113792)
00:39:00.810 --> 00:39:15.505
You know, the reactions, they, they're more immediate and the more likely to occur, unless we change our reaction to those behaviors. So the environment has to change. We have to change our reaction.

311 "Terri Werner" (3282113792)
00:39:16.045 --> 00:39:17.245
We have to be patient.

312 "Terri Werner" (3282113792)
00:39:17.550 --> 00:39:20.640
Be consistent and take data.

313 "Terri Werner" (3282113792)
00:39:20.640 --> 00:39:32.220
Wait a couple of weeks to see if changes are occurring. So so we just kind of need to remember that for any change when we're looking at helping people.

314 "Terri Werner" (3282113792)
00:39:32.220 --> 00:39:38.400
Um, learn those significant, desirable behaviors by modern by teaching by reinforcing those things.

315 "Terri Werner" (3282113792)
00:39:38.400 --> 00:39:42.180

It's going to take time and look for small improvements.

316 "Terri Werner" (3282113792)
00:39:42.180 --> 00:39:47.160
Look for those little bitty improvements along the way and recognise
them. When you say them.

317 "Terri Werner" (3282113792)
00:39:49.530 --> 00:39:54.480
Number 4 pass behaviors, the best predict your future behavior all
things.

318 "Terri Werner" (3282113792)
00:39:54.480 --> 00:40:01.740
Be an equal so, again, remember people's past experiences. How did they,
how did they typically react.

319 "Terri Werner" (3282113792)
00:40:01.740 --> 00:40:09.420
If it didn't work the last time, change your strategy, anticipate
problems, be more prepared.

320 "Terri Werner" (3282113792)
00:40:09.420 --> 00:40:18.060
And that way, you'll hopefully prevent those challenging situations from
occuring in the future. Okay. So, for instance, if I.

321 "Terri Werner" (3282113792)
00:40:18.060 --> 00:40:21.720
Take my child or my grandchild to Walmart.

322 "Terri Werner" (3282113792)
00:40:21.720 --> 00:40:25.530
And history has shown me, she throws a temper tantrum.

323 "Terri Werner" (3282113792)
00:40:25.530 --> 00:40:29.430
To get that candy bar and soda at the end of the trip.

324 "Terri Werner" (3282113792)
00:40:30.145 --> 00:40:41.605
I give in every single time, that tantrum is going to continue, because
it's getting her needs Matt. It's getting that candy bar. It's getting
that that soda pop. Okay. So I gotta change my strategy.

325 "Terri Werner" (3282113792)
00:40:41.635 --> 00:40:45.715
I got to do something different if I want that temper tantrum to
decrease.

326 "Terri Werner" (3282113792)
00:40:45.930 --> 00:40:50.760
So, I have to change, okay, my reaction to that tantra.

327 "Terri Werner" (3282113792)
00:40:50.760 --> 00:40:54.630
So, next time I go to the store, I'm going to say, okay, Jennifer.

328 "Terri Werner" (3282113792)
00:40:54.630 --> 00:41:00.360
Today, if you hold on to Mommy's hand, we only get things on our list.

329 "Terri Werner" (3282113792)
00:41:00.360 --> 00:41:10.350
Um, you know, we will, I'll get you 1 candy bar at the end of the aisle
if you choose, not to hold onto my card and only get the things on my
list.

330 "Terri Werner" (3282113792)
00:41:10.350 --> 00:41:14.850
And be respectful kindly we won't get that candy bar. She throws a fit.

331 "Terri Werner" (3282113792)
00:41:15.870 --> 00:41:26.520
I don't get the candy bar. I leave the store and we talk about it later
and we do it again. Another shot. The next time she listens and she gets
that candy bar.

332 "Terri Werner" (3282113792)
00:41:26.520 --> 00:41:32.850
But I don't give them to the tantrum. I do something different. I have
her earn that candy bar.

333 "Terri Werner" (3282113792)
00:41:32.850 --> 00:41:39.090
But I set up some expectations to help her be more successful. So that's
what we're talking about here.

334 "Terri Werner" (3282113792)
00:41:40.290 --> 00:41:44.340
Number 5 giving negative course of punishing consequences.

335 "Terri Werner" (3282113792)
00:41:44.340 --> 00:41:56.190
Typically results in more problems it might help short term, but it's
going to create long term problems. So, again, our challenge to all of
you here today.

336 "Terri Werner" (3282113792)
00:41:56.190 --> 00:42:04.795
Is to start focusing on teaching, modeling, reinforcing, desired
behaviors, those significant, and just okay.

337 "Terri Werner" (3282113792)
00:42:04.795 --> 00:42:15.685
Behaviors and minimizing our attention to those undesirable behaviors as
much as we possibly can. Okay. And that's kind of hard.

338 "Terri Werner" (3282113792)
00:42:15.685 --> 00:42:21.805
Because again, we live in a very coercive society, and we have done some
of these things as parents ourselves.

339 "Terri Werner" (3282113792)
00:42:22.050 --> 00:42:28.620
Um, but we're shifting gears and positive positive behavior supports is
very, very effective.

340 "Terri Werner" (3282113792)
00:42:28.620 --> 00:42:34.110
It's evidence based it works guys, it absolutely works.

341 "Terri Werner" (3282113792)
00:42:34.110 --> 00:42:40.590
So, we're gonna do our very best to avoid those course and coercive
techniques in the future.

342 "Terri Werner" (3282113792)
00:42:40.590 --> 00:42:51.630
And the long run behavior responds better to positive consequences. I
don't know about you all, but I've had both in my life. I've, I've had
very, very.

343 "Terri Werner" (3282113792)
00:42:51.630 --> 00:42:56.580
Supervisors where I absolutely hated coming to work.

344 "Terri Werner" (3282113792)
00:42:56.580 --> 00:43:02.640
I hated it. It, it just, you know, it didn't make my work environment
positive.

345 "Terri Werner" (3282113792)
00:43:02.640 --> 00:43:08.580
But I've also had very caring, very understanding, very empathetic and.

346 "Terri Werner" (3282113792)
00:43:08.580 --> 00:43:11.640
Encouraging supervisors in my life.

347 "Terri Werner" (3282113792)
00:43:11.640 --> 00:43:18.000
And it made my work environment very positive and so which would, I would
rather be a part of.

348 "Terri Werner" (3282113792)
00:43:18.000 --> 00:43:21.060
Someone that is more positive.

349 "Terri Werner" (3282113792)
00:43:21.060 --> 00:43:30.900

Strength focus gave me the tools to be able to do my job at work and valued me when I was successful, reinforced my efforts.

350 "Terri Werner" (3282113792)
00:43:30.900 --> 00:43:36.150
Okay, so we respond better to positive consequences as people.

351 "Terri Werner" (3282113792)
00:43:36.150 --> 00:43:43.890
And we tend to go the other direction when we're when somebody else's course it towards us.

352 "Terri Werner" (3282113792)
00:43:43.890 --> 00:43:52.740
It it hurts us, it hurts our self esteem. It hurts our relationships and it doesn't improve that quality of life that I keep referring to.

353 "Terri Werner" (3282113792)
00:43:54.090 --> 00:44:00.780
Okay, so a universal positive approach that's the foundation for all these interventions. Okay.

354 "Terri Werner" (3282113792)
00:44:00.780 --> 00:44:04.350
So, to effectively change behaviors, we.

355 "Terri Werner" (3282113792)
00:44:04.350 --> 00:44:10.770
Need to always find ways to teach and pay more attention to the designer will behaviors.

356 "Terri Werner" (3282113792)
00:44:12.540 --> 00:44:17.130
All right, so target behaviors what are they.

357 "Terri Werner" (3282113792)
00:44:17.130 --> 00:44:24.900
What our target behaviors, their behaviors that we want to teach.

358 "Terri Werner" (3282113792)
00:44:24.900 --> 00:44:28.260
We want to increase or we want to replace.

359 "Terri Werner" (3282113792)
00:44:28.260 --> 00:44:42.985
Because again, these behaviors are going to increase that quality of life of the person who's going to make their world better it's going to improve their relationships. It's going to help them have more opportunities. If they're interested in employment, it's going to.

360 "Terri Werner" (3282113792)
00:44:43.410 --> 00:44:49.830
Help them if they're interested in building connections within their community.

361 "Terri Werner" (3282113792)
00:44:49.830 --> 00:44:56.400
These target desirable behaviors are going to help them with those things
that's going to make their life better.

362 "Terri Werner" (3282113792)
00:44:56.400 --> 00:45:03.540
Okay, can you think of any target of behaviors that we might want to
teach your increase with someone.

363 "Terri Werner" (3282113792)
00:45:07.345 --> 00:45:21.655
Anyone patients manners. Absolutely. Absolutely. Those are absolutely
wonderful. Significant, desirable behaviors. Kindness.

364 "Terri Werner" (3282113792)
00:45:22.045 --> 00:45:22.375
If.

365 "Terri Werner" (3282113792)
00:45:22.650 --> 00:45:26.370
If we focus if we model kindness.

366 "Terri Werner" (3282113792)
00:45:26.370 --> 00:45:31.470
We practice it, we reinforce those random acts of kindness with others.

367 "Terri Werner" (3282113792)
00:45:31.470 --> 00:45:35.460
Do you think they're going to be more likely to do it and demonstrated
themselves.

368 "Terri Werner" (3282113792)
00:45:35.460 --> 00:45:39.120
Absolutely, absolutely. They are.

369 "Terri Werner" (3282113792)
00:45:39.120 --> 00:45:50.610
Okay, so we have to step up our game and start modeling those behaviors.
We want to see more from people instead of modeling those behaviors. We
don't want to see.

370 "Terri Werner" (3282113792)
00:45:50.610 --> 00:45:57.060
Okay, because oftentimes, that's what we do, we model those behaviors
that we don't want others to do either.

371 "Terri Werner" (3282113792)
00:45:57.060 --> 00:46:01.890
You know, so we gotta change change out ourselves as well.

372 "Terri Werner" (3282113792)
00:46:01.890 --> 00:46:09.930

Rather than a weekend and decreased those undesirable behaviors by
focusing on the behaviors we want to replace.

373 "Terri Werner" (3282113792)
00:46:09.930 --> 00:46:15.780
Okay all right. So motivating desirable behaviors.

374 "Terri Werner" (3282113792)
00:46:17.070 --> 00:46:21.060
So, again, we're going to put more emphasis and attention.

375 "Terri Werner" (3282113792)
00:46:21.060 --> 00:46:25.980
And recognize those times when people are demonstrated patients.

376 "Terri Werner" (3282113792)
00:46:25.980 --> 00:46:39.360
You know, Cory, you did such a great job modeling patients with your
young brother this afternoon when he accidentally knocked down your fort,
that required a lot of patients. So a way to go on that, thank you for
that.

377 "Terri Werner" (3282113792)
00:46:39.360 --> 00:46:45.360
Okay, acknowledge it encourage it to continue in the future recognize it.

378 "Terri Werner" (3282113792)
00:46:45.360 --> 00:46:48.390
All right and minimize the times.

379 "Terri Werner" (3282113792)
00:46:48.390 --> 00:46:56.760
In which they're not always successful. Okay because again, that's our
focus is on that junk behavior or those times in which they're not.

380 "Terri Werner" (3282113792)
00:46:56.760 --> 00:47:01.050
So, minimize it by not paying as much attention to it.

381 "Terri Werner" (3282113792)
00:47:01.050 --> 00:47:07.770
You know, coming up with a plan to avoid reacting, overly reacting to to
those things.

382 "Terri Werner" (3282113792)
00:47:07.770 --> 00:47:12.510
And then again, teaching those desirable healthy behaviors.

383 "Terri Werner" (3282113792)
00:47:12.510 --> 00:47:15.510
That's going to improve their quality of life.

384 "Terri Werner" (3282113792)
00:47:15.535 --> 00:47:29.845

Looking for small improvements. Okay. So again do not focus on undesirable, be inappropriate behaviors that you want the person to stop focus on the desirable. So that's our challenge guys.

385 "Terri Werner" (3282113792)
00:47:29.845 --> 00:47:36.325
We've said this multiple times throughout the training, the training. And again, it's 1 of the hardest things to stop.

386 "Terri Werner" (3282113792)
00:47:36.660 --> 00:47:45.510
Because as a nation, our focus is always the other direction. So it takes a huge focus on our end to make that plan.

387 "Terri Werner" (3282113792)
00:47:45.510 --> 00:47:52.740
And to focus more of our energy, more of our opportunities throughout the day, to focus on those desirable behaviors.

388 "Terri Werner" (3282113792)
00:47:54.660 --> 00:48:00.960
Change may happen slowly or not happen at all.

389 "Terri Werner" (3282113792)
00:48:00.960 --> 00:48:08.430
So look for improvement, not perfection above all else. Just like we said, in Slack, be patient.

390 "Terri Werner" (3282113792)
00:48:08.430 --> 00:48:17.880
Because it, it does take time. Miracles don't happen. Oh, you know, it's not a miracle thing. We're not going to have our our, our little wand out there in proof.

391 "Terri Werner" (3282113792)
00:48:17.880 --> 00:48:20.910
You know, those undesirable behaviors are going to go away.

392 "Terri Werner" (3282113792)
00:48:20.910 --> 00:48:28.800
It takes time it takes commitment. It takes a lot of effort. It takes a lot of recognizing those desired behaviors.

393 "Terri Werner" (3282113792)
00:48:28.800 --> 00:48:33.480
And taking data to see if what we're doing is improving.

394 "Terri Werner" (3282113792)
00:48:33.480 --> 00:48:40.620
If not, we're going to go back and look to see what else we need to put into place to help that person be more successful.

395 "Terri Werner" (3282113792)
00:48:40.620 --> 00:48:50.460

Okay, and most important we got to look at ourselves. We got to change our focus. We got to change some of what we're doing to help that person be more successful.

396 "Terri Werner" (3282113792)
00:48:51.780 --> 00:48:56.820
So, next we're going to talk about conversion and it's affect.

397 "Terri Werner" (3282113792)
00:48:56.820 --> 00:49:02.430
All right, so what is conversion? Conversion is just the way we punish.

398 "Terri Werner" (3282113792)
00:49:02.430 --> 00:49:11.130
Um, and it's to stop someone from doing something that we don't like.

399 "Terri Werner" (3282113792)
00:49:11.130 --> 00:49:18.150
Or that we find annoying or, you know, so it's a way that we punish someone.

400 "Terri Werner" (3282113792)
00:49:18.150 --> 00:49:22.830
For doing something that we find unacceptable or.

401 "Terri Werner" (3282113792)
00:49:22.830 --> 00:49:27.870
You know, it's something out that we won't we don't want the person to do. Maybe we don't think it's good for them.

402 "Terri Werner" (3282113792)
00:49:27.870 --> 00:49:42.840
But it, it, it can be verbal version, a form of put down to show him disrespect. Um, conversion is often a habitual response to oftentimes we can be very coercive and we don't even realize what we are.

403 "Terri Werner" (3282113792)
00:49:42.840 --> 00:49:50.220
You know, it's a virtual, we've been doing it for so long. We've learned these coercive techniques from from others.

404 "Terri Werner" (3282113792)
00:49:50.220 --> 00:49:59.070
Now, we're all coercive in some manner every single 1 of us that are here today. And I've been training tools since 2012.

405 "Terri Werner" (3282113792)
00:49:59.070 --> 00:50:13.920
I'm still coercive at times, but I have over the years, managed to lessen the times that I am coerced coercive. I've recognized when I'm more likely to be coercive and with whom.

406 "Terri Werner" (3282113792)
00:50:13.920 --> 00:50:18.660

And I really try and make a plan to prevent those opportunities.

407 "Terri Werner" (3282113792)
00:50:18.660 --> 00:50:23.100
As much as I can, and I will tell you, I've been very successful.

408 "Terri Werner" (3282113792)
00:50:23.100 --> 00:50:27.810
But I, but it hasn't totally 100% gone away.

409 "Terri Werner" (3282113792)
00:50:27.810 --> 00:50:34.230
No, because I'm human, we make mistakes, we revert back to what we've done in the past.

410 "Terri Werner" (3282113792)
00:50:34.230 --> 00:50:42.690
So, with that said, we'd make a plan and we try and minimize the effects of coercion. Okay. So.

411 "Terri Werner" (3282113792)
00:50:42.690 --> 00:50:49.560
Um, trying to teach people like, punishing them, we have learned over the years.

412 "Terri Werner" (3282113792)
00:50:49.560 --> 00:50:56.430
That it affects our relationship, it makes people feel bad. It also makes us feel bad.

413 "Terri Werner" (3282113792)
00:50:56.430 --> 00:51:03.870
You know, so it really does affect our relationship and, um.

414 "Terri Werner" (3282113792)
00:51:04.375 --> 00:51:13.015
And it's not teaching the behavior we want the person to demonstrate and so with positive behavior supports, we teach the behavior.

415 "Terri Werner" (3282113792)
00:51:13.045 --> 00:51:21.745
We model the behavior that we want that person to demonstrate because we know it's going to improve their quality of life. It's gonna make things better for them.

416 "Terri Werner" (3282113792)
00:51:22.050 --> 00:51:32.190
Okay, we're punishment is going to have the opposite effect. It's going to affect their morale. Their relationship with us is going to make them feel worse.

417 "Terri Werner" (3282113792)
00:51:32.190 --> 00:51:37.620

And it's not teaching what we want them to do. It's teaching them what we don't want them to do.

418 "Terri Werner" (3282113792)
00:51:37.620 --> 00:51:48.150
Okay, so discipline used to before tools I've kind of discipline is something bad kind of like behavior. I thought, man, that's behalf behaviors undesirable.

419 "Terri Werner" (3282113792)
00:51:48.150 --> 00:51:51.660
But discipline is just teaching, it's like a teacher.

420 "Terri Werner" (3282113792)
00:51:51.660 --> 00:52:06.115
It's fine modeling what you want the person to do, that's going to help them. It's teaching, it's motivating the person to be interested in doing this desired behavior across different situations. So that's discipline.

421 "Terri Werner" (3282113792)
00:52:06.205 --> 00:52:13.405
So it's something positive. It's something, you know, it's gonna be good for that person because it's going to improve the quality of life.

422 "Terri Werner" (3282113792)
00:52:16.135 --> 00:52:26.455
All right, so these are some types of conversions that we talk about in our tools, a choice class however, there's many, many,

423 "Terri Werner" (3282113792)
00:52:26.455 --> 00:52:37.105
many more types of ways in which we're all coercive as a society as people, but we're just going to kind of focus on a couple um, and.

424 "Terri Werner" (3282113792)
00:52:38.190 --> 00:52:41.220
And you guys can kind of help me with some of these. Okay.

425 "Terri Werner" (3282113792)
00:52:41.220 --> 00:52:49.260
Questioning questioning, what do you guys think about? Why would questioning be coercive any ideas.

426 "Terri Werner" (3282113792)
00:52:49.260 --> 00:52:53.700
Questioning any thoughts.

427 "Terri Werner" (3282113792)
00:52:57.030 --> 00:53:01.020
Why would you do that? Absolutely. Yes.

428 "Terri Werner" (3282113792)
00:53:01.020 --> 00:53:12.990

so that was the tone of your voice your body language your facial
expressions questioning it wasn't an open ended question how are you
doing today but it was why are you doing that

429 "Terri Werner" (3282113792)
00:53:12.990 --> 00:53:15.990
So, that facial expression, that body language.

430 "Terri Werner" (3282113792)
00:53:15.990 --> 00:53:19.830
It came across as is kind of mean, right?

431 "Terri Werner" (3282113792)
00:53:19.830 --> 00:53:29.610
Is but the question it could be a person might have said that to their
teenage son because of out of fear why did you come home? Late.

432 "Terri Werner" (3282113792)
00:53:29.610 --> 00:53:36.030
You know, and it's almost a habitual response, but sometimes it's out of
fear. Why did you do that?

433 "Terri Werner" (3282113792)
00:53:36.030 --> 00:53:39.540
You know, so it comes in in a good place.

434 "Terri Werner" (3282113792)
00:53:39.540 --> 00:53:51.270
But it does affect our relationship with that person. It affects the
outcome of our conversation with that person. Right? So how many times
have I told you to do that? Or are are you crazy?

435 "Terri Werner" (3282113792)
00:53:51.270 --> 00:53:55.680
All right, so the, the effect of conversion of this type.

436 "Terri Werner" (3282113792)
00:53:55.680 --> 00:54:03.390
Can be quite negative. All right. Okay. So, arguing arguing.

437 "Terri Werner" (3282113792)
00:54:03.390 --> 00:54:08.160
How many people does it take to argue? 2?

438 "Terri Werner" (3282113792)
00:54:08.160 --> 00:54:11.280
Right. How many people have argued.

439 "Terri Werner" (3282113792)
00:54:11.280 --> 00:54:15.870
What, if you guys argued about what are some ways in, which we argued.

440 "Terri Werner" (3282113792)
00:54:17.340 --> 00:54:21.180

Everyone argues, right everyone, everyone are yours.

441 "Terri Werner" (3282113792)
00:54:21.180 --> 00:54:26.910
Okay, does it work is it effective now?

442 "Terri Werner" (3282113792)
00:54:26.910 --> 00:54:31.950
Now, does it make you and the person you're arguing with feel better afterwards?

443 "Terri Werner" (3282113792)
00:54:32.970 --> 00:54:36.000
Now, or do you feel defeated.

444 "Terri Werner" (3282113792)
00:54:36.000 --> 00:54:48.750
Do you feel defeated? Do you feel do you come away with that feeling positive feeling? Like you have a better connection with that person? You know, you solve the world's problems you feel disrespected.

445 "Terri Werner" (3282113792)
00:54:48.750 --> 00:54:52.800
That relationship has taken a bump in the road.

446 "Terri Werner" (3282113792)
00:54:52.800 --> 00:54:57.930
Okay, so it's something that hasn't caused an improvement.

447 "Terri Werner" (3282113792)
00:54:57.930 --> 00:55:02.190
It's made both parties feel just a little bit worse than what they felt before.

448 "Terri Werner" (3282113792)
00:55:02.190 --> 00:55:08.880
Okay, but we've all done it. Okay. Every 1 of us have argued with someone in our past.

449 "Terri Werner" (3282113792)
00:55:08.880 --> 00:55:12.120
But all we're saying through this presentation.

450 "Terri Werner" (3282113792)
00:55:12.120 --> 00:55:17.940
Is realize the effect that arguing has on our relationship and try and plan it up.

451 "Terri Werner" (3282113792)
00:55:17.940 --> 00:55:21.540
Plan and attached to prevent it from happening.

452 "Terri Werner" (3282113792)
00:55:21.540 --> 00:55:25.770

As frequently as it was in the past. Okay.

453 "Terri Werner" (3282113792)
00:55:25.770 --> 00:55:29.310
Sarcasm teasing.

454 "Terri Werner" (3282113792)
00:55:29.310 --> 00:55:34.290
How many of us are sarcastic? Do we like to use a little sarcasm?

455 "Terri Werner" (3282113792)
00:55:34.290 --> 00:55:37.620
Sometimes me. Okay, Melissa.

456 "Terri Werner" (3282113792)
00:55:37.620 --> 00:55:41.310
I like a little sarcasm every now and then. Okay.

457 "Terri Werner" (3282113792)
00:55:41.310 --> 00:55:45.420
But what can be the effects of sarcasm.

458 "Terri Werner" (3282113792)
00:55:46.980 --> 00:55:52.050
Say the opposite of what you mean or make fun of someone either
maliciously or playfully.

459 "Terri Werner" (3282113792)
00:55:53.220 --> 00:56:00.030
It sometimes can be quite hurtful to others, you know, that little
teasing that we feel is in fun.

460 "Terri Werner" (3282113792)
00:56:00.030 --> 00:56:09.600
May not be fun to that person. It may truly hurt them. It may make them
feel just a little bit worse than before you made that sarcastic
statement.

461 "Terri Werner" (3282113792)
00:56:09.600 --> 00:56:13.350
You're not the brightest crayon in the box. Are you.

462 "Terri Werner" (3282113792)
00:56:13.350 --> 00:56:19.140
I might have been teasing might have been in a playful manner, but that
person didn't take it that way.

463 "Terri Werner" (3282113792)
00:56:19.140 --> 00:56:29.815
They took offense to it and they react negatively towards me. Maybe they
didn't say anything to me, but in their mind, they were feeling worse
because of that statement.

464 "Terri Werner" (3282113792)

00:56:30.265 --> 00:56:43.135
And some of the population that we work with with intellectual
development disabilities is some of our folks, they don't understand
sarcasm at all. They take those things literally. And so we got to really
be careful with sarcasm.

465 "Terri Werner" (3282113792)
00:56:43.500 --> 00:56:48.690
Force versus another 1, you know, verbal or physical.

466 "Terri Werner" (3282113792)
00:56:48.690 --> 00:56:54.180
Same main things to somebody yelling screaming, cursing at someone.

467 "Terri Werner" (3282113792)
00:56:54.180 --> 00:57:01.410
Physically being aggressive with someone pushing shoving, hitting
spanking. Those are.

468 "Terri Werner" (3282113792)
00:57:01.410 --> 00:57:05.280
That's use of verbal or physical force.

469 "Terri Werner" (3282113792)
00:57:05.280 --> 00:57:08.610
And it does hurt our relationship with that person.

470 "Terri Werner" (3282113792)
00:57:08.610 --> 00:57:13.680
Not to say that as a parent, you know, I don't know about you all.

471 "Terri Werner" (3282113792)
00:57:13.680 --> 00:57:23.520
But my parents very rarely, but I did get us bank and, uh, once or twice,
but many more times throughout my life as a child.

472 "Terri Werner" (3282113792)
00:57:23.520 --> 00:57:32.130
Was positive and they focused on on my strengths, and they were kind in
care most of the time. So, in in my bank.

473 "Terri Werner" (3282113792)
00:57:32.130 --> 00:57:44.550
I had many more positive experience, rather than those negative
experiences with, with my family, but for the most part, we're not
teaching the behavior. We want the person to demonstrate.

474 "Terri Werner" (3282113792)
00:57:44.550 --> 00:57:48.180
With physical and visit and verbal force.

475 "Terri Werner" (3282113792)
00:57:48.180 --> 00:57:55.260

We may be teaching them something we don't want them to do. Right? How many of us have threatened others?

476 "Terri Werner" (3282113792)
00:57:55.260 --> 00:58:02.250
If you don't put your seatbelt on on, never taking you to the store again if you don't clean your room.

477 "Terri Werner" (3282113792)
00:58:02.250 --> 00:58:07.440
I'm never going to allow I'm not going to allow you to go outside and play and then we give in.

478 "Terri Werner" (3282113792)
00:58:07.440 --> 00:58:15.120
We give them okay, so, threats often, they're ineffective. We often give in.

479 "Terri Werner" (3282113792)
00:58:15.120 --> 00:58:18.570
We threaten without following through.

480 "Terri Werner" (3282113792)
00:58:18.570 --> 00:58:26.220
And again, it doesn't help the situation. It, it, it, it doesn't help the situation with the person.

481 "Terri Werner" (3282113792)
00:58:26.220 --> 00:58:37.470
Any other ideas regarding threats. Okay if you don't get to go to the, you're not going to get to go to the mall today.

482 "Terri Werner" (3282113792)
00:58:37.470 --> 00:58:42.780
If you don't clean your room guaranteeing threats, we're all good at it.

483 "Terri Werner" (3282113792)
00:58:42.780 --> 00:58:47.370
So, we're just going to try and minimize those times. Instead we're going to do more teaching.

484 "Terri Werner" (3282113792)
00:58:47.370 --> 00:58:52.135
We're gonna use, we don't really talk about the set expectations tool in this training.

485 "Terri Werner" (3282113792)
00:58:52.345 --> 00:59:06.505
So, if you're interested, come back to our tools, a choice training in the future AR, and you'll learn a lot about how you go about teaching and encouraging and using that aren't or don't earn concept that I briefly mentioned before.

486 "Terri Werner" (3282113792)

00:59:06.840 --> 00:59:10.500
Criticism were all very critical at times.

487 "Terri Werner" (3282113792)
00:59:10.500 --> 00:59:21.690
You know, criticizing why did you clean your room? It doesn't look like
it. Oh, my gosh. Look at your room. Look at your bed. You didn't even
make your bed. What were you thinking?

488 "Terri Werner" (3282113792)
00:59:21.690 --> 00:59:28.920
Being very critical of somebody's work or their attempt to finish
something. Have we all done that?

489 "Terri Werner" (3282113792)
00:59:30.240 --> 00:59:33.960
I would say I have, I would say we all have.

490 "Terri Werner" (3282113792)
00:59:33.960 --> 00:59:39.090
Okay, so those are just some things that we need to kind of make a plan
to prevent.

491 "Terri Werner" (3282113792)
00:59:39.090 --> 00:59:44.010
And look at people's effort instead, look at the effort.

492 "Terri Werner" (3282113792)
00:59:44.010 --> 00:59:53.670
And, and look at why they might not be able to clean the room. Maybe it's
too overwhelming. Maybe we need to break things down into simple tasks
for them.

493 "Terri Werner" (3282113792)
00:59:53.670 --> 00:59:58.680
So, teaching those things that we want the person to do, versus being
critical.

494 "Terri Werner" (3282113792)
00:59:58.680 --> 01:00:05.700
Despair you saying that, because if you don't know what to do, you're
hopeless.

495 "Terri Werner" (3282113792)
01:00:05.700 --> 01:00:15.360
Okay, you know, I thought I was your favorite staff, I bring you stuff
all the time. I take you out for sodas. Why are you being mean to me
today?

496 "Terri Werner" (3282113792)
01:00:15.360 --> 01:00:19.440
You know, I just don't get it. Okay.

497 "Terri Werner" (3282113792)

01:00:19.440 --> 01:00:26.310
The spare count, does it does it make the person feel good? Does it build
that relationship between you?

498 "Terri Werner" (3282113792)
01:00:26.310 --> 01:00:32.430
No, it doesn't. It kind of tears it down a little bit, right?

499 "Terri Werner" (3282113792)
01:00:32.430 --> 01:00:35.430
Okay, it doesn't make any either party feel good.

500 "Terri Werner" (3282113792)
01:00:35.430 --> 01:00:39.060
Okay, it's not motivating somebody to do better.

501 "Terri Werner" (3282113792)
01:00:39.060 --> 01:00:44.190
Lecture all my goodness how many of us? This is mine.

502 "Terri Werner" (3282113792)
01:00:44.190 --> 01:00:48.390
I don't know about you all, but I think we all have 1 coercive.

503 "Terri Werner" (3282113792)
01:00:48.390 --> 01:00:51.720
Um, technique that we use more than another.

504 "Terri Werner" (3282113792)
01:00:51.720 --> 01:01:03.570
And I'm a social worker, I tend to kind of lecturer so I've had to really
watch that 1 and and, and not use that 1 as much as I have in the past
lecture.

505 "Terri Werner" (3282113792)
01:01:03.570 --> 01:01:06.780
Trying to talk about what somebody should be doing.

506 "Terri Werner" (3282113792)
01:01:06.780 --> 01:01:17.520
What's good for them why they're not doing this. It's hard to stop. It is
hard. It is so hard, but we got to we gotta try. That's all we can do is
try and make a plan.

507 "Terri Werner" (3282113792)
01:01:17.520 --> 01:01:23.580
Try not to fix things, try and help people fix their own situations.
Teach them. How.

508 "Terri Werner" (3282113792)
01:01:23.580 --> 01:01:32.490
Okay, but we are fixers in this field of ours, or some of us are and this
one's a hard 1.

509 "Terri Werner" (3282113792)
01:01:32.490 --> 01:01:42.570
But I always think of Charlie Brown when it comes to luxury, you know,
the teacher went went, went, went well, yes. I don't know. I remember
when I was growing up and my parents lectured me.

510 "Terri Werner" (3282113792)
01:01:42.570 --> 01:01:49.290
I told him out, I was looking at them. I was looking at it, man. I told
them out. I was like uh, huh.

511 "Terri Werner" (3282113792)
01:01:49.290 --> 01:01:54.060
Didn't hear where you said you were gone a long time ago, but okay. Okay.
I get it.

512 "Terri Werner" (3282113792)
01:01:54.060 --> 01:02:00.420
You don't you don't listen you tone them out you block them out. You're
gone. They're still talking and you're just.

513 "Terri Werner" (3282113792)
01:02:00.420 --> 01:02:05.550
Somewhere else in your head. Okay. It doesn't it doesn't teach you
anything.

514 "Terri Werner" (3282113792)
01:02:05.550 --> 01:02:08.670
It doesn't help the situation and it makes it worse.

515 "Terri Werner" (3282113792)
01:02:08.670 --> 01:02:13.800
taking away is another one that we've all done as parents i'm sure in our
life

516 "Terri Werner" (3282113792)
01:02:13.800 --> 01:02:18.450
I'm limiting access or removing things privileges.

517 "Terri Werner" (3282113792)
01:02:18.450 --> 01:02:27.780
But again, it doesn't teach them what we want. It doesn't teach them how
to do those things that's going to improve their quality of life. So I'm
going to go back to earner donor.

518 "Terri Werner" (3282113792)
01:02:27.780 --> 01:02:32.610
You know, instead of taking away, you can earn extra video time.

519 "Terri Werner" (3282113792)
01:02:32.610 --> 01:02:42.660
If you clean your room, if you choose not to clean your room, then you
want that extra video time. So I'm not taking anything away. I'm having
it be earned.

520 "Terri Werner" (3282113792)
01:02:42.660 --> 01:02:57.360
Okay, versus the taking away. So I'm setting expectations to help that person. Understand what's expected how to do that activity modeling how to do that activity successfully and I'm reinforcing it when it's done.

521 "Terri Werner" (3282113792)
01:02:58.380 --> 01:03:02.730
But if they don't do it, they're just not getting it. It's something they're earning.

522 "Terri Werner" (3282113792)
01:03:05.040 --> 01:03:11.070
This 1 can be very, very harmful and hurtful talking about a person's bad behavior with a person present.

523 "Terri Werner" (3282113792)
01:03:11.070 --> 01:03:14.160
We see that sometimes we, as parents have done it.

524 "Terri Werner" (3282113792)
01:03:14.160 --> 01:03:18.510
I know my husband, I have done it in the past and the person feels horrible.

525 "Terri Werner" (3282113792)
01:03:18.510 --> 01:03:29.010
the person you know my son may have had a bad day and my husband comes home you won't believe but wesley did today oh my gosh she got in trouble at school again

526 "Terri Werner" (3282113792)
01:03:29.010 --> 01:03:42.835
You know, I can't believe what's this right there? Does that make Wesley feel good or is he sinking down? Oh, my gosh here we go again. I just went through it with mom now I gotta go through with dad and mom. I'm feeling horrible.

527 "Terri Werner" (3282113792)
01:03:43.015 --> 01:03:50.485
It's not a good situation. I'm mad at both of them. I'm mad at myself. You know, it's it's just a horrible thing all the way around.

528 "Terri Werner" (3282113792)
01:03:50.790 --> 01:03:54.180
And it hurts my self esteem as Wesley.

529 "Terri Werner" (3282113792)
01:03:54.180 --> 01:04:00.510
So so kind of think about those times and try and minimize whenever those things are happening.

530 "Terri Werner" (3282113792)

01:04:00.510 --> 01:04:05.490
So, what are the effects of conversion guys? Give me some ideas.

531 "Terri Werner" (3282113792)
01:04:05.490 --> 01:04:10.470
Effective conversion. What do I mean by avoiding.

532 "Terri Werner" (3282113792)
01:04:13.020 --> 01:04:23.070
Anybody so we're all coerced, but what can be the effect of it.

533 "Terri Werner" (3282113792)
01:04:25.080 --> 01:04:33.420
So, people avoid us, you know, they don't want to be around us. Yeah,
people don't want to be around you and it's absolutely.

534 "Terri Werner" (3282113792)
01:04:33.420 --> 01:04:40.020
When you enter the room, they escape you, they go into their room and
they hide out.

535 "Terri Werner" (3282113792)
01:04:40.020 --> 01:04:45.270
You know, because if we're coercive in most of our conversations with
somebody.

536 "Terri Werner" (3282113792)
01:04:45.270 --> 01:04:51.030
They're not going to think of us is a kind and caring person. They're
going to want to not be around us.

537 "Terri Werner" (3282113792)
01:04:51.030 --> 01:04:59.220
Because of those previous times, in which we were, were more negative and
unkind and unfriendly.

538 "Terri Werner" (3282113792)
01:04:59.220 --> 01:05:03.360
Okay, they may even try and get even with us in some, some way.

539 "Terri Werner" (3282113792)
01:05:03.360 --> 01:05:08.580
Right. How do you think people might get even with us? What are some
techniques they might use.

540 "Terri Werner" (3282113792)
01:05:12.090 --> 01:05:19.230
Anybody I've had people.

541 "Terri Werner" (3282113792)
01:05:19.230 --> 01:05:23.910
Get even in ways, like, they'll take people's car keys.

542 "Terri Werner" (3282113792)

01:05:23.910 --> 01:05:27.660
I didn't see 1 the other 1 that popped up, but.

543 "Terri Werner" (3282113792)
01:05:27.660 --> 01:05:31.590
You know, they'll hide something of somebody's, they.

544 "Terri Werner" (3282113792)
01:05:31.590 --> 01:05:39.450
they might put sugar in their so their soda drink or something so they
find little ways to get even with them

545 "Terri Werner" (3282113792)
01:05:39.450 --> 01:05:51.390
all right they learn course of behaviors by watching others we all do
that we've learned from watching others especially those that are in our
family that that we're around a lot

546 "Terri Werner" (3282113792)
01:05:51.390 --> 01:05:54.510
So, if they demonstrate course of behaviors.

547 "Terri Werner" (3282113792)
01:05:54.510 --> 01:06:03.150
A, why we're going to do it too. Okay. Oftentimes people behave less
competently when people are highly coercive towards them.

548 "Terri Werner" (3282113792)
01:06:03.150 --> 01:06:07.260
Um, and they receive a lot of attention from it.

549 "Terri Werner" (3282113792)
01:06:07.260 --> 01:06:13.140
Remember as a society, our focus is on line undesirable behaviors all the
time.

550 "Terri Werner" (3282113792)
01:06:13.140 --> 01:06:16.800
we get a lot of attention from it and so

551 "Terri Werner" (3282113792)
01:06:16.800 --> 01:06:21.180
Oftentimes, those things are going to continue because of that attention
aspect.

552 "Terri Werner" (3282113792)
01:06:21.180 --> 01:06:27.000
So, when are we typically cool when are you guys? Typically coercive.

553 "Terri Werner" (3282113792)
01:06:27.000 --> 01:06:32.610
Here's a list do any of these resonate with you? All.

554 "Terri Werner" (3282113792)

01:06:32.610 --> 01:06:35.700
Can you let me know when you're most likely to be coercive?

555 "Terri Werner" (3282113792)
01:06:35.700 --> 01:06:39.150
When you tend to be, right? Yes. Okay.

556 "Terri Werner" (3282113792)
01:06:39.150 --> 01:06:42.510
Frustrated yes, you're frustrated.

557 "Terri Werner" (3282113792)
01:06:42.510 --> 01:06:50.310
Um, anyone else mine is, um.

558 "Terri Werner" (3282113792)
01:06:50.310 --> 01:06:55.860
When I'm tired after a long day at work, I just want to come home and
relax.

559 "Terri Werner" (3282113792)
01:06:55.860 --> 01:07:07.530
And maybe my husband promised to cook dinner and he didn't do it. You
know, I might be more coercive. I got to really make a plan to prevent.

560 "Terri Werner" (3282113792)
01:07:07.530 --> 01:07:16.290
from that happening because i'm tired i was hoping to have that good meal
and it didn't happen so i've got to make a plan to prevent

561 "Terri Werner" (3282113792)
01:07:16.290 --> 01:07:24.720
From lecturing from being critical instead I got to focus my attention on
being kind and caring.

562 "Terri Werner" (3282113792)
01:07:24.720 --> 01:07:36.120
Okay, so tired hungry had a bad day. Someone was coercive towards you,
you encountered 1 of your pet peeves that's another 1 burping at the
table's. Mine.

563 "Terri Werner" (3282113792)
01:07:36.120 --> 01:07:40.650
Um, so these are just some things that that might.

564 "Terri Werner" (3282113792)
01:07:40.650 --> 01:07:48.270
You might need to think about and make a plan to prevent when these
things are happening in your world.

565 "Terri Werner" (3282113792)
01:07:48.270 --> 01:07:53.460
So, because they're more likely you're going to be more likely to be
coercive under these circumstances.

566 "Terri Werner" (3282113792)
01:07:53.460 --> 01:08:00.750
Okay, so again, coercion produces short term compliance. It might work
short term.

567 "Terri Werner" (3282113792)
01:08:00.750 --> 01:08:07.290
But it's going to affect our long term relationship with that person.
Okay. It's going to have long term problems.

568 "Terri Werner" (3282113792)
01:08:07.290 --> 01:08:19.470
Okay, so if not coercion, what in the world do we do? What do we do?
Well, that's where we have to get into our toolbox and we need to make a
plan. All right.

569 "Terri Werner" (3282113792)
01:08:19.470 --> 01:08:24.390
Um, think about what caused the behavior to begin with what was the
payoff?

570 "Terri Werner" (3282113792)
01:08:24.390 --> 01:08:29.760
What was the person getting out of that behavior? When was it? Attention?

571 "Terri Werner" (3282113792)
01:08:29.760 --> 01:08:41.820
You know, is it a learned behavior response? You know, what, what's
happening here? So kind of doing some digging might be helpful. Is there
a desirable behavior that we want to teach.

572 "Terri Werner" (3282113792)
01:08:41.820 --> 01:08:52.075
And reinforce instead. Okay so we might need to think about that. What
needs to change in the environment to help that person be more
successful.

573 "Terri Werner" (3282113792)
01:08:52.255 --> 01:09:04.045
What do I need to do to change my reaction to the person's behavior,
which is going to ultimately change the environment? So all of these
questions we need to be asking ourselves.

574 "Terri Werner" (3282113792)
01:09:04.260 --> 01:09:08.880
And in kind of thinking about, so we're gonna put that plan in place.

575 "Terri Werner" (3282113792)
01:09:08.880 --> 01:09:20.040
And to hopefully create an opportunity to help change that, and teach
that significant, desirable behavior that we're hoping that's going to
improve that quality of life of that person.

576 "Terri Werner" (3282113792)
01:09:20.040 --> 01:09:25.260
Okay all right. So what is the person need to do? What do they need to
learn.

577 "Terri Werner" (3282113792)
01:09:25.260 --> 01:09:28.440
Differently that's going to help him have more success.

578 "Terri Werner" (3282113792)
01:09:30.840 --> 01:09:33.930
So, what else can you do to build relationships?

579 "Terri Werner" (3282113792)
01:09:34.980 --> 01:09:44.550
So, building relationships is very, very crucial again. We're focusing as
positive behavior supports teaches us.

580 "Terri Werner" (3282113792)
01:09:44.550 --> 01:09:49.800
Being kind and caring at all times is very, very crucial.

581 "Terri Werner" (3282113792)
01:09:49.800 --> 01:10:00.030
So these are the steps that we're going to ask you all to think about and
to put into place when you're working on building that relationship with
other people.

582 "Terri Werner" (3282113792)
01:10:00.030 --> 01:10:04.380
So, most of the time what we want you all to do.

583 "Terri Werner" (3282113792)
01:10:04.380 --> 01:10:07.530
Is when you're having a conversation with someone.

584 "Terri Werner" (3282113792)
01:10:07.530 --> 01:10:14.070
Focus on them block out everything else. The social media, the phone, the
TV.

585 "Terri Werner" (3282113792)
01:10:14.070 --> 01:10:19.230
The computer, whatever it is, and instead move towards that person.

586 "Terri Werner" (3282113792)
01:10:20.490 --> 01:10:25.740
Remain in arms within arm's reach if they're sitting down, sit next to
them.

587 "Terri Werner" (3282113792)
01:10:25.740 --> 01:10:34.980

You know, kind of lean your body in and have a conversation with them show that interest show that you're caring show that you're connected to what they're saying.

588 "Terri Werner" (3282113792)
01:10:34.980 --> 01:10:38.250
Touch is also a very vital.

589 "Terri Werner" (3282113792)
01:10:38.250 --> 01:10:44.040
Piece we all need touched in our lives. It's a human basic emotion.

590 "Terri Werner" (3282113792)
01:10:44.040 --> 01:10:51.030
So provide that handshake that bump that high 5 that touch on the arm as a parent.

591 "Terri Werner" (3282113792)
01:10:51.030 --> 01:10:54.900
You know, giving your your child a hug when they come home from school.

592 "Terri Werner" (3282113792)
01:10:54.900 --> 01:10:58.380
Can be very wonderful for that child.

593 "Terri Werner" (3282113792)
01:10:58.380 --> 01:11:09.060
Okay, caring, facial expression of tone of voice. 93% of our, our body languages is through non verbal mannerisms.

594 "Terri Werner" (3282113792)
01:11:09.060 --> 01:11:19.920
So show that you're excited when your child comes off the bus show, that excitement with your facial expressions, your tone, your body language, instead of being monitoring.

595 "Terri Werner" (3282113792)
01:11:19.920 --> 01:11:25.380
Have that relaxed body language, arms, open look a tenant look at the person.

596 "Terri Werner" (3282113792)
01:11:25.380 --> 01:11:32.070
And that's how you're going to help build that connection with that person. Okay.

597 "Terri Werner" (3282113792)
01:11:32.070 --> 01:11:39.750
Open ended questions if you have any idea no any open ended questions.

598 "Terri Werner" (3282113792)
01:11:39.750 --> 01:11:46.200
So, it open ended questions require more than a yes or no answer.

599 "Terri Werner" (3282113792)
01:11:46.200 --> 01:11:52.260
Okay, and it could be what did you do? Um, after work today.

600 "Terri Werner" (3282113792)
01:11:52.260 --> 01:11:55.470
Or how are you doing with that assignment?

601 "Terri Werner" (3282113792)
01:11:55.470 --> 01:12:00.060
Would you show me how to bake a cake? Okay.

602 "Terri Werner" (3282113792)
01:12:00.060 --> 01:12:13.740
Open ended questions, show, interest, it shows that you're interested in
and and spending that quality time with that person you're interested in
what they're doing. What they have to say what's going on in their world.

603 "Terri Werner" (3282113792)
01:12:13.740 --> 01:12:24.150
And it's different from that questioning that we talked about before
because my body language, my facial expressions are different. And my
tone I'm interested in. I'm caring.

604 "Terri Werner" (3282113792)
01:12:24.150 --> 01:12:28.620
Alright, empathy statements these statements.

605 "Terri Werner" (3282113792)
01:12:28.620 --> 01:12:31.740
Are are really, really powerful.

606 "Terri Werner" (3282113792)
01:12:31.740 --> 01:12:35.760
And, um, it's about.

607 "Terri Werner" (3282113792)
01:12:35.760 --> 01:12:43.140
Saying something to that person to show that you care about them that
it's, you're being nonjudgmental.

608 "Terri Werner" (3282113792)
01:12:43.140 --> 01:12:57.810
you know you're you're looking at that emotion that they're feeling and
you're trying to connect to it so that active listening um you know you
see you seem excited today what's going on

609 "Terri Werner" (3282113792)
01:12:57.810 --> 01:13:02.100
Are you you you look a little anxious.

610 "Terri Werner" (3282113792)
01:13:02.100 --> 01:13:08.250

Are you f*** you f***? You you look like you're having a good time can you tell me more?

611 "Terri Werner" (3282113792)
01:13:08.250 --> 01:13:12.360
You know, so connecting with that person.

612 "Terri Werner" (3282113792)
01:13:12.360 --> 01:13:20.610
In a non judgmental way, you're building that relationship you want to know about what's going on in their world. Okay.

613 "Terri Werner" (3282113792)
01:13:20.610 --> 01:13:30.450
So, empathy, empathy is a wonderful tool that, over the years, I feel like I have improved on be an empathetic.

614 "Terri Werner" (3282113792)
01:13:30.450 --> 01:13:34.830
Non judgmental putting my active listening ears on.

615 "Terri Werner" (3282113792)
01:13:34.830 --> 01:13:40.560
And and showing that caring attitude at all times, that's empathy.

616 "Terri Werner" (3282113792)
01:13:40.560 --> 01:13:47.850
Okay, it's not, it's just connected to that person's emotion that they're feeling at the time.

617 "Terri Werner" (3282113792)
01:13:47.850 --> 01:13:51.870
Using encouragement encouragement.

618 "Terri Werner" (3282113792)
01:13:51.870 --> 01:13:58.020
So acknowledging that a person has acted or has acted in the past.

619 "Terri Werner" (3282113792)
01:13:58.020 --> 01:14:05.520
In a way that's going to improve their quality of life in the future. Okay. It's going to produce a desired outcome for that person.

620 "Terri Werner" (3282113792)
01:14:05.520 --> 01:14:10.800
So, encouraging that behavior that desire behavior to happen in the future.

621 "Terri Werner" (3282113792)
01:14:11.095 --> 01:14:19.675
So that's encouragement, you know, you've been, you know, you worked hard, you made an, a, on the test way to go. That's exciting.

622 "Terri Werner" (3282113792)

01:14:19.675 --> 01:14:26.155
That hard work and and perseverance really paid off keep it up way to go.

623 "Terri Werner" (3282113792)
01:14:26.460 --> 01:14:32.550
Okay, so encouraging that behavior to continue in the future because it's
good for them.

624 "Terri Werner" (3282113792)
01:14:32.550 --> 01:14:44.310
It's again, it's an increasing the quality life. Listening. Listening is
a wonderful, wonderful tool that often. We don't do very well at. We
often oversee.

625 "Terri Werner" (3282113792)
01:14:44.310 --> 01:14:51.300
We talk over the person and and so I encourage everyone to stop talking
so much.

626 "Terri Werner" (3282113792)
01:14:51.300 --> 01:14:55.530
It's not the magic word you say it's about being present.

627 "Terri Werner" (3282113792)
01:14:55.530 --> 01:14:59.160
Listening and, um.

628 "Terri Werner" (3282113792)
01:14:59.160 --> 01:15:03.720
Actually hearing what the person has to say to you with an open mind.

629 "Terri Werner" (3282113792)
01:15:03.720 --> 01:15:08.070
Okay, and try not to interrupt the conversation.

630 "Terri Werner" (3282113792)
01:15:08.070 --> 01:15:17.580
Another big 1 is, we're going to try very hard not to react to that junk
behavior that whining the complaining. Maybe a little cursing.

631 "Terri Werner" (3282113792)
01:15:17.580 --> 01:15:27.810
You know, in there or maybe over excitable situation, you know, we're not
going to respond to it and I'm about to teach you how.

632 "Terri Werner" (3282113792)
01:15:27.810 --> 01:15:34.320
Avoid conversion avoid that lecturing avoid being critical.

633 "Terri Werner" (3282113792)
01:15:34.320 --> 01:15:37.830
Avoid sarcasm.

634 "Terri Werner" (3282113792)

01:15:37.830 --> 01:15:41.910
All of those things were going to do make an attempt not to do.

635 "Terri Werner" (3282113792)
01:15:41.910 --> 01:15:45.240
That's how we're going to help build our relationship with others.

636 "Terri Werner" (3282113792)
01:15:46.740 --> 01:15:50.700
Okay, so empathy again is.

637 "Terri Werner" (3282113792)
01:15:50.700 --> 01:15:54.390
Being able to take a perspective on of another and communicate.

638 "Terri Werner" (3282113792)
01:15:54.390 --> 01:16:07.405
That to the other person. Okay. And that's really going to help improve
your relationship with the person it's going to help build that
connection and help that person feel like, you know what?

639 "Terri Werner" (3282113792)
01:16:07.615 --> 01:16:13.645
This is a person I want to have more conversations with in the future
because they're kind and caring. They listen.

640 "Terri Werner" (3282113792)
01:16:13.950 --> 01:16:21.810
And they're non judgmental, they're not trying to fix me. They're not
trying to solve the world's problems for me.

641 "Terri Werner" (3282113792)
01:16:21.810 --> 01:16:30.000
But they always seem genuinely, um, in the moment with me, whatever it
is, I'm going through there, they're present.

642 "Terri Werner" (3282113792)
01:16:30.000 --> 01:16:38.070
They're kind, okay empathy. I tend to use more. You words with empathy,
you seem you look.

643 "Terri Werner" (3282113792)
01:16:38.070 --> 01:16:45.300
It sounds like you are, those are some, some empathy statements that you
can put in your toolbox to try.

644 "Terri Werner" (3282113792)
01:16:45.300 --> 01:16:48.870
If you lie. Okay.

645 "Terri Werner" (3282113792)
01:16:49.435 --> 01:17:03.505
And again, encouragement is saying something to let the person, you know,
that you believe in them, you believe in them, that's the key you believe

in them you believe that they're capable of demonstrating that desire or just okay.

646 "Terri Werner" (3282113792)
01:17:03.505 --> 01:17:06.985
Behavior right now. And in the future.

647 "Terri Werner" (3282113792)
01:17:07.260 --> 01:17:12.360
So, encouraging that desire behavior to happen, to continue to happen.

648 "Terri Werner" (3282113792)
01:17:12.360 --> 01:17:16.080
Also encouragement is there you are here to help.

649 "Terri Werner" (3282113792)
01:17:16.080 --> 01:17:19.980
You're here to provide support and assistance to them.

650 "Terri Werner" (3282113792)
01:17:19.980 --> 01:17:23.490
Okay um, so.

651 "Terri Werner" (3282113792)
01:17:23.490 --> 01:17:29.130
Again, I noticed that you were really patient with your little brother.

652 "Terri Werner" (3282113792)
01:17:29.130 --> 01:17:33.030
Today, when he messed up your legal.

653 "Terri Werner" (3282113792)
01:17:33.030 --> 01:17:42.120
You know, thank you so much for being patient in kind that must have been difficult, but you excelled at it way to go.

654 "Terri Werner" (3282113792)
01:17:42.120 --> 01:17:49.290
Encouragement. Okay, so we're going to do a little bit of practicing now guys so get ready.

655 "Terri Werner" (3282113792)
01:17:49.290 --> 01:17:52.290
Um, this is awesome. Alex.

656 "Terri Werner" (3282113792)
01:17:52.290 --> 01:17:59.610
Alex just got his GED results back and he passed. He studied for hours.

657 "Terri Werner" (3282113792)
01:17:59.610 --> 01:18:04.080
And you're walking down the hall and he rushes over to show you his score.

658 "Terri Werner" (3282113792)
01:18:05.310 --> 01:18:13.230
Tell me how, what open ended questions, empathy and encouragement
statements that you might give Alex.

659 "Terri Werner" (3282113792)
01:18:13.230 --> 01:18:22.410
Somebody want to give it a whirl anybody.

660 "Terri Werner" (3282113792)
01:18:25.710 --> 01:18:31.890
You look excited what's going on on some empathy statement. Awesome.

661 "Terri Werner" (3282113792)
01:18:31.890 --> 01:18:37.770
Um, open ended question very, very good Melissa. Excellent.

662 "Terri Werner" (3282113792)
01:18:37.770 --> 01:18:42.240
What might be an encouragement statement that you can use with Alex?

663 "Terri Werner" (3282113792)
01:18:42.240 --> 01:18:47.400
So, he continues to work hard at studying the next time.

664 "Terri Werner" (3282113792)
01:18:48.570 --> 01:18:52.620
Way to go. Okay. Wait to go.

665 "Terri Werner" (3282113792)
01:18:52.620 --> 01:18:57.420
All right, that that can be kind of some reinforcement.

666 "Terri Werner" (3282113792)
01:18:58.620 --> 01:19:03.090
What else? Anyone else.

667 "Terri Werner" (3282113792)
01:19:03.090 --> 01:19:14.940
All your studying really paid off. Awesome. All your hard work is paying
him. I'm glad to see all the hours. Boy that's coming in. That's awesome.
All the studies paid off. Keep it up.

668 "Terri Werner" (3282113792)
01:19:14.940 --> 01:19:18.330
Those are some amazing encouragement statements. Wow.

669 "Terri Werner" (3282113792)
01:19:18.330 --> 01:19:28.740
That's great Alex. Good job. Okay. I'm proud of you. That's great. That's
wonderful. Keep up that hard work. It's really paid off your dedication.

670 "Terri Werner" (3282113792)
01:19:28.740 --> 01:19:32.940

Your perseverance is really paid off, it's made a difference.

671 "Terri Werner" (3282113792)
01:19:32.940 --> 01:19:38.760
Keep it up. All right, because that's going to encourage Alex to continue
to study.

672 "Terri Werner" (3282113792)
01:19:38.760 --> 01:19:48.480
For other things in his future, because it's, it's paid off for him and
we want to continue those efforts. We want to help him understand, man.

673 "Terri Werner" (3282113792)
01:19:48.480 --> 01:19:54.930
Those are good things. It's going to help improve your quality of life.
Okay another 1 Co worker.

674 "Terri Werner" (3282113792)
01:19:54.930 --> 01:20:01.740
You want you're walking into the break room with your lunch, Karl smiles
and says hi, and when he sees you.

675 "Terri Werner" (3282113792)
01:20:01.740 --> 01:20:11.070
Carl moves some papers to let you sit down. Okay. What's an open ended
question and empathy statement and encouragement that you could use with
Carl?

676 "Terri Werner" (3282113792)
01:20:13.650 --> 01:20:20.370
So, it's a little how are you today Carl? Love it love it. That's a great
opening question.

677 "Terri Werner" (3282113792)
01:20:20.370 --> 01:20:25.560
Hello, Carl, how are you doing, Kara? What's going on?

678 "Terri Werner" (3282113792)
01:20:25.560 --> 01:20:35.550
Amazing these are all really good. Those are great open ended questions.
What's an empathy statement that you could use and you might have to
build on some of this context.

679 "Terri Werner" (3282113792)
01:20:35.550 --> 01:20:40.410
You know, look at those papers, and it looks like he was pretty busy
earlier.

680 "Terri Werner" (3282113792)
01:20:40.410 --> 01:20:43.830
So, what could you say empathy.

681 "Terri Werner" (3282113792)
01:20:43.830 --> 01:20:56.965

What's an empathy statement about you seem relieved,

682 "Terri Werner" (3282113792)
01:20:56.995 --> 01:21:01.855
you finished your your work and you're able for your break. You seem
relate.

683 "Terri Werner" (3282113792)
01:21:02.130 --> 01:21:07.680
Would that be an empathy statement? You are really working hard on all
those papers you did it.

684 "Terri Werner" (3282113792)
01:21:07.680 --> 01:21:12.990
Okay encouragement that was a great encouragement statement. I love it.
Melissa.

685 "Terri Werner" (3282113792)
01:21:12.990 --> 01:21:20.280
Okay, you look like you're ready for a break.

686 "Terri Werner" (3282113792)
01:21:21.570 --> 01:21:27.810
Okay, that's empathy. All right. Good job guys, any other encouragement
statements that you can think of.

687 "Terri Werner" (3282113792)
01:21:30.090 --> 01:21:39.540
Carl looks like you've been busy. Glad to see you're taking breaks. Oh, I
love that. 1. Cory. Glad to see that you're taking breaks and and taking
time for yourself.

688 "Terri Werner" (3282113792)
01:21:39.540 --> 01:21:46.045
Encouragement because we want to encourage Carl to take those brakes, we
all need brace in her life.

689 "Terri Werner" (3282113792)
01:21:46.075 --> 01:21:58.645
Right because if we weren't too hard that sometimes, you know, that self
care that self care is very important, and it can affect us long term.
So, I love that 1 Cory, that was really, really good.

690 "Terri Werner" (3282113792)
01:21:59.155 --> 01:22:07.495
Okay so we got a lot to cover in a short amount of time. So I'm going to
get busy here. So, what else can you do? We're going to learn the pivot
tool.

691 "Terri Werner" (3282113792)
01:22:07.770 --> 01:22:14.730
All right, so how, how does jump behavior pay off for the person?

692 "Terri Werner" (3282113792)

01:22:14.730 --> 01:22:24.300
Okay, we talked a little bit about this, the junk behavior remember it's
that annoying behavior that gets under a skin. It happens a lot.

693 "Terri Werner" (3282113792)
01:22:24.300 --> 01:22:27.600
It's age typical fund, you know.

694 "Terri Werner" (3282113792)
01:22:27.600 --> 01:22:33.090
Um, and but but boy, when we see it oh, my goodness.

695 "Terri Werner" (3282113792)
01:22:33.090 --> 01:22:40.290
We react to it and remember it's not harmful to stuff or others or
property, and it's not against the law. So.

696 "Terri Werner" (3282113792)
01:22:41.760 --> 01:22:44.880
It pays off because to get the attention.

697 "Terri Werner" (3282113792)
01:22:44.880 --> 01:22:52.260
Um, it gets it gets attention, it gets us to comfort them. It gets us to
react to it.

698 "Terri Werner" (3282113792)
01:22:52.260 --> 01:22:57.420
Um, it gets us to, um, get to.

699 "Terri Werner" (3282113792)
01:22:57.420 --> 01:23:03.330
So, it to make them go away to escape to get you to do something for
them.

700 "Terri Werner" (3282113792)
01:23:03.330 --> 01:23:08.940
It's what people do. All right so these are all things that pay off.

701 "Terri Werner" (3282113792)
01:23:08.940 --> 01:23:19.500
These are why people do junk behavior a lot of times it's attention
seeking again. If I'm annoying. If I whine a lot, somebody comes around
and they come from me.

702 "Terri Werner" (3282113792)
01:23:19.500 --> 01:23:24.870
Um, and it gets any kind of a reaction, even if it's a negative reaction,
we react to it.

703 "Terri Werner" (3282113792)
01:23:24.870 --> 01:23:29.760
Okay, so these are all white ways in which that junk behavior pays off.

704 "Terri Werner" (3282113792)
01:23:29.760 --> 01:23:36.060
Okay, and I mentioned this before that our response to junk behavior.

705 "Terri Werner" (3282113792)
01:23:36.060 --> 01:23:43.560
Often creates a worthy for that person, and they end up demonstrating
more serious behavior that crisis cycle goes up.

706 "Terri Werner" (3282113792)
01:23:43.560 --> 01:23:47.040
Okay, and so we've got to minimize.

707 "Terri Werner" (3282113792)
01:23:47.040 --> 01:23:52.890
The Times in which we react to that junk behavior, because it's going to
minimize crises.

708 "Terri Werner" (3282113792)
01:23:52.890 --> 01:24:07.260
Okay, so the pivot tool, we don't have a lot of time to spend on this
slide. But so I'm going to really go over this pretty quickly, but please
come back to our other trainings where we really delve into this
wonderful tool.

709 "Terri Werner" (3282113792)
01:24:07.260 --> 01:24:16.560
So, the pivot tool is our way not to react to that junk behavior. It's
not ignoring. This is a very active.

710 "Terri Werner" (3282113792)
01:24:16.560 --> 01:24:25.680
Active tool. Okay. So 1 of the things that we're gonna do 1st of all is,
we're not going to say anything about that junk behavior. We're not going
to react in any way.

711 "Terri Werner" (3282113792)
01:24:25.680 --> 01:24:31.350
By our facial expressions or body language, our tone of voice. So we're
not going to say.

712 "Terri Werner" (3282113792)
01:24:31.350 --> 01:24:35.670
Cory, you need to stop cursing or Melissa, you need to.

713 "Terri Werner" (3282113792)
01:24:35.670 --> 01:24:39.330
Stop complaining I'm tired of your complaint. We're not going to say any
of that.

714 "Terri Werner" (3282113792)
01:24:39.330 --> 01:24:42.570
We're going to act like that junk behavior's not even happening.

715 "Terri Werner" (3282113792)
01:24:42.570 --> 01:24:53.695
How are we going to do it? We have 3 options that we can think about 1 is
we can pivot on to another person and pivot think of pivot like a
basketball.

716 "Terri Werner" (3282113792)
01:24:54.415 --> 01:25:02.755
I don't know if you guys are into basketball, but we're pivoting away
from the person. We're still in the same room. We're still near the
person, but we're not.

717 "Terri Werner" (3282113792)
01:25:03.030 --> 01:25:11.280
Maybe facing them, we're pivoting on to something else. So, another
person would be, let's say, Melissa walks in the room.

718 "Terri Werner" (3282113792)
01:25:11.280 --> 01:25:16.950
And on any way from the person that's demonstrating that whining
behavior.

719 "Terri Werner" (3282113792)
01:25:16.950 --> 01:25:20.700
And I'm pivoting on and.

720 "Terri Werner" (3282113792)
01:25:20.700 --> 01:25:26.790
I say, hey, Melissa, how was your day? You look pretty excited what's
going on?

721 "Terri Werner" (3282113792)
01:25:26.790 --> 01:25:29.790
Okay, I notice over here.

722 "Terri Werner" (3282113792)
01:25:29.790 --> 01:25:33.750
That this person, I'm just going to name this person Johnny.

723 "Terri Werner" (3282113792)
01:25:33.750 --> 01:25:37.260
Johnny was washing the dishes, but he started whining.

724 "Terri Werner" (3282113792)
01:25:37.260 --> 01:25:51.510
The whining stopped it within about 10 seconds. I'm going to pivot that
to Johnny, and I'm going to say, hey, Johnny, look at those dishes. My
goodness they look so clean. Those responsible actions are really paying
off.

725 "Terri Werner" (3282113792)
01:25:51.510 --> 01:25:59.880
Okay, so I'm not reacting to his junk behavior with my tone of voice body
language. I'm not saying anything about it.

726 "Terri Werner" (3282113792)
01:25:59.880 --> 01:26:05.820
When that junk stops, or becomes more minimal my attention goes back to
him.

727 "Terri Werner" (3282113792)
01:26:05.820 --> 01:26:14.490
And I just start talking to him about what he's doing. He's doing the
dishes. I'm recognizing that desire behavior. I'm not focusing on the
junk.

728 "Terri Werner" (3282113792)
01:26:14.490 --> 01:26:18.570
Let's try another way pivot onto an activity.

729 "Terri Werner" (3282113792)
01:26:18.570 --> 01:26:24.480
I'm helping Johnny with those dishes. He's cleaning he's Washington and
mom putting him way.

730 "Terri Werner" (3282113792)
01:26:24.480 --> 01:26:27.960
Johnny is doing the dishes. We're having a great conversation.

731 "Terri Werner" (3282113792)
01:26:27.960 --> 01:26:33.210
But when that whining starts again, and so I'm going to pivot onto my
activity.

732 "Terri Werner" (3282113792)
01:26:33.210 --> 01:26:42.330
I'm not facing him. I'm minimizing my conversation with him, but what I'm
doing is I'm focusing on my activity of putting those dishes.

733 "Terri Werner" (3282113792)
01:26:42.330 --> 01:26:47.640
I'm just going to start coming over here, putting the dishes up while the
junk is going on.

734 "Terri Werner" (3282113792)
01:26:47.640 --> 01:26:50.640
When the jump becomes more minimal, minimal.

735 "Terri Werner" (3282113792)
01:26:50.640 --> 01:27:03.450
Within about 10 seconds the 10 seconds is so I'm not reacting to the
junk. I'm paying attention to the desired behaviors. That's why we wait
about 10 seconds. So when that junk stops on pivoting that.

736 "Terri Werner" (3282113792)
01:27:03.450 --> 01:27:10.170
And I can continue to talk to him about whatever it was we were talking
about before that junk happened.

737 "Terri Werner" (3282113792)
01:27:10.170 --> 01:27:13.530
Okay, so I'm not saying anything about the junk.

738 "Terri Werner" (3282113792)
01:27:13.530 --> 01:27:17.310
I might just say again, he giant. I tell you what.

739 "Terri Werner" (3282113792)
01:27:17.310 --> 01:27:29.730
Those dishes are looking amazing, you're doing such an amazing job,
taking care of your home. Those are such responsible actions and it's
really going to help you in. Your efforts are becoming more independent.

740 "Terri Werner" (3282113792)
01:27:29.730 --> 01:27:34.440
Wait a go okay. Pivot on the person.

741 "Terri Werner" (3282113792)
01:27:34.440 --> 01:27:40.110
This is where I don't have to wait 10 seconds so I'm pivoting on Johnny.

742 "Terri Werner" (3282113792)
01:27:40.110 --> 01:27:43.800
Johnny is doing the dishes he's.

743 "Terri Werner" (3282113792)
01:27:43.800 --> 01:27:55.645
Um, you know, kind of whiny I'm not going to say anything about the junk.
I'm just gonna act like that. Why? It's not even happening. I'm just
going to keep talking to him about what we were talking about before the
whining happened.

744 "Terri Werner" (3282113792)
01:27:56.065 --> 01:28:04.555
So, we were talking about him going to the mall so so, Johnny tell me a
little bit more about that. The, the mall, what are you wanting to buy at
the mall today?

745 "Terri Werner" (3282113792)
01:28:04.860 --> 01:28:07.860
You know, he may be saying something about.

746 "Terri Werner" (3282113792)
01:28:07.860 --> 01:28:16.530
Can't stand that my friend, my friend can't go to the mall with me. I'm
so upset or whatever. It's so stupid, you know so.

747 "Terri Werner" (3282113792)
01:28:16.530 --> 01:28:21.420
You know, so what what, what did you say you're gonna get at the mall
today? What are you looking for?

748 "Terri Werner" (3282113792)
01:28:21.420 --> 01:28:33.960
You know, so I'm not responding to the whining this. I'm not ignoring the behavior. I'm not ignoring Johnny. I'm not ignoring Johnny. I'm pivoting from the junk. I'm focusing on the desire of behavior.

749 "Terri Werner" (3282113792)
01:28:33.960 --> 01:28:48.750
Okay that I want Johnny to do in the future that's going to improve his quality of life and others. So that's the pivot tool. In a nutshell. I know I went through it really fast because of time.

750 "Terri Werner" (3282113792)
01:28:48.750 --> 01:28:55.290
But, um, pivot is a wonderful tool. It's a tool that requires a lot of practice.

751 "Terri Werner" (3282113792)
01:28:55.465 --> 01:29:02.275
And a lot of understanding of what our pet peeves are, how we typically react to those.

752 "Terri Werner" (3282113792)
01:29:02.425 --> 01:29:11.965
So, making a plan to use the pivot tool will help us become more successful at minimizing our reaction to people's junk behavior.

753 "Terri Werner" (3282113792)
01:29:12.270 --> 01:29:15.420
Okay all right.

754 "Terri Werner" (3282113792)
01:29:15.420 --> 01:29:18.930
So why not just ignore chunk behavior.

755 "Terri Werner" (3282113792)
01:29:18.930 --> 01:29:28.470
Anybody have any ideas if I ignore Johnny, when he's wanting.

756 "Terri Werner" (3282113792)
01:29:28.470 --> 01:29:37.470
And I just walk away, I just leave the room what that can really affect my relationship with Johnny. He feels ignored.

757 "Terri Werner" (3282113792)
01:29:37.470 --> 01:29:45.900
He feels I don't care. He feels like yeah, he'll do it again for attention. It will keep going right?

758 "Terri Werner" (3282113792)
01:29:45.900 --> 01:29:53.070
It can be a reinforcing reaction, and it can create a behavior verse, which it can create more of that.

759 "Terri Werner" (3282113792)
01:29:53.070 --> 01:29:58.020
Behavior from happening and it's going to affect my relationship with
Johnny.

760 "Terri Werner" (3282113792)
01:29:58.020 --> 01:30:02.010
Okay, I'm not going to be that person he goes to.

761 "Terri Werner" (3282113792)
01:30:02.010 --> 01:30:07.410
He's going to look at me is someone that he can't depend on. I'm unkind
on, on carrying.

762 "Terri Werner" (3282113792)
01:30:07.410 --> 01:30:11.640
I don't care what his feelings are or his thoughts are.

763 "Terri Werner" (3282113792)
01:30:11.640 --> 01:30:15.240
You know, so that's the problems with ignoring.

764 "Terri Werner" (3282113792)
01:30:16.315 --> 01:30:28.405
The advantages of pivot is, we're trying to increase desirable or just
okay. Behaviors of the person. We're not paying attention anymore to that
junk behavior that really gets under our skin.

765 "Terri Werner" (3282113792)
01:30:28.585 --> 01:30:34.705
Instead we're focusing on building that relationship. We're focusing on
that desire behavior.

766 "Terri Werner" (3282113792)
01:30:35.310 --> 01:30:48.780
Johnny was doing the dishes. That's my focus not aligning. He was he was
demonstrated responsible actions, which is going to help him in his life
are becoming more independent and less relying on me as a parent.

767 "Terri Werner" (3282113792)
01:30:48.780 --> 01:30:53.100
Whereas the staff member, that's my concentration is not the junk.

768 "Terri Werner" (3282113792)
01:30:53.100 --> 01:30:58.980
Okay, so pivot works, but it takes time and effort on everyone's on on.

769 "Terri Werner" (3282113792)
01:30:58.980 --> 01:31:02.880
Ok, so let's do a little bit of a practice here.

770 "Terri Werner" (3282113792)
01:31:02.880 --> 01:31:17.580

We've got annoying. Addy. Oh, my goodness. Addie is picking her nose. That's another 1 of my pet piece. All right she's telling you about this whole package. She just gotten the mail and you're in the middle of typing. Okay.

771 "Terri Werner" (3282113792)
01:31:17.580 --> 01:31:23.220
So, what would you do if you're typing? I'm typing right now.

772 "Terri Werner" (3282113792)
01:31:23.220 --> 01:31:28.170
And annoying Addy, she starts to pick her nose.

773 "Terri Werner" (3282113792)
01:31:28.170 --> 01:31:32.010
Give me some ideas what are you going to do?

774 "Terri Werner" (3282113792)
01:31:36.330 --> 01:31:43.620
Anybody show me what you got.

775 "Terri Werner" (3282113792)
01:31:43.620 --> 01:31:50.340
Okay. All right so you're pivoting on the person. I would pivot to what she got in the mail.

776 "Terri Werner" (3282113792)
01:31:50.340 --> 01:31:54.299
Okay, the pivot on the activity.

777 "Terri Werner" (3282113792)
01:31:54.299 --> 01:32:05.519
Is the activity that you are? You're doing not the activity that Addie is doing or has. Okay so that's kind of redirection but, um.

778 "Terri Werner" (3282113792)
01:32:05.519 --> 01:32:09.179
Talk about typing. Okay. All right.

779 "Terri Werner" (3282113792)
01:32:09.179 --> 01:32:13.709
Okay, those are all some good ones. So I'm typing.

780 "Terri Werner" (3282113792)
01:32:13.709 --> 01:32:17.279
And if I'm pivoting onto my activity.

781 "Terri Werner" (3282113792)
01:32:17.279 --> 01:32:23.219
It's typing. Okay, so when she's picking her nose, I'm going to continue typing.

782 "Terri Werner" (3282113792)
01:32:23.219 --> 01:32:27.029

Okay, when that note, when she stops picking her nose.

783 "Terri Werner" (3282113792)
01:32:27.029 --> 01:32:34.829
I'm going to stop typing and what am I going to focus on? What am I going
to focus on when I put my attention back to adding.

784 "Terri Werner" (3282113792)
01:32:34.829 --> 01:32:47.939
What do you guys think the package? Very good. I'm going to focus on.
What did you get in the mail?

785 "Terri Werner" (3282113792)
01:32:47.939 --> 01:32:54.149
How is she feeling looks like, oh, man, you look excited.

786 "Terri Werner" (3282113792)
01:32:54.149 --> 01:32:59.219
When did you get in the mail today okay so that's my focus.

787 "Terri Werner" (3282113792)
01:32:59.219 --> 01:33:08.999
Is on why is that you know, she, she seems excited. She got something
cool in the mail so that's my focus. It's not on the picking up the nose.

788 "Terri Werner" (3282113792)
01:33:08.999 --> 01:33:15.119
Okay, the later during calm times during teachable moments, we may
practice.

789 "Terri Werner" (3282113792)
01:33:15.119 --> 01:33:26.789
You know, using Kleenex and things, but not here. Right now I want my
focus is on to not get into that junk behavior. Oh, Eddie, why are you
picking? Your nose is disgusting.

790 "Terri Werner" (3282113792)
01:33:26.789 --> 01:33:31.019
Is that not going to help anything? It's going to make her feel bad.
She's got this beautiful package.

791 "Terri Werner" (3282113792)
01:33:31.019 --> 01:33:36.059
I want to continue to focus on that. Okay, so you guys did great on that.

792 "Terri Werner" (3282113792)
01:33:37.229 --> 01:33:42.719
Okay, outburst dolly at the table Oliver and Sally working on a project.

793 "Terri Werner" (3282113792)
01:33:42.719 --> 01:33:47.009
Oliver is murdering things like this is so stupid. I'm going to tear this
up.

794 "Terri Werner" (3282113792)
01:33:47.009 --> 01:33:51.149
Sally is working well, humming her favorite song so.

795 "Terri Werner" (3282113792)
01:33:51.149 --> 01:33:54.959
I'm gonna pivot onto another person here. Right?

796 "Terri Werner" (3282113792)
01:33:54.959 --> 01:33:58.379
Who am I gonna so outburst Ali.

797 "Terri Werner" (3282113792)
01:33:58.379 --> 01:34:04.079
Um, she's kind of this is so stupid. I'm sharing things up. Who would I
pivot to.

798 "Terri Werner" (3282113792)
01:34:04.079 --> 01:34:08.759
Am I going to pivot on for the 2 for about 10 seconds?

799 "Terri Werner" (3282113792)
01:34:08.759 --> 01:34:14.279
Sally yes, yes, absolutely. Guys, Sally's working.

800 "Terri Werner" (3282113792)
01:34:14.279 --> 01:34:19.199
While honey, she's working Sally. What are you working on?

801 "Terri Werner" (3282113792)
01:34:19.199 --> 01:34:24.029
And you you look like you're really working hard over here.

802 "Terri Werner" (3282113792)
01:34:24.029 --> 01:34:30.899
Okay looks like you're enjoying yourself. What are you doing over there?
Very good.

803 "Terri Werner" (3282113792)
01:34:30.899 --> 01:34:36.299
When am I going to pivot back? When am I pivot back? Within 10 seconds to
Ali?

804 "Terri Werner" (3282113792)
01:34:38.549 --> 01:34:51.419
And what am I going to say to 10 seconds after he stops the job? Very
good, Melissa absolutely.

805 "Terri Werner" (3282113792)
01:34:51.419 --> 01:34:55.529
So, when that junk stops, or becomes more minimal, I'm going to pivot
back.

806 "Terri Werner" (3282113792)

01:34:55.529 --> 01:35:01.349
Ali wow, man, you look like you're working so hard on your project over
here.

807 "Terri Werner" (3282113792)
01:35:01.349 --> 01:35:06.089
That's amazing. So, tell me, what are you, what are you working on today?

808 "Terri Werner" (3282113792)
01:35:06.089 --> 01:35:13.619
Okay, what's going on? Very good. Very good. Did I say anything about the
whining?

809 "Terri Werner" (3282113792)
01:35:13.619 --> 01:35:20.279
Nothing I focused on the desire of behavior that I want to see more of
that.

810 "Terri Werner" (3282113792)
01:35:20.279 --> 01:35:23.999
And I'm not paying attention to the job. Okay.

811 "Terri Werner" (3282113792)
01:35:25.079 --> 01:35:29.969
That's the pivot tool. Now we're moving on to Staples hot.

812 "Terri Werner" (3282113792)
01:35:29.969 --> 01:35:36.029
Stateless hot guys is, is when there's a worsening.

813 "Terri Werner" (3282113792)
01:35:36.029 --> 01:35:45.629
Someone has had a worsening in their life, you know, it could be that
they've experienced a sad situation. Maybe their pet passed away.

814 "Terri Werner" (3282113792)
01:35:45.629 --> 01:35:56.939
Or maybe they're frustrated because they didn't get that a, on that test
or maybe they're so angry right now they're angry at their house. So a
worsening has occurred.

815 "Terri Werner" (3282113792)
01:35:56.939 --> 01:36:11.814
And so this is the time in which we really need to make sure that we are
in control of our emotions, our feelings, and that we're focused on
helping that person through that difficult moment in time. Okay.

816 "Terri Werner" (3282113792)
01:36:12.119 --> 01:36:15.539
And we're going to be non judgmental.

817 "Terri Werner" (3282113792)
01:36:15.539 --> 01:36:25.259

We're gonna be carrying in kind we're gonna put on our listening years.
Okay. And help that person through that situation. The 1st thing we're
going to do.

818 "Terri Werner" (3282113792)
01:36:25.259 --> 01:36:31.169
We're going to try very hard, not to react to the junk behavior with
coercion.

819 "Terri Werner" (3282113792)
01:36:31.169 --> 01:36:35.369
There was hot situations. A lot of times we see that job.

820 "Terri Werner" (3282113792)
01:36:35.369 --> 01:36:40.109
We see that cursing. We see the yelling we see the stomping of the feet.

821 "Terri Werner" (3282113792)
01:36:40.109 --> 01:36:45.029
Or we see some sort of a junk reaction, because it's typical for that
person.

822 "Terri Werner" (3282113792)
01:36:45.029 --> 01:36:50.999
It's a large behavior response. They've been doing it a lot. It's gotten
a lot of attention a lot of reaction.

823 "Terri Werner" (3282113792)
01:36:50.999 --> 01:36:56.189
So here's our time to change the environment change the focus.

824 "Terri Werner" (3282113792)
01:36:56.189 --> 01:37:00.059
We're not going to react, we're going to remain calm, caring and
concerned.

825 "Terri Werner" (3282113792)
01:37:00.059 --> 01:37:12.389
Okay, the pardon? And and in bulk are, these are the things that might
look a little different from the state clothes tools that we talked about
before.

826 "Terri Werner" (3282113792)
01:37:12.389 --> 01:37:17.819
Earlier usually move to the person remain within arm's reach.

827 "Terri Werner" (3282113792)
01:37:17.819 --> 01:37:21.659
This is where to change if somebody is sad.

828 "Terri Werner" (3282113792)
01:37:21.659 --> 01:37:30.959
They just lost their pet and you have a good relationship with that
person. Remember contacts then moving in can be quite.

829 "Terri Werner" (3282113792)
01:37:30.959 --> 01:37:35.789
Wonderful. You know, and remaining within arm's length.

830 "Terri Werner" (3282113792)
01:37:35.789 --> 01:37:44.939
Okay, but if somebody is angry and you don't have that relationship bill, then moving in may need to occur.

831 "Terri Werner" (3282113792)
01:37:44.939 --> 01:37:48.539
After they kind of calmed down a little bit. Okay.

832 "Terri Werner" (3282113792)
01:37:48.539 --> 01:37:52.919
Because you got another history and what they typically do when they're angry.

833 "Terri Werner" (3282113792)
01:37:52.919 --> 01:37:56.459
Also, sometimes I ask, you know.

834 "Terri Werner" (3282113792)
01:37:56.459 --> 01:38:02.069
Johnny, you seem upset, would you mind if I move towards you? So we can talk about it.

835 "Terri Werner" (3282113792)
01:38:02.069 --> 01:38:12.749
So, asking permission can also be highly effective. Church is another 1 that might change somewhat. If somebody is sad touch is very appropriate.

836 "Terri Werner" (3282113792)
01:38:12.749 --> 01:38:17.009
If you have that relationship, you know, putting your hand on your shoulder.

837 "Terri Werner" (3282113792)
01:38:17.009 --> 01:38:20.549
You know, or on their back a slight church.

838 "Terri Werner" (3282113792)
01:38:20.549 --> 01:38:25.439
Can be can be quite, um, company.

839 "Terri Werner" (3282113792)
01:38:25.439 --> 01:38:29.879
All right, but if you try and touch somebody, that's highly angry.

840 "Terri Werner" (3282113792)
01:38:29.879 --> 01:38:44.249
That might cause a negative reaction, especially if you don't have that relationship built. Okay. So touch may occur after the person is calmed

down and feels a little bit better about their situation open ended
questions.

841 "Terri Werner" (3282113792)
01:38:44.249 --> 01:38:49.319
We call this in these these 3 areas are crucial. Here.

842 "Terri Werner" (3282113792)
01:38:49.319 --> 01:38:52.919
So, throughout a stay close moment with somebody.

843 "Terri Werner" (3282113792)
01:38:52.919 --> 01:39:01.169
We're going to go back and forth for it depends on the situation. And how
long it takes that person to feel better about their situation.

844 "Terri Werner" (3282113792)
01:39:01.169 --> 01:39:05.489
But, you know, asking, I'm asking the person.

845 "Terri Werner" (3282113792)
01:39:05.489 --> 01:39:09.629
Hey, what's going on? You seem to.

846 "Terri Werner" (3282113792)
01:39:09.629 --> 01:39:12.719
We want to talk about it. Okay.

847 "Terri Werner" (3282113792)
01:39:12.719 --> 01:39:17.009
Wow and Sally, you seem really angry.

848 "Terri Werner" (3282113792)
01:39:17.009 --> 01:39:23.699
What happened okay so, um, you see, you look.

849 "Terri Werner" (3282113792)
01:39:24.684 --> 01:39:36.954
Our ways in which we are looking at, and we're using our empathy
statements. Okay. We're not agreeing or disagreeing with a person on, on
how they're reacting.

850 "Terri Werner" (3282113792)
01:39:37.194 --> 01:39:51.234
We're focusing on trying to connect to their emotion trying to understand
their viewpoint trying to understand what difficult situation that
they're going through and helping them find a way to feel better about
it.

851 "Terri Werner" (3282113792)
01:39:51.479 --> 01:39:58.799
Okay, so listen, listen, listen, talk less than the person. Remember that
1.

852 "Terri Werner" (3282113792)
01:39:58.799 --> 01:40:02.789
Um, and we're not there to solve. We're not there to fix.

853 "Terri Werner" (3282113792)
01:40:02.789 --> 01:40:10.949
Um, we're just there to be present to be in the moment with that person.
Okay. Interrupting. People can be very upsetting.

854 "Terri Werner" (3282113792)
01:40:10.949 --> 01:40:18.479
I'm trying to fix something encouragement. I already mentioned it that
they've been encouragement. Statements are.

855 "Terri Werner" (3282113792)
01:40:18.479 --> 01:40:22.079
You know, sometimes it's just that, you know, what.

856 "Terri Werner" (3282113792)
01:40:22.079 --> 01:40:35.039
I know it's not easy opening up and sharing. I just appreciate you coming
to me today and sharing your feelings. Maybe in the past that person, it
was hard for them to open up mail from shut down.

857 "Terri Werner" (3282113792)
01:40:35.039 --> 01:40:46.229
And they often resulted in physical aggression, but today they came to
you, they opened up their sharing their feelings. That's not easy. And
you want that behavior to happen in the future.

858 "Terri Werner" (3282113792)
01:40:46.229 --> 01:40:54.299
Or, you know what, you've gone through some difficult moments in the past
before, but you've managed to get through them. And I believe you can
today too.

859 "Terri Werner" (3282113792)
01:40:54.299 --> 01:40:57.959
Just last week you had that difficult moment with your house.

860 "Terri Werner" (3282113792)
01:40:57.959 --> 01:41:11.969
But she got through it, you can do it again. You've got this buddy. Okay.
You're going to stay here until you start to see that person start to
kind of fields. That feel a little bit better. They're starting to calm
down.

861 "Terri Werner" (3282113792)
01:41:11.969 --> 01:41:16.889
You're starting to see, maybe they were screaming. Their voice level is
calmer.

862 "Terri Werner" (3282113792)
01:41:16.889 --> 01:41:23.699

The body language seems to be more relaxed. Okay. That's when, you know, the person's ready for the next step.

863 "Terri Werner" (3282113792)
01:41:23.699 --> 01:41:32.699
That's when you're going to drag to an alternative behavior or a common situation and these are things that we have to teach.

864 "Terri Werner" (3282113792)
01:41:32.699 --> 01:41:41.189
You know, if you if you say, you know, Johnny, last week, you you, you know, you stayed a deep reading was helpful. You want to try that today.

865 "Terri Werner" (3282113792)
01:41:41.189 --> 01:41:48.989
You got to at some point in the, you know, work with Johnny on how to debrief how to use those coping skills.

866 "Terri Werner" (3282113792)
01:41:48.989 --> 01:41:53.339
You know, so those things take practice.

867 "Terri Werner" (3282113792)
01:41:53.339 --> 01:42:00.029
And modeling and teaching. Okay they just, you just can't say debrief.

868 "Terri Werner" (3282113792)
01:42:00.029 --> 01:42:05.429
All right, so to kind of kind of keep an eye on that 1 a little bit as well. Um.

869 "Terri Werner" (3282113792)
01:42:05.429 --> 01:42:12.689
Or it could be, you know, last week you share that, sometimes it's help logistical outside and get some fresh air. I want to try that today.

870 "Terri Werner" (3282113792)
01:42:12.689 --> 01:42:17.309
Reinforce the desire of behavior, you know, I know it's not easy.

871 "Terri Werner" (3282113792)
01:42:17.309 --> 01:42:23.039
Talking about your feelings that you're doing a great job. Thank you for that. I appreciate the effort.

872 "Terri Werner" (3282113792)
01:42:23.039 --> 01:42:29.459
Reinforcing that desired behavior that you're now seeing is very important.

873 "Terri Werner" (3282113792)
01:42:29.459 --> 01:42:33.509
So, again, I know we went over these pretty quickly.

874 "Terri Werner" (3282113792)
01:42:33.509 --> 01:42:47.879
But they're very, very important and oftentimes, when you lower your
voice, if somebody's screaming at you guys that automatically puts that
calmness in the environment and people start to react and they.

875 "Terri Werner" (3282113792)
01:42:47.879 --> 01:42:54.929
We'll start to call themselves. Okay, so always look at your own body
language your own facial expressions.

876 "Terri Werner" (3282113792)
01:42:54.929 --> 01:42:58.709
And how you're reacting and try not to take these things personally.

877 "Terri Werner" (3282113792)
01:42:58.709 --> 01:43:05.249
So, again, empathy is being able to take the perspective of another and
communicate that to the other person.

878 "Terri Werner" (3282113792)
01:43:05.249 --> 01:43:11.909
All right, so it shows genuine caring and concern. You're being present,
you're asking.

879 "Terri Werner" (3282113792)
01:43:11.909 --> 01:43:20.099
Open ended questions and you've seen frustrated. Tell me more. Okay that
non judgmental. Attitude is very important.

880 "Terri Werner" (3282113792)
01:43:20.099 --> 01:43:23.099
Okay, so let's practice.

881 "Terri Werner" (3282113792)
01:43:23.099 --> 01:43:29.429
Sam got a call it's a sad 1.

882 "Terri Werner" (3282113792)
01:43:29.934 --> 01:43:44.004
He just had an argument with his roommate, and she frequently lays in bed
for hours crying when she's upset. She's in bed, crying and texts you
about the finances. I'm so over this, I'm not gonna take this crap any
more.

883 "Terri Werner" (3282113792)
01:43:44.634 --> 01:43:49.134
Okay so Sam is upset. She just had a bad phone call.

884 "Terri Werner" (3282113792)
01:43:49.409 --> 01:43:53.249
Um, with their housemate, what.

885 "Terri Werner" (3282113792)

01:43:53.249 --> 01:44:00.479
Empathy open ended question encouragement statement. Can you give to Sam
during this? This hard time?

886 "Terri Werner" (3282113792)
01:44:02.279 --> 01:44:12.089
What do you guys think you sound upset? Do you want to talk or go for a
walk?

887 "Terri Werner" (3282113792)
01:44:12.089 --> 01:44:18.119
Okay, do you want to talk about it? Can you tell me what was upsetting?
Okay.

888 "Terri Werner" (3282113792)
01:44:18.119 --> 01:44:23.519
Yeah, can you tell me what's upsetting? You all right you seem upset.

889 "Terri Werner" (3282113792)
01:44:23.519 --> 01:44:31.769
What happened Sam okay those are good. Open ended questions and empathy.

890 "Terri Werner" (3282113792)
01:44:31.769 --> 01:44:35.639
What happened you sound sad and upset I love that.

891 "Terri Werner" (3282113792)
01:44:35.639 --> 01:44:39.269
What happens, Sam, you sound upset.

892 "Terri Werner" (3282113792)
01:44:40.589 --> 01:44:43.919
Those are amazing, you guys are getting this, so well.

893 "Terri Werner" (3282113792)
01:44:43.919 --> 01:44:49.529
Okay, what about encouragement? We want Sam.

894 "Terri Werner" (3282113792)
01:44:49.529 --> 01:44:56.159
What do we want to encourage him to do? What what is an encouragement
saying that we can use with him?

895 "Terri Werner" (3282113792)
01:44:56.159 --> 01:45:00.719
What what do you guys think.

896 "Terri Werner" (3282113792)
01:45:06.869 --> 01:45:10.289
Anybody is your hard I know.

897 "Terri Werner" (3282113792)
01:45:15.179 --> 01:45:22.289

Sam, you and your housemate, you've been through some. Okay. Tell Sam
that reaching out for help is is excellent.

898 "Terri Werner" (3282113792)
01:45:22.289 --> 01:45:26.609
Excellent I love that. It's not easy to reach out for help.

899 "Terri Werner" (3282113792)
01:45:26.609 --> 01:45:32.159
But she did a great job calling me and talking about your feelings.

900 "Terri Werner" (3282113792)
01:45:32.159 --> 01:45:35.549
That's not easy to do, but you're doing it.

901 "Terri Werner" (3282113792)
01:45:35.549 --> 01:45:43.829
Way to go. Awesome. I love that. Melissa. Okay, you and your house? We
have had some tough times in the past.

902 "Terri Werner" (3282113792)
01:45:43.829 --> 01:45:47.429
But she managed to get through them. I know you're very upset.

903 "Terri Werner" (3282113792)
01:45:47.429 --> 01:45:50.669
Do you want to talk more? Okay.

904 "Terri Werner" (3282113792)
01:45:50.669 --> 01:45:54.599
Do you want to talk more? All right. Um.

905 "Terri Werner" (3282113792)
01:45:54.599 --> 01:45:59.129
So so 1 thing to always think about.

906 "Terri Werner" (3282113792)
01:45:59.129 --> 01:46:12.479
The behavior that they're demonstrating now, are that they've
demonstrated in the past that you want that behavior to continue in the
future, right? Okay. You and your housemate have gone through some tough
times in the past.

907 "Terri Werner" (3282113792)
01:46:12.479 --> 01:46:16.349
What you've got through and and I believe you can again today.

908 "Terri Werner" (3282113792)
01:46:16.349 --> 01:46:20.249
You got this, you've got this girl, you can get through this.

909 "Terri Werner" (3282113792)
01:46:20.249 --> 01:46:29.279

Okay, you know, they've done it before. Sam's done it before she's managed to pick up the pieces and move forward.

910 "Terri Werner" (3282113792)
01:46:29.279 --> 01:46:43.439
So so, you know, that encouragement that continuing and I always the 1, I are stated before I use quite a bit sharing. Your feelings isn't easy for a lot of folks.

911 "Terri Werner" (3282113792)
01:46:43.439 --> 01:46:50.129
So, picking up that phone calling and sharing your feelings, you want that to continue, right?

912 "Terri Werner" (3282113792)
01:46:50.129 --> 01:46:55.529
You want that behavior to continue so so that's an encouragement statement.

913 "Terri Werner" (3282113792)
01:46:55.529 --> 01:47:06.359
So, you guys did really well, here single, single, Steve Steve is sitting in a chair with his head in his hands. When you say you look down, Steve what's up?

914 "Terri Werner" (3282113792)
01:47:06.359 --> 01:47:13.739
You learned, he just got oh, my goodness. You got dumped after 2 year relationship. What in the world can we do?

915 "Terri Werner" (3282113792)
01:47:13.739 --> 01:47:18.779
To help Steve, what's an open ended question in an empathy statement?

916 "Terri Werner" (3282113792)
01:47:26.669 --> 01:47:34.259
Any 1.

917 "Terri Werner" (3282113792)
01:47:34.259 --> 01:47:37.499
Hello, Steve what's going on? That sounds devastating.

918 "Terri Werner" (3282113792)
01:47:37.499 --> 01:47:41.219
Okay, yeah um.

919 "Terri Werner" (3282113792)
01:47:41.219 --> 01:47:46.079
Steve, you look upset what's going on.

920 "Terri Werner" (3282113792)
01:47:47.489 --> 01:47:51.119
Can you tell me more? Okay.

921 "Terri Werner" (3282113792)
01:47:51.119 --> 01:47:55.019
Can you, can you tell me what happened.

922 "Terri Werner" (3282113792)
01:47:55.019 --> 01:48:00.569
All right what about an empathy state or an encouragement statement?

923 "Terri Werner" (3282113792)
01:48:03.779 --> 01:48:05.244
How can we encourage state?

924 "Terri Werner" (3282113792)
01:48:18.924 --> 01:48:19.494
What do you guys.

925 "Terri Werner" (3282113792)
01:48:27.059 --> 01:48:32.669
This one's hard. You look down Steve what's up? So so we already said.

926 "Terri Werner" (3282113792)
01:48:32.669 --> 01:48:37.259
And you look, you, you look upset Steve, what's happened.

927 "Terri Werner" (3282113792)
01:48:37.259 --> 01:48:44.729
Okay, um, he just he was just jumped after 2 year relationship. Yeah,
this must be very difficult.

928 "Terri Werner" (3282113792)
01:48:44.729 --> 01:48:51.839
I get it it, this must be very hard, but talking about your feelings and
opening up and sharing.

929 "Terri Werner" (3282113792)
01:48:51.839 --> 01:48:54.929
Um, you know, the.

930 "Terri Werner" (3282113792)
01:48:54.929 --> 01:49:06.899
I just want, you know, I appreciate that. Thank you. Thank you so much
for sharing your feelings with me right now and thank you for talking
about it. It's not easy to do, but you're doing a great job opening up.

931 "Terri Werner" (3282113792)
01:49:06.899 --> 01:49:10.919
And sharing how you're doing. Okay I appreciate that.

932 "Terri Werner" (3282113792)
01:49:10.919 --> 01:49:14.879
Okay, um, you've, you've gone through a lot.

933 "Terri Werner" (3282113792)
01:49:14.879 --> 01:49:23.069

In the last few weeks, you know, you've had some setbacks that you've managed to get through them each and every time.

934 "Terri Werner" (3282113792)
01:49:23.069 --> 01:49:28.079
And I believe you can get through this as well. It's not going to be easy, but you got this buddy.

935 "Terri Werner" (3282113792)
01:49:28.079 --> 01:49:32.849
You can get through this as well. What did you say, Melissa? Can you repeat that?

936 "Terri Werner" (3282113792)
01:49:37.169 --> 01:49:46.109
I didn't see it. Melissa had something that I didn't see it come up.

937 "Terri Werner" (3282113792)
01:49:46.109 --> 01:49:51.029
I'm so sorry to hear that, let's grab dinner after work.

938 "Terri Werner" (3282113792)
01:49:51.029 --> 01:49:55.319
Okay, that can be kind of trying to move forward.

939 "Terri Werner" (3282113792)
01:49:55.319 --> 01:50:03.749
You're telling me and thank you. You're expressing. Yes, thank you for sharing. Thank you for expressing your feelings. Validating the feeling and point out the positives.

940 "Terri Werner" (3282113792)
01:50:03.749 --> 01:50:07.259
Okay, remember, we're not trying to fix things.

941 "Terri Werner" (3282113792)
01:50:07.259 --> 01:50:10.649
Okay, we're just trying to encourage.

942 "Terri Werner" (3282113792)
01:50:10.649 --> 01:50:22.859
The desired behavior that they're doing right now, or they've experienced in the past to continue in the future. Okay so sharing his feelings is a desired behavior. We want him to continue.

943 "Terri Werner" (3282113792)
01:50:22.859 --> 01:50:26.909
Right sharing his emotions coming to us.

944 "Terri Werner" (3282113792)
01:50:26.909 --> 01:50:41.489
When it's not easy to do an opening up sharing how he's feeling with another person that he trusts, and he relies on also letting him know

it's not easy. You've had some hard times in the past, but you've gotten
through them.

945 "Terri Werner" (3282113792)
01:50:41.489 --> 01:50:44.669
It's not going to be easy, but you can get through this as well.

946 "Terri Werner" (3282113792)
01:50:44.669 --> 01:50:54.419
Okay, you're not fixing anything you're just encouraging that
continuation of talking and understanding those rough times. He's gotten
through in the past.

947 "Terri Werner" (3282113792)
01:50:54.419 --> 01:51:00.209
And you can, and you, you know, he can do it again. He's done it before.

948 "Terri Werner" (3282113792)
01:51:00.209 --> 01:51:03.839
Okay, so those are hard, um.

949 "Terri Werner" (3282113792)
01:51:04.344 --> 01:51:15.084
It's easier to use encouragement and empathy during those good, wonderful
moments in people's lives but it's harder when they're struggling when
they're sad they're frustrated.

950 "Terri Werner" (3282113792)
01:51:15.354 --> 01:51:29.604
So that takes a little bit more practice and so I encourage you all just
to continue to practice and come to other tools trainings that we have
offered to learn more and to be able to to practice those skills.

951 "Terri Werner" (3282113792)
01:51:29.994 --> 01:51:33.414
This right here are 10 common coercive podcast.

952 "Terri Werner" (3282113792)
01:51:33.839 --> 01:51:40.169
That we talked about earlier that the podcast is amazing. It goes into
them much more in depth.

953 "Terri Werner" (3282113792)
01:51:40.854 --> 01:51:55.134
And it helps you better understand why they do have a negative effect on
a relationship with people much more than I was able to do today. So I
encourage you to check this out, get your cell phones out and take a
picture.

954 "Terri Werner" (3282113792)
01:51:55.284 --> 01:52:01.404
And it will take you to that podcast the, and attend tools a choice.
Course.

955 "Terri Werner" (3282113792)
01:52:01.974 --> 01:52:16.944
It's a wonderful course and the thing about tools of choice that we're
not able to do today as much is the practicing the hands on activities
much more in detail and the role plays to help us better understand

956 "Terri Werner" (3282113792)
01:52:16.944 --> 01:52:19.764
how to use those empathy and encouragement statements.

957 "Terri Werner" (3282113792)
01:52:19.979 --> 01:52:29.039
Um, we also have family coaching workshops available for our family
members that may need to attend some night classes.

958 "Terri Werner" (3282113792)
01:52:29.039 --> 01:52:34.109
Instead of daytime classes, so these are also wonderful.

959 "Terri Werner" (3282113792)
01:52:34.109 --> 01:52:38.099
Uh, opportunities for our family members.

960 "Terri Werner" (3282113792)
01:52:38.099 --> 01:52:46.169
And that is it, we are about 5 minutes away from our scheduled time.

961 "Terri Werner" (3282113792)
01:52:46.169 --> 01:52:59.009
So, I, thank you all for being with us today. I really do appreciate
each. And every 1 of you, you were very interactive, you participated a
great deal.

962 "Terri Werner" (3282113792)
01:52:59.009 --> 01:53:07.259
So, we love having you and and we'd love for you to return again in the
future for future classes. So.

963 "Terri Werner" (3282113792)
01:53:07.259 --> 01:53:13.632
Take care have a wonderful day and hopefully, we'll see you all soon.