WEBVTT

1 "Brandy Allen" (4292684544)
00:00:01.140 --> 00:00:10.165
I computer telling me it is right at 9 o'clock so we're going to go ahead
and get started this morning. Welcome everyone.

2 "Brandy Allen" (4292684544)
00:00:10.315 --> 00:00:21.025
This is the tools for everyone training where we're going to be talking
about universal strategies that you can use with anyone. You come in
contact with I.

3 "Brandy Allen" (4292684544)
00:00:03.662 --> 00:00:09.452
It's like, if if we can point out, what is being done well, versus what
is.

4 "Brandy Allen" (4292684544)
00:00:09.452 --> 00:00:21.151
Undesirable we really do strengthen and increase those desirable
behaviors and we weekend and decrease the undesirable behaviors when we.

5 "Brandy Allen" (4292684544)
00:00:21.140 --> 00:00:23.070
Going to be your trainer today.

6 "Brandy Allen" (4292684544)
00:00:21.446 --> 00:00:35.906
Are able to focus on a replacement behavior so if we have a behavior that
we want to change, we want to communicate to that individual what it is
we do want to see, rather than what we don't want to see.

7 "Brandy Allen" (4292684544)
00:00:23.070 --> 00:00:37.110
My name is brandy Allen, I am the positive supports consultant lead for
the North region of the state, and I actually work out of the kirkstall
regional office. Um.

8 "Brandy Allen" (4292684544)
00:00:37.315 --> 00:00:47.605
I've been on the tiered support team for about 2 years now, and I'd love
to hear a little more about you all and where you're from and what you
do.

9 "Brandy Allen" (4292684544)
00:00:48.175 --> 00:00:57.085
So, as we go through today's class, you do have access to the chat box
over on the right side of your screen. There is a.

10 "Brandy Allen" (4292684544)
00:00:37.922 --> 00:00:43.982
Using that to do language can be very important in trying to change
behavior.

11 "Brandy Allen" (4292684544)
00:00:51.122 --> 00:00:55.832
I think you can. That's awesome. Okay. So she put the link up there for.

12 "Brandy Allen" (4292684544)
00:00:55.832 --> 00:01:02.162
The PowerPoint and all of that. Oh, yeah, I forgot. These are recorded so
they're all going to be posted as well.

13 "Brandy Allen" (4292684544)
00:00:57.110 --> 00:00:59.430
A little downward facing.

14 "Brandy Allen" (4292684544)
00:00:59.935 --> 00:01:10.285
Arrow next to the word chat so if you don't have your chat box open, go
ahead and click on that, that downward facing arrow, and it will open it
up for you.

15 "Brandy Allen" (4292684544)
00:01:11.155 --> 00:01:18.865
And that's where we will be communicating and interacting together during
today's class. So, if you all don't mind.

16 "Brandy Allen" (4292684544)
00:01:04.077 --> 00:01:16.887
Okay, so, let's talk about how to motivate desirable behavior. Like I
have said repeatedly through here, we want to put our attention and our
emphasis on those desirable and healthy behaviors that are occurring.

17 "Brandy Allen" (4292684544)
00:01:17.547 --> 00:01:22.137
We want to make sure that we're pointing those out that we're giving
praise we're giving those positive.

18 "Brandy Allen" (4292684544)
00:01:19.430 --> 00:01:32.430
You could just put in your name and what agency or organization you are
with and what your role is with that agency. We'll do some quick little
introduction through chat.

19 "Brandy Allen" (4292684544)
00:01:22.162 --> 00:01:35.417
Consequences for the good things that are happening, we want to minimize
our reaction and our emphasis to undesirable behaviors. We don't want to
reinforce those undesirable behaviors.

20 "Brandy Allen" (4292684544)
00:01:35.417 --> 00:01:41.387
So if we can minimize our attention to those, we're likely to see them
decrease.

21 "Brandy Allen" (4292684544)

00:01:42.687 --> 00:01:57.387
When we're teaching desirable and healthy behaviors like I said, again, maybe you have something undesirable going on. So we want to replace that with the desirable behavior. We want to communicate. What's desirable.

22 "Brandy Allen" (4292684544)
00:01:57.567 --> 00:02:00.357
We want to reinforce that. Um.

23 "Brandy Allen" (4292684544)
00:01:49.050 --> 00:01:55.110
Welcome a J service coordinator with compass.

24 "Brandy Allen" (4292684544)
00:01:55.110 --> 00:01:59.640
All right now there's support coordinator Lindsay. Welcome.

25 "Brandy Allen" (4292684544)
00:02:00.692 --> 00:02:09.332
And really just just encourage them to do the right thing and not acknowledge when they're doing the wrong thing.

26 "Brandy Allen" (4292684544)
00:02:02.040 --> 00:02:08.280
Welcome Terry. No, I love to see the regional office staff. Joining.

27 "Brandy Allen" (4292684544)
00:02:09.332 --> 00:02:15.572
And we also want to recognize that.

28 "Brandy Allen" (4292684544)
00:02:15.360 --> 00:02:19.230
Karen with the regional office as well.

29 "Brandy Allen" (4292684544)
00:02:15.572 --> 00:02:29.972
Improvements are happening, so maybe we're not quite where we want to be, but we're going to continue working on it. We're gonna continue giving them praise and recognition for the progress that they're making.

30 "Brandy Allen" (4292684544)
00:02:19.230 --> 00:02:23.130
Perfect, I love that. You're in a different role.

31 "Brandy Allen" (4292684544)
00:02:27.960 --> 00:02:41.220
Amy was central office got a group on the computer here with referred family healthcare. Welcome.

32 "Brandy Allen" (4292684544)
00:02:37.347 --> 00:02:46.167
Once again, with positive behavior supports, we are not focusing on the undesirable or inappropriate behaviors that we don't want to see.

33 "Brandy Allen" (4292684544)
00:02:47.037 --> 00:02:55.767
Instead we are focusing on those desirable and healthy behaviors that we
do want the person to be doing. So, again.

34 "Brandy Allen" (4292684544)
00:02:50.670 --> 00:02:54.420
I see Julie from the Albany regional office.

35 "Brandy Allen" (4292684544)
00:02:54.420 --> 00:02:59.970
Inquiry coordinator, man.

36 "Brandy Allen" (4292684544)
00:02:55.792 --> 00:03:08.642
Those replacement behaviors we want to communicate to them what the
expectations are we want to praise them when they're making any positive
progress towards getting to that point.

37 "Brandy Allen" (4292684544)
00:02:59.970 --> 00:03:03.570
With Northwest, Missouri rehab.

38 "Brandy Allen" (4292684544)
00:03:05.850 --> 00:03:12.510
That's awesome. Awesome Amanda. Welcome. My daughter actually lives in
Saint Joe. Now.

39 "Brandy Allen" (4292684544)
00:03:12.510 --> 00:03:17.310
Brenda with the Kansas City regional office.

40 "Brandy Allen" (4292684544)
00:03:13.682 --> 00:03:26.127
And it's also important to recognize that when we're trying to change
someone's behavior, um, we're probably going to have to change our focus
and our reactions on how we interact with them.

41 "Brandy Allen" (4292684544)
00:03:27.207 --> 00:03:29.577
Those changes happen slowly.

42 "Brandy Allen" (4292684544)
00:03:18.600 --> 00:03:23.760
Emma, a med student observing at the DMA state hospital.

43 "Brandy Allen" (4292684544)
00:03:26.485 --> 00:03:37.585
Great well, welcome. Everyone welcome this beautiful Friday morning. We
have a lot of information to get through in the next couple of hours. So
I am going to dive right?

44 "Brandy Allen" (4292684544)
00:03:37.585 --> 00:03:46.315

In as we go through the information in today's training, you will be able to use that chat box to respond.

45 "Brandy Allen" (4292684544)
00:03:29.882 --> 00:03:34.827
They, they either happen slowly or sometimes they don't happen at all.

46 "Brandy Allen" (4292684544)
00:03:35.487 --> 00:03:48.387
And so if we see that, if we see them not happening, maybe we need to look at our reaction again and see if there's something else we could do to encourage them to change that behavior.

47 "Brandy Allen" (4292684544)
00:03:46.370 --> 00:03:57.510
2 questions that we asked and work on activities throughout the session, you may want to grab some paper just to take notes and be able to work on those activities.

48 "Brandy Allen" (4292684544)
00:03:49.467 --> 00:03:54.447
Again, we're always looking for that improvement. We're not looking for perfection.

49 "Brandy Allen" (4292684544)
00:03:54.987 --> 00:04:08.457
I used to work at children's division, and I would argue this point all the time that it's not about getting a family to a point of perfection and.

50 "Brandy Allen" (4292684544)
00:03:59.575 --> 00:04:13.555
So, during today's session, what we want you to walk away, knowing is how to present this material in a way to understand what universal strategies are.

51 "Brandy Allen" (4292684544)
00:04:13.735 --> 00:04:17.035
So we're going to be talking about this positive behavior supports.

52 "Brandy Allen" (4292684544)
00:04:08.692 --> 00:04:11.822
Ensure that their home looks like.

53 "Brandy Allen" (4292684544)
00:04:11.822 --> 00:04:17.102
What my expectation of a home should look like it's about seeing where the.

54 "Brandy Allen" (4292684544)
00:04:17.102 --> 00:04:25.857
Family started, and the point that they're at now and was their improvement, and are they being successful at this point?

55 "Brandy Allen" (4292684544)
00:04:26.937 --> 00:04:36.927
So just remember that it's it's not always about them getting to the
specific spot that you think they need to be. It's just the fact that
they have shown.

56 "Brandy Allen" (4292684544)
00:04:17.510 --> 00:04:21.090
Basically, just a way of.

57 "Brandy Allen" (4292684544)
00:04:21.090 --> 00:04:35.785
The way that you respond and communicate to others, in a way that does
not worse than your relationship we're going to be talking about
fundamental facts about behavior and we're going to be talking about the
4 categories of behavior.

58 "Brandy Allen" (4292684544)
00:04:36.085 --> 00:04:41.065
And how that can help you target those behaviors to change.

59 "Brandy Allen" (4292684544)
00:04:37.102 --> 00:04:40.891
Improvement and they continue to make that progress.

60 "Brandy Allen" (4292684544)
00:04:40.891 --> 00:04:47.101
And remember that it takes patience because that behavior change takes
time.

61 "Brandy Allen" (4292684544)
00:04:41.625 --> 00:04:52.935
And change those behaviors for others in the future, or change your
responses to those behaviors. So that you can initiate that change for
others.

62 "Brandy Allen" (4292684544)
00:04:54.015 --> 00:05:01.065
We're also going to be talking about Co version and punishment what the
effects are of those and.

63 "Brandy Allen" (4292684544)
00:04:51.446 --> 00:04:59.876
All right, so we're going to go into coercion. Coercion is 1 of my
favorite discussions to have because we are all coercive.

64 "Brandy Allen" (4292684544)
00:05:01.706 --> 00:05:10.946
And when I, I am brand new digitals of choice tools of choices are
positive behavior curriculum that we use on our tiered support.

65 "Brandy Allen" (4292684544)
00:05:01.090 --> 00:05:10.655

That we all have a tendency to use coercive and punishment and we're going to talk about why we should try to avoid using those.

66 "Brandy Allen" (4292684544)
00:05:11.405 --> 00:05:20.855
We're going to go into detail about the 10 types of conversion that we should try to avoid and just in general talk about how we can improve our.

67 "Brandy Allen" (4292684544)
00:05:11.001 --> 00:05:16.351
Team as I said, I have only been in my position about 2 years now.

68 "Brandy Allen" (4292684544)
00:05:16.946 --> 00:05:23.246
But when i1st learned about tools of choice, I was like, oh, my gosh where has this been my whole life?

69 "Brandy Allen" (4292684544)
00:05:23.246 --> 00:05:36.326
Because that positive behavior support has improved my relationships with my family with my coworkers with everyone. I come in into contact with just in the. the

70 "Brandy Allen" (4292684544)
00:05:21.090 --> 00:05:29.789
Interactions with others, and in return by changing our responses, we can help improve behaviors of others.

71 "Brandy Allen" (4292684544)
00:05:32.579 --> 00:05:39.059
So just a quick question before we move on here a lot of times.

72 "Brandy Allen" (4292684544)
00:05:36.351 --> 00:05:45.361
The way that I'm able to respond to them in a more positive manner and avoid using these conversions that we're going to talk about.

73 "Brandy Allen" (4292684544)
00:05:39.354 --> 00:05:48.444
When we say behavior change, what we think of is that we're trying to change an undesirable behavior into something more desirable.

74 "Brandy Allen" (4292684544)
00:05:48.924 --> 00:05:58.974
Um, can you guys give me some examples of maybe some, some core behaviors or bad habits that you might try to get.

75 "Brandy Allen" (4292684544)
00:05:46.741 --> 00:05:57.151
So, conversion is a way that we punish people in our society. We.

76 "Brandy Allen" (4292684544)
00:05:57.236 --> 00:06:05.756

Really have a societal impact of conversion of punishment of negative consequences.

77 "Brandy Allen" (4292684544)
00:06:06.506 --> 00:06:16.706
A lot of the way that we have grown up and what we've been taught and what we see in movies in our penal system. It's all about Co version.

78 "Brandy Allen" (4292684544)
00:05:59.059 --> 00:06:03.749
Others to change and what have you tried in the past.

79 "Brandy Allen" (4292684544)
00:06:03.834 --> 00:06:14.334
On how to change those behaviors feel free to, to put those in the chat box there and you can even think of a specific behavior.

80 "Brandy Allen" (4292684544)
00:06:14.634 --> 00:06:19.164
And maybe what techniques did you use to try to change that behavior?

81 "Brandy Allen" (4292684544)
00:06:17.151 --> 00:06:28.651
And so the more that we can try to avoid being coercive, the better off that we're going to be, because coercion makes people feel bad.

82 "Brandy Allen" (4292684544)
00:06:28.651 --> 00:06:35.251
But sometimes the way that we respond to others is coercive.

83 "Brandy Allen" (4292684544)
00:06:35.251 --> 00:06:45.841
So, if I gave a few examples of how our society is coercive, can you guys think of any ways that.

84 "Brandy Allen" (4292684544)
00:06:55.434 --> 00:06:58.344
Can anyone think of a behavior of someone.

85 "Brandy Allen" (4292684544)
00:06:45.841 --> 00:06:54.061
There's like a negative punishing aspect within our society. Some examples might be like.

86 "Brandy Allen" (4292684544)
00:06:54.061 --> 00:07:05.101
Um, when you park in the wrong place, you get a parking ticket, or you get a speeding ticket when you're going too fast. Um.

87 "Brandy Allen" (4292684544)
00:06:58.429 --> 00:07:09.464
That you've worked with that, maybe you wanted to try to change and what techniques you use to try to change that. It could be an example, even from 1 of your kiddos.

88 "Brandy Allen" (4292684544)
00:07:09.464 --> 00:07:18.404
Maybe your kiddos has a behavior that gets under your skin that you just
really don't like it when they do that. And so.

89 "Brandy Allen" (4292684544)
00:07:05.101 --> 00:07:10.981
Maybe it's your late to work and so you're paying got docked um.

90 "Brandy Allen" (4292684544)
00:07:10.981 --> 00:07:15.301
Do you guys have any examples of of how you can.

91 "Brandy Allen" (4292684544)
00:07:16.196 --> 00:07:29.666
Like, how our society is coercive, and in that negative and punishing
way, I even mentioned, like our penal system. So, like, when someone
commits a crime, they do something wrong well, then they go to jail
right?

92 "Brandy Allen" (4292684544)
00:07:29.846 --> 00:07:35.276
So, we use the conversion of takeaway by taking away their freedom
because they committed.

93 "Brandy Allen" (4292684544)
00:07:18.429 --> 00:07:21.869
So, what have you tried to get them to change that behavior?

94 "Brandy Allen" (4292684544)
00:07:28.974 --> 00:07:40.794
All right, Sara says that when clients are interrupting in group
sessions, they've provided education and a set of group norms as to why
that's inappropriate. Okay. Yeah.

95 "Brandy Allen" (4292684544)
00:07:40.974 --> 00:07:48.534
So so you're trying to set those expectations do you do that as a group?
Sarah you'd like.

96 "Brandy Allen" (4292684544)
00:07:35.301 --> 00:07:37.141
Decline.

97 "Brandy Allen" (4292684544)
00:07:43.741 --> 00:07:52.411
Can you guys think of any examples? I'm going to go ahead and move on
here but if you think of some examples, just pop up in the chat box
there.

98 "Brandy Allen" (4292684544)
00:07:48.829 --> 00:07:51.089
You call anyone out individually.

99 "Brandy Allen" (4292684544)
00:07:54.721 --> 00:07:56.006
Um, let's see, here,

100 "Brandy Allen" (4292684544)
00:07:56.006 --> 00:08:10.856
these are just some quick examples of coercion on this slide like using
force either verbal or physical really tends to make that individual feel
bad and it takes the control away from them and puts it in our hands
rather than theirs.

101 "Brandy Allen" (4292684544)
00:08:12.056 --> 00:08:14.036
If we use verbal Co version.

102 "Brandy Allen" (4292684544)
00:08:06.989 --> 00:08:15.599
Sometimes sometimes it's a group thing. Okay. Yeah. Um, a lot of times,
um.

103 "Brandy Allen" (4292684544)
00:08:14.721 --> 00:08:25.171
Can be like calling names or being disrespectful and a lot of times when
we use coercion, it's something that we've been taught.

104 "Brandy Allen" (4292684544)
00:08:15.744 --> 00:08:28.764
Like, for my daughter, like, if she's inappropriately using her social
media or her cell phone, I might use take away as a technique to try to
get her to stop that behavior.

105 "Brandy Allen" (4292684544)
00:08:29.544 --> 00:08:35.514
Basically, we just want to think about the techniques that we're using.

106 "Brandy Allen" (4292684544)
00:08:25.171 --> 00:08:28.321
Um, like, I always think about.

107 "Brandy Allen" (4292684544)
00:08:28.321 --> 00:08:38.761
Like, little kids when they're playing house, and they'll take their baby
doll, and they'll tell them that their baby doll was bad and they give
them a spanking um.

108 "Brandy Allen" (4292684544)
00:08:35.599 --> 00:08:39.119
Try to change someone's behavior actually working.

109 "Brandy Allen" (4292684544)
00:08:38.761 --> 00:08:50.281
And and that's something that they've learned through what they've lived
but but it's a coercive reaction to an undesirable behavior.

110 "Brandy Allen" (4292684544)
00:08:40.044 --> 00:08:51.354
So, let's go into a little bit about positive behavior, support. The
definition of positive behavior support is increasing the quality of life
through the science of behavior.

111 "Brandy Allen" (4292684544)
00:08:51.894 --> 00:08:56.934
There are many, many, many studies out there that have.

112 "Brandy Allen" (4292684544)
00:08:53.036 --> 00:09:05.006
When we use coercion, where a lot of times we're trying to teach that
individual by punishing them. And, like, I just said, we're, we're
modeling that behavior.

113 "Brandy Allen" (4292684544)
00:09:05.966 --> 00:09:11.906
We're modeling that punishment to try to change behavior or change the.

114 "Brandy Allen" (4292684544)
00:08:57.359 --> 00:09:02.489
Proven that using positive behavior support.

115 "Brandy Allen" (4292684544)
00:09:02.489 --> 00:09:17.394
Principles and techniques can be very effective to change behavior on my
particular team with the state we work on the tiered supports team and so
we're actually focused

116 "Brandy Allen" (4292684544)
00:09:17.394 --> 00:09:21.654
on this triangle that's demonstrated on this slide here.

117 "Brandy Allen" (4292684544)
00:09:12.081 --> 00:09:20.071
Fact, that, you know, motivate this person that something bad is going to
happen. If they don't act the way we want them to.

118 "Brandy Allen" (4292684544)
00:09:20.071 --> 00:09:24.571
There's a lot of.

119 "Brandy Allen" (4292684544)
00:09:24.204 --> 00:09:29.394
I actually work on the tier 1 team, which is the bottom of the triangle,

120 "Brandy Allen" (4292684544)
00:09:29.424 --> 00:09:41.694
the green Stripe at the bottom that green base actually represents the
universal strategies that we can put in place that would improve the
quality of life for everyone.

121 "Brandy Allen" (4292684544)
00:09:26.761 --> 00:09:39.686
So, let's see, here, Lindsey has a good response up here. Yeah, we use coercion and almost everything like, break the law. You go to jail if you speed, you pay a fine if you mess up the work, you get written up for suspended.

122 "Brandy Allen" (4292684544)
00:09:40.406 --> 00:09:46.346
Yeah, those are all really great examples of just yeah how in general our society is coercive.

123 "Brandy Allen" (4292684544)
00:09:42.019 --> 00:09:54.569
Um, in a general population, 80, or 90% of people would only need these universal supports to have successful outcomes and a high quality of life.

124 "Brandy Allen" (4292684544)
00:09:46.761 --> 00:09:47.821
Um.

125 "Brandy Allen" (4292684544)
00:09:47.821 --> 00:10:01.501
And so we have seen, especially like, if we look at our justice system in the recidivism rate between the juvenile and the adult, um.

126 "Brandy Allen" (4292684544)
00:09:54.569 --> 00:09:59.759
Um, that yellow center would be, um.

127 "Brandy Allen" (4292684544)
00:09:59.759 --> 00:10:13.164
It represents the population that is at risk for poor outcomes and it often this is where we might provide interventions that look like an extra scoop of that universal strategy.

128 "Brandy Allen" (4292684544)
00:10:13.734 --> 00:10:19.674
Um, so these are people who may be at risk. They need a little extra support.

129 "Brandy Allen" (4292684544)
00:10:01.501 --> 00:10:08.611
Jail systems that we see 70% or more of people who.

130 "Brandy Allen" (4292684544)
00:10:08.966 --> 00:10:17.486
Repeat offenders, they go back to jail, so that negative coercive punishment didn't work. You know what I mean?

131 "Brandy Allen" (4292684544)
00:10:17.486 --> 00:10:26.696

It didn't change their behavior and so we want to try to use this more
universal positive approach to trying to change behavior overall.

132 "Brandy Allen" (4292684544)
00:10:19.759 --> 00:10:30.659
And so we might offer them some targeted interventions that can be short
term and they would fade out as that high risk.

133 "Brandy Allen" (4292684544)
00:10:30.659 --> 00:10:39.719
Decreases for that individual in the general population 10 to 15% of
people might need this. Um.

134 "Brandy Allen" (4292684544)
00:10:34.201 --> 00:10:39.571
Okay, so let's talk about, um, the word discipline.

135 "Brandy Allen" (4292684544)
00:10:39.719 --> 00:10:42.869
The level of intervention, so this higher risk.

136 "Brandy Allen" (4292684544)
00:10:40.651 --> 00:10:45.241
The word discipline actually means, um.

137 "Brandy Allen" (4292684544)
00:10:43.674 --> 00:10:57.414
And then at the very top of the triangle, the little red piece at the
top, that represents those people who might be in crisis, and they are in
need of short term intensive supports in the general population,

138 "Brandy Allen" (4292684544)
00:10:57.414 --> 00:11:02.514
that might be 5% or fewer that would need that level of intervention.
intervention

139 "Brandy Allen" (4292684544)
00:10:45.241 --> 00:10:58.201
Well, usually what we think it means is that it's some kind of strict
punishment that has negative consequences that's going to change
someone's behavior. Discipline actually means.

140 "Brandy Allen" (4292684544)
00:10:59.221 --> 00:11:03.241
Following a teacher or, um.

141 "Brandy Allen" (4292684544)
00:11:02.869 --> 00:11:17.564
Um, as we go through today's training, we're actually going to be focused
on the bottom of the triangle, the base where we're talking about those
universal behavior support strategies that everyone needs for a high
quality of life.

142 "Brandy Allen" (4292684544)

00:11:03.241 --> 00:11:16.376
So, like math, science and English are actually disciplines and so a discipline is actually something that's taught. If we're using punishment is our discipline.

143 "Brandy Allen" (4292684544)
00:11:16.886 --> 00:11:22.016
What are we actually teaching modeling and motivating others to do?

144 "Brandy Allen" (4292684544)
00:11:22.711 --> 00:11:36.506
Um, we're not motivating them to change their behavior. Uh, we're motivating that punishment. We're motivating that coercive reaction. Right?

145 "Brandy Allen" (4292684544)
00:11:36.866 --> 00:11:39.596
We're not teaching them what to do instead.

146 "Brandy Allen" (4292684544)
00:11:23.939 --> 00:11:38.364
So, in talking about positive behavior supports, this can be hard, right? We really want to when we use positive behavior support, we want to react in a way.

147 "Brandy Allen" (4292684544)
00:11:38.364 --> 00:11:43.734
That's not mean or cold when people are angry or upset. We really want to.

148 "Brandy Allen" (4292684544)
00:11:42.121 --> 00:11:56.521
So, I've talked a little bit about using that to do language. Um, we want to make sure that we are responding in a way. That is more positive. Um.

149 "Brandy Allen" (4292684544)
00:11:43.964 --> 00:11:56.744
Respond with kindness, but also being somewhat non emotional can be effective in helping calm the situation down. Especially if it's an escalated situation.

150 "Brandy Allen" (4292684544)
00:11:57.074 --> 00:12:03.854
We don't want to give too much attention or reaction to to that higher level of emotion that that.

151 "Brandy Allen" (4292684544)
00:11:56.521 --> 00:12:04.771
We want to make sure that we are managing our own responses so that we're not coming across in a coercive way. Um.

152 "Brandy Allen" (4292684544)
00:12:03.939 --> 00:12:17.164

Person is having when we're able to react that way with kindness and with
a minimal emotional response, usually we can de,

153 "Brandy Allen" (4292684544)
00:12:17.164 --> 00:12:23.854
escalate the situation and we can ensure that we haven't made the
situation worse either now or.

154 "Brandy Allen" (4292684544)
00:12:06.421 --> 00:12:20.996
And, and that's really, really hard to do. Because, I mean, as we've just
talked about much of what we've been exposed to within our society is
that negative type of coercion to try to change behavior.

155 "Brandy Allen" (4292684544)
00:12:21.266 --> 00:12:26.396
And so it really takes a good effort to change our.

156 "Brandy Allen" (4292684544)
00:12:23.939 --> 00:12:25.709
In the future.

157 "Brandy Allen" (4292684544)
00:12:25.709 --> 00:12:33.869
So, when we respond with that kindness and caring all the time, it means
that we really have to be focused on keeping our cool.

158 "Brandy Allen" (4292684544)
00:12:26.421 --> 00:12:32.611
Responses and kind of go against what everything that we've been taught.

159 "Brandy Allen" (4292684544)
00:12:33.869 --> 00:12:46.049
We don't take things personally we don't respond in that emotional way.
Even if we do feel a personal response and.

160 "Brandy Allen" (4292684544)
00:12:36.541 --> 00:12:40.081
So, let's talk a little bit about the actual 10.

161 "Brandy Allen" (4292684544)
00:12:40.081 --> 00:12:49.076
Examples of coercion. Like I said earlier, we all use these, we are all
coercive sometime or another.

162 "Brandy Allen" (4292684544)
00:12:49.286 --> 00:12:59.486
There are certain times when we have a tendency to be more coercive in
our responses. And what we're asking you to do is to.

163 "Brandy Allen" (4292684544)
00:12:46.074 --> 00:12:56.214

Always want to try to make sure that we don't do things that will get back with others, or try to hurt them back when they've heard us and that's really hard. Right?

164 "Brandy Allen" (4292684544)
00:12:56.454 --> 00:13:05.844
Because we all want to respond in an emotional and personal way sometimes and so it really takes mindful practice.

165 "Brandy Allen" (4292684544)
00:13:00.081 --> 00:13:07.531
Recognize what these conversions are, and to recognize when you might be more prone to respond.

166 "Brandy Allen" (4292684544)
00:13:06.049 --> 00:13:08.939
To manage your reactions.

167 "Brandy Allen" (4292684544)
00:13:07.531 --> 00:13:19.441
To someone in a coercive way, and that can really help us manage our responses so that we don't worse than the relationships we have with others by using coercion.

168 "Brandy Allen" (4292684544)
00:13:10.704 --> 00:13:23.724
You know, even myself, I teach this every day every week, and it's still difficult for me sometimes to not respond in that emotional or coercive way.

169 "Brandy Allen" (4292684544)
00:13:24.744 --> 00:13:28.524
But I have seen, as I've been able to manage my reactions.

170 "Brandy Allen" (4292684544)
00:13:22.921 --> 00:13:26.251
So, let's go through each 1 here. Um.

171 "Brandy Allen" (4292684544)
00:13:26.251 --> 00:13:37.201
Questioning is the conversion this is when you ask a question that you don't want answered things like, how many times have I told you? Do you want us thinking.

172 "Brandy Allen" (4292684544)
00:13:28.939 --> 00:13:30.899
I have seen, um.

173 "Brandy Allen" (4292684544)
00:13:30.899 --> 00:13:37.379
More positive relationship building happen between myself between my.

174 "Brandy Allen" (4292684544)
00:13:37.201 --> 00:13:42.421

Are you crazy? What are you doing? Um.

175 "Brandy Allen" (4292684544)
00:13:37.404 --> 00:13:40.794
Myself and my family, my coworkers,

176 "Brandy Allen" (4292684544)
00:13:41.304 --> 00:13:52.914
anyone that I come in contact with using this type of management of your
response can be very effective to help you build more positive
relationships.

177 "Brandy Allen" (4292684544)
00:13:42.421 --> 00:13:55.081
Basically, those questions that you're asking are creating a worse
situation for the person you're asking those questions to make that
individual feel bad.

178 "Brandy Allen" (4292684544)
00:13:55.081 --> 00:14:09.416
Usually, when we do this, if it's a reaction, it's not really a planned
response when we ask all those questions, we're using a tone of voice or
body language that is hurtful to the other person.

179 "Brandy Allen" (4292684544)
00:14:09.686 --> 00:14:12.206
We're just trying to make them feel bad. Right?

180 "Brandy Allen" (4292684544)
00:13:56.099 --> 00:13:58.854
So, let's talk a little bit about behavior.

181 "Brandy Allen" (4292684544)
00:13:59.394 --> 00:14:13.404
Um, if you guys had to explain behavior as to someone who didn't speak
English, how would you define behavior feel free to type in the chat box
there?

182 "Brandy Allen" (4292684544)
00:14:13.674 --> 00:14:16.074
How you would explain what behavior is.

183 "Brandy Allen" (4292684544)
00:14:12.571 --> 00:14:18.721
So, let's go on to the next 1.

184 "Brandy Allen" (4292684544)
00:14:16.099 --> 00:14:16.949
It's.

185 "Brandy Allen" (4292684544)
00:14:18.721 --> 00:14:22.831
Arguing so.

186 "Brandy Allen" (4292684544)
00:14:22.831 --> 00:14:36.391
The definition of arguing is where you try to convince someone that your point of view is better, their point of view is wrong, or why they should do something differently. Typically.

187 "Brandy Allen" (4292684544)
00:14:29.399 --> 00:14:32.459
All right verbal and physical aggression.

188 "Brandy Allen" (4292684544)
00:14:36.209 --> 00:14:42.329
Let me see, here, I got making deals or finding specific motivator.

189 "Brandy Allen" (4292684544)
00:14:36.391 --> 00:14:48.601
The way that you think it should be done a lot of times when people argue you're challenging that person's point of view in a coercive or confrontational way. Um.

190 "Brandy Allen" (4292684544)
00:14:44.609 --> 00:14:48.329
I'm going to write these on my slide. There's a little bit of a delay.

191 "Brandy Allen" (4292684544)
00:14:48.329 --> 00:14:53.399
And and you guys being able to see them, so just know that they'll pop up here in a 2nd.

192 "Brandy Allen" (4292684544)
00:14:48.601 --> 00:14:55.711
And that's a worsening for your relationship. Think about the.

193 "Brandy Allen" (4292684544)
00:14:53.694 --> 00:15:08.064
Thank you all for your responses Lindsay says responses to people's

194 "Brandy Allen" (4292684544)
00:15:08.064 --> 00:15:09.294
environment.

195 "Brandy Allen" (4292684544)
00:14:55.711 --> 00:15:01.201
Arguing with your child, if you have a child arguing with your child, um.

196 "Brandy Allen" (4292684544)
00:15:01.201 --> 00:15:10.436
Does anybody ever win in those arguments? Um, do you feel better after you've had that argument with your child? Not really, right?

197 "Brandy Allen" (4292684544)
00:15:10.496 --> 00:15:21.176
Like, usually there's no common ground that gets met. There's no compromise. You really just had an.

198 "Brandy Allen" (4292684544)
00:15:17.969 --> 00:15:22.259
Different ways we act or respond or actions.

199 "Brandy Allen" (4292684544)
00:15:21.201 --> 00:15:23.881
Interaction that was negative.

200 "Brandy Allen" (4292684544)
00:15:23.881 --> 00:15:30.091
For both of you, right? And then you both feel a little bit worse about
your relationship. So.

201 "Brandy Allen" (4292684544)
00:15:30.091 --> 00:15:42.061
Just remember that everybody has different points of view or positions
and when we argue we're often actually getting farther away from.

202 "Brandy Allen" (4292684544)
00:15:32.999 --> 00:15:37.109
All right those are all very good responses. Um.

203 "Brandy Allen" (4292684544)
00:15:37.109 --> 00:15:41.519
As we move forward here, um.

204 "Brandy Allen" (4292684544)
00:15:41.519 --> 00:15:44.999
Let me give you the true definition of behavior.

205 "Brandy Allen" (4292684544)
00:15:42.061 --> 00:15:56.336
What we actually believe, or, or our position that we're kind of standing
on our hill and going to die on and it becomes more about trying to win
the argument, rather than actually defending your point of view.

206 "Brandy Allen" (4292684544)
00:15:57.716 --> 00:15:59.606
It's just it's not good.

207 "Brandy Allen" (4292684544)
00:15:46.019 --> 00:15:51.929
So, behavior is anything a person does that can be seen and counted.

208 "Brandy Allen" (4292684544)
00:15:51.929 --> 00:15:56.579
Um, so I, I really liked that last response here.

209 "Brandy Allen" (4292684544)
00:15:59.064 --> 00:16:12.504
There were a couple more after that the april's responsive actions. Yeah.
Behavior is actions a lot of times if anything a person does, that can be
seen encountered. Sarah also said anything can be a behavior.

210 "Brandy Allen" (4292684544)
00:16:12.654 --> 00:16:16.254
That's exactly right. Our responses to.

211 "Brandy Allen" (4292684544)
00:15:59.971 --> 00:16:02.971
It's not good. We want to try to avoid arguing.

212 "Brandy Allen" (4292684544)
00:16:02.971 --> 00:16:07.861
And then let's talk about sarcasm and teasing.

213 "Brandy Allen" (4292684544)
00:16:07.861 --> 00:16:20.906
This is 1 of my favorite conversions it's when you say the opposite of
what you mean or you makes fun of someone either maliciously or playfully
when we do that we,

214 "Brandy Allen" (4292684544)
00:16:20.936 --> 00:16:27.776
we have to recognize that sometimes the things we say are, like, we're
saying mean things with.

215 "Brandy Allen" (4292684544)
00:16:16.814 --> 00:16:24.854
Thoughts and feelings for external cues. Yeah, exactly. It's those
responses. It is.

216 "Brandy Allen" (4292684544)
00:16:24.854 --> 00:16:36.554
Those actions that people are having anything that a person does that can
be seen and counted is defined as behavior. So when we think about.

217 "Brandy Allen" (4292684544)
00:16:27.861 --> 00:16:28.861
Smile.

218 "Brandy Allen" (4292684544)
00:16:28.861 --> 00:16:33.241
And so we can tell our true feelings.

219 "Brandy Allen" (4292684544)
00:16:33.241 --> 00:16:42.026
And insult someone or hurt someone else with our words. But, because we
smiled and said it was sarcasm that made it. Okay.

220 "Brandy Allen" (4292684544)
00:16:42.686 --> 00:16:53.036
Um, we went to try to avoid sarcasm, especially for those of you who are
in the world, not everyone understands sarcasm or picks up on that
social.

221 "Brandy Allen" (4292684544)

00:16:36.579 --> 00:16:47.104
Defining a behavior we always want to put it to the dead man's test,
which means that if a dead man can do it, then it is not a behavior.

222 "Brandy Allen" (4292684544)
00:16:47.614 --> 00:16:51.844
It has to be something that a live human person could.

223 "Brandy Allen" (4292684544)
00:16:52.169 --> 00:17:01.469
Have that action, so just remember behavior is anything that a person
does that can be seen and counted.

224 "Brandy Allen" (4292684544)
00:16:53.241 --> 00:17:07.651
Of sarcasm, so they might honestly believe that what you say is true and
you're worsening your relationship, because you're not being truly honest
with them. They don't have the understanding. Um.

225 "Brandy Allen" (4292684544)
00:17:01.469 --> 00:17:11.189
Now, with that in mind, can you guys give me some examples of behavior?
We're going to make a list here on this slide.

226 "Brandy Allen" (4292684544)
00:17:07.651 --> 00:17:13.981
To know that you're making fun of them or you're, you're saying the
opposite of what you mean.

227 "Brandy Allen" (4292684544)
00:17:11.189 --> 00:17:14.189
So feel free to put some things in the chat box there.

228 "Brandy Allen" (4292684544)
00:17:17.191 --> 00:17:29.011
The next coercion that we talk about is force force can be either verbal
or physical. Sometimes it's both. It's basically making someone do.

229 "Brandy Allen" (4292684544)
00:17:29.011 --> 00:17:32.461
A task or.

230 "Brandy Allen" (4292684544)
00:17:32.461 --> 00:17:36.991
Or something that they don't want to do. Um, so.

231 "Brandy Allen" (4292684544)
00:17:33.779 --> 00:17:40.319
Let's see here agent says yelling screaming hitting. Those are all ones
yes.

232 "Brandy Allen" (4292684544)
00:17:36.991 --> 00:17:45.211

I think about it as, like, my daughter, if she doesn't listen to a
directive that I gave her. Well.

233 "Brandy Allen" (4292684544)
00:17:45.211 --> 00:17:53.246
I gave her a directive for 1. it was verbal force, because I told her to
do something that maybe she didn't really want to do.

234 "Brandy Allen" (4292684544)
00:17:54.146 --> 00:18:05.126
So when she refuses, I might take her arm and put her in time out, or
take her to her room. That was physical force, because I made her go do
some.

235 "Brandy Allen" (4292684544)
00:17:48.929 --> 00:17:58.769
Some more guys, what, what is a behavior anything that can be seen or
counted give me some specific behaviors.

236 "Brandy Allen" (4292684544)
00:18:05.211 --> 00:18:18.556
Physically that she didn't want to do that really is Co version, because
it puts you up here and it puts the other individual down here. It takes
away their control.

237 "Brandy Allen" (4292684544)
00:18:18.856 --> 00:18:25.036
It's disrespectful. A lot of times it is that reaction. It makes your
relationship.

238 "Brandy Allen" (4292684544)
00:18:10.199 --> 00:18:13.289
Yeah, laughing crying running.

239 "Brandy Allen" (4292684544)
00:18:25.211 --> 00:18:30.151
Um, it, it's not responding on an equal level.

240 "Brandy Allen" (4292684544)
00:18:31.199 --> 00:18:34.319
Hitting yes, we've got that 1 in there.

241 "Brandy Allen" (4292684544)
00:18:34.319 --> 00:18:37.949
What about you.

242 "Brandy Allen" (4292684544)
00:18:35.071 --> 00:18:47.311
And then let's talk about threats. So threats are, when you point out all
the bad things that will happen, if someone continues to have undesirable
behavior. Um.

243 "Brandy Allen" (4292684544)
00:18:37.949 --> 00:18:43.979

Let me see here check my chat box here. Yelling. Rocking is a good 1.
yes.

244 "Brandy Allen" (4292684544)
00:18:48.481 --> 00:18:58.976
Basically, we're letting them know that if they don't comply something
bad is going to happen we're doing that to ensure their compliance again.

245 "Brandy Allen" (4292684544)
00:18:58.976 --> 00:19:08.456
That's a control thing that we're, we're letting them know that if they
don't comply all of these bad things might have.

246 "Brandy Allen" (4292684544)
00:18:54.809 --> 00:19:06.089
Form for sure. What about smiling.

247 "Brandy Allen" (4292684544)
00:19:06.089 --> 00:19:09.239
Um, having a tantrum.

248 "Brandy Allen" (4292684544)
00:19:08.481 --> 00:19:09.451
Then.

249 "Brandy Allen" (4292684544)
00:19:14.101 --> 00:19:25.196
And then, criticism criticism is 1 that I like to talk about, because I
think we all do it not with the intention of making someone feel bad,

250 "Brandy Allen" (4292684544)
00:19:25.496 --> 00:19:33.896
but with the intention of trying to teach them a new skill or try to
correct, them is something that we feel they're doing wrong.

251 "Brandy Allen" (4292684544)
00:19:16.529 --> 00:19:20.729
All right throwing things another good 1. yes.

252 "Brandy Allen" (4292684544)
00:19:25.434 --> 00:19:37.074
All right, so so, let's look at our list here. Hopefully, it's all it's
all popped up on your end. As I said, sometimes there's a delay, um, as I
type on here for when you can see it.

253 "Brandy Allen" (4292684544)
00:19:37.494 --> 00:19:42.384
Um, but as we look at our list here, um, we might see.

254 "Brandy Allen" (4292684544)
00:19:34.101 --> 00:19:35.311
Um.

255 "Brandy Allen" (4292684544)

00:19:35.726 --> 00:19:48.326
So, basically, criticism is, when you tell someone that you don't like,
what they're doing, or how they're doing it and you try to teach them or
make sure that they know how to do it better or how to do it the right
way,

256 "Brandy Allen" (4292684544)
00:19:48.686 --> 00:19:55.136
which means the way that you think it should be done again it's
disrespectful.

257 "Brandy Allen" (4292684544)
00:19:43.229 --> 00:19:51.419
Let's let's look at how many negative things we see. So we've got yelling
screaming hitting that.

258 "Brandy Allen" (4292684544)
00:19:51.419 --> 00:19:55.079
Crying might be negative.

259 "Brandy Allen" (4292684544)
00:19:55.914 --> 00:20:10.794
Self harm a tantrum or throwing things. So, in our list that we have on
our slide here, we probably have a lot more things that fall into the
negative category than a positive category. Right?

260 "Brandy Allen" (4292684544)
00:20:12.054 --> 00:20:15.024
We have a tendency to do this when we use.

261 "Brandy Allen" (4292684544)
00:19:55.996 --> 00:20:04.906
We need to recognize that not everything has to be done in exactly the
same way. We would do them to get the job done successfully.

262 "Brandy Allen" (4292684544)
00:20:05.236 --> 00:20:13.516
So we want to make sure that we're when we're trying to teach others that
we're not inadvertently criticizing them.

263 "Brandy Allen" (4292684544)
00:20:15.079 --> 00:20:22.049
The word behavior to think about it in that negative context. Um.

264 "Brandy Allen" (4292684544)
00:20:19.411 --> 00:20:33.986
And then we have despair. This is also 1 of my favorites. So, despair is
when you say, and act like, you don't know what to do, you're just giving
up on this person. You're completely hopeless.

265 "Brandy Allen" (4292684544)
00:20:34.286 --> 00:20:38.996
They're completely hopeless because they're not going to comply with
whatever it is.

266 "Brandy Allen" (4292684544)
00:20:22.434 --> 00:20:37.404
We need to reframe the way that we think about behavior it with that definition that behavior is anything that can be seen or counted. It can be positive or negative. Right?

267 "Brandy Allen" (4292684544)
00:20:37.944 --> 00:20:38.574
Um.

268 "Brandy Allen" (4292684544)
00:20:39.324 --> 00:20:54.234
We typically have that that tendency to focus on the negative, but as we, as we go through a couple more slides, we'll probably come back to this list a little bit and talk about some of the words on here. So.

269 "Brandy Allen" (4292684544)
00:20:39.411 --> 00:20:53.566
Um, a good example of this 1 is, I will ask my daughter to do the dishes sometimes and she will refuse and procrastinate and procrastinate and and complain.

270 "Brandy Allen" (4292684544)
00:20:53.566 --> 00:20:58.996
And, you know, all of the, those negative things until I get to the point where I'm like.

271 "Brandy Allen" (4292684544)
00:20:55.019 --> 00:20:58.259
Well, let's go ahead and move ahead here.

272 "Brandy Allen" (4292684544)
00:20:59.411 --> 00:21:02.971
Fine okay. I'll just do them myself.

273 "Brandy Allen" (4292684544)
00:20:59.639 --> 00:21:03.929
You guys made a really great list uh.

274 "Brandy Allen" (4292684544)
00:21:03.446 --> 00:21:15.596
So, I completely despaired that she would ever be able to successfully complete this task and in doing. So I gave her exactly what she wanted.

275 "Brandy Allen" (4292684544)
00:21:15.866 --> 00:21:19.556
I reinforced her behavior because I didn't follow through with.

276 "Brandy Allen" (4292684544)
00:21:03.929 --> 00:21:15.564
W, the, most of the suggestions that you all made were very specific actions, rather than categories when we are talking about behavior,

277 "Brandy Allen" (4292684544)
00:21:15.564 --> 00:21:23.844
we want to make sure that we're not using what we call big old category
words. Um, things that.

278 "Brandy Allen" (4292684544)
00:21:19.861 --> 00:21:29.341
Her completing the dishes and she got out of the tour and I just felt bad
because I, I let her.

279 "Brandy Allen" (4292684544)
00:21:24.014 --> 00:21:28.874
Maybe works that we use I actually threw 1 in on our list back here.

280 "Brandy Allen" (4292684544)
00:21:29.774 --> 00:21:43.904
The tantrum is considered a big old category word because if you had to
define what specific actions were occurring during a tantrum, what
tantrum looks like.

281 "Brandy Allen" (4292684544)
00:21:29.341 --> 00:21:34.111
Do it I just gave up on her. Um, so that's fair.

282 "Brandy Allen" (4292684544)
00:21:34.111 --> 00:21:39.181
It can also look like, you know, thing someone.

283 "Brandy Allen" (4292684544)
00:21:39.181 --> 00:21:43.921
Into doing a task that you want them to do um.

284 "Brandy Allen" (4292684544)
00:21:44.396 --> 00:21:59.066
A lot of times, you know, you might say, like, oh, I'll do the dishes. I
always keep the dishes like no 1 ever helps me like, you know, doing that
poor pity me trying to guilt the individual into doing the task.

285 "Brandy Allen" (4292684544)
00:22:00.116 --> 00:22:01.856
So again.

286 "Brandy Allen" (4292684544)
00:21:43.929 --> 00:21:51.299
To me might not look the same as it will look to Aj or to Sarah. Right?

287 "Brandy Allen" (4292684544)
00:21:51.924 --> 00:22:05.994
So, when we, we want to try to be very specific when we're describing
behavior and try to avoid those big category words, like, saying, rude,
what does rude look like like,

288 "Brandy Allen" (4292684544)
00:22:06.024 --> 00:22:11.064

I can't be fine rude as a specific action that can be.

289 "Brandy Allen" (4292684544)
00:22:02.461 --> 00:22:11.671
You're not, you're not changing someone's behavior in using this conversion. It's really just a poor response.

290 "Brandy Allen" (4292684544)
00:22:11.324 --> 00:22:24.704
Or counted, right I would want to identify the specific behaviors that are occurring like, that person was staring, or they were cutting in line, or they were saying, look at that person,

291 "Brandy Allen" (4292684544)
00:22:24.704 --> 00:22:31.274
what were they thinking making that rude comment? Right? So, we would want to be very specific.

292 "Brandy Allen" (4292684544)
00:22:15.361 --> 00:22:20.906
And we just have a couple more this 1 is lecture logic. This is my husband's favorite 1.

293 "Brandy Allen" (4292684544)
00:22:21.626 --> 00:22:35.066
it's where you talk about, what should have been done or you talked too much continue repeating something that the person already knows lecture and logic is often about.

294 "Brandy Allen" (4292684544)
00:22:31.299 --> 00:22:32.699
And.

295 "Brandy Allen" (4292684544)
00:22:32.699 --> 00:22:42.269
Explaining what the behavior was that we were seeing, that's something to keep in mind, especially if you do documentation.

296 "Brandy Allen" (4292684544)
00:22:35.361 --> 00:22:49.591
Trying to help someone not make the same mistakes that you did by explaining your experiences to them and why they shouldn't do this thing. And.

297 "Brandy Allen" (4292684544)
00:22:42.269 --> 00:22:54.689
We want to try to avoid using those category words, but rather break down that, that category into the specific behaviors that you can see and observe.

298 "Brandy Allen" (4292684544)
00:22:50.306 --> 00:23:05.156

But you probably know that when we tried to give unsolicited advice that it often goes in 1 year and out the other, especially with kids, like, they tune you out. I tell my husband this all the time.

299 "Brandy Allen" (4292684544)
00:23:05.156 --> 00:23:08.576
I'm like, they're not even listening to you. Um.

300 "Brandy Allen" (4292684544)
00:22:58.854 --> 00:23:10.374
So, on this next slide, we're going to jump into those 4 categories of behavior that I referenced in our objectives when we look at behavior.

301 "Brandy Allen" (4292684544)
00:23:10.404 --> 00:23:17.484
We have a tendency to put it into 4 different categories 2 that are desirable. And 2 that are.

302 "Brandy Allen" (4292684544)
00:23:09.356 --> 00:23:19.556
But lecture and logic is the coercive response we also have to have enough respect for individuals to let them make their own mistakes sometimes.

303 "Brandy Allen" (4292684544)
00:23:20.006 --> 00:23:26.096
And unless they ask for our advice and our help, it's often not wanted.

304 "Brandy Allen" (4292684544)
00:23:17.509 --> 00:23:24.659
Undesirable, um, as we talk about behaviors, um.

305 "Brandy Allen" (4292684544)
00:23:24.659 --> 00:23:34.589
We really want to be able to identify what type of behavior is occurring, because it can shape the way that we respond to that behavior.

306 "Brandy Allen" (4292684544)
00:23:26.401 --> 00:23:29.671
So, you may just be talking to yourself.

307 "Brandy Allen" (4292684544)
00:23:32.846 --> 00:23:45.176
And then we had takeaway, take away is just like, it sounds, it's when you're taking something that is desirable to that person away as a punishment.

308 "Brandy Allen" (4292684544)
00:23:45.536 --> 00:23:51.866
So it could be taking their phone away their video game time. Their ability to go out with friends.

309 "Brandy Allen" (4292684544)
00:23:35.214 --> 00:23:46.974

Let's look at the desirable side. 1st, so we have significant, desirable
behaviors. These are those behaviors that are very important.

310 "Brandy Allen" (4292684544)
00:23:47.814 --> 00:23:51.774
They're often the ones that we try to teach individuals to do.

311 "Brandy Allen" (4292684544)
00:23:51.951 --> 00:24:06.601
Anything like that just you're taking something away, um, removing a
restriction, removing a right of that person. You're restricting that
right? By taking it away. Um.

312 "Brandy Allen" (4292684544)
00:23:53.039 --> 00:24:07.794
Such as like, how to help someone at the right time or to get them to
increase those types of behaviors. Significant behaviors are going to be
the ones that increase the quality of life for the individual.

313 "Brandy Allen" (4292684544)
00:24:07.376 --> 00:24:18.386
Takeaway usually doesn't result in that person, understanding that their
behavior cause the removal of that item or privilege.

314 "Brandy Allen" (4292684544)
00:24:19.496 --> 00:24:22.526
It really becomes more of a, um.

315 "Brandy Allen" (4292684544)
00:24:08.934 --> 00:24:19.164
So things like getting a job filling out job applications, learning to
drive. Those are significant, desirable behaviors.

316 "Brandy Allen" (4292684544)
00:24:19.614 --> 00:24:27.954
Okay if we move down to the other category of desirable behavior, it's
the just okay behaviors. These are the.

317 "Brandy Allen" (4292684544)
00:24:22.891 --> 00:24:29.011
Like that controlled dynamic again again, it's you controlling.

318 "Brandy Allen" (4292684544)
00:24:28.129 --> 00:24:43.094
That people often do without expectation things like using manners
saying, please, and thank you shutting the door when they come in from
outside, pushing in your chair, when you leave the table,

319 "Brandy Allen" (4292684544)
00:24:43.364 --> 00:24:48.044
there's just okay behaviors that we just expect someone to.

320 "Brandy Allen" (4292684544)
00:24:29.011 --> 00:24:40.891

That individual by taking away their desirable things. So there's a lot
of blame that goes in there. When you use take away, we really want to
try to turn.

321 "Brandy Allen" (4292684544)
00:24:40.891 --> 00:24:44.371
Uh, our response.

322 "Brandy Allen" (4292684544)
00:24:44.371 --> 00:24:50.761
And take away to more of like an earn and don't earn situation.

323 "Brandy Allen" (4292684544)
00:24:48.129 --> 00:24:55.349
We don't often acknowledge them for doing that. Um, the important thing
about just okay behaviors.

324 "Brandy Allen" (4292684544)
00:24:51.446 --> 00:24:58.616
That if you display this desirable behavior or meet this expectation, you
can earn these things.

325 "Brandy Allen" (4292684544)
00:24:59.366 --> 00:25:10.676
And if they don't meet the expectation and don't earn that item, then
that was in their control. It, it wasn't something that we imposed upon
them.

326 "Brandy Allen" (4292684544)
00:24:55.854 --> 00:25:08.244
Is that, especially as we work with individuals who might have some
undesirable behavior, if we're able to focus on the just okay behaviors,
the things that they are doing well,

327 "Brandy Allen" (4292684544)
00:25:09.234 --> 00:25:15.324
that can increase the frequency that they continue to have more desirable
behaviors.

328 "Brandy Allen" (4292684544)
00:25:13.801 --> 00:25:17.941
So, before we move on here, does.

329 "Brandy Allen" (4292684544)
00:25:15.349 --> 00:25:24.929
As, because the more that we can point out what they're doing well, the
greater the tendency that they're going to repeat those behaviors in the
future.

330 "Brandy Allen" (4292684544)
00:25:17.941 --> 00:25:31.261
We talked about all those 10 conversions. Does anybody want to share what
your favorite conversions are that you as we talked about them? You just
know that those are the ones you tend to fall back on.

331 "Brandy Allen" (4292684544)
00:25:26.004 --> 00:25:36.984
So, let's talk a little bit about undesirable behaviors. We have 2 types.
Sirius are the ones where they're serious.

332 "Brandy Allen" (4292684544)
00:25:37.014 --> 00:25:44.874
They're their behaviors that are causing a real dangerous situation. They
could be something that is illegal.

333 "Brandy Allen" (4292684544)
00:25:31.261 --> 00:25:37.561
As I said, mine is probably the sarcasm and the despair.

334 "Brandy Allen" (4292684544)
00:25:39.961 --> 00:25:48.001
And they're not effective, and they don't make my relationships more
positive with my children or my Co workers.

335 "Brandy Allen" (4292684544)
00:25:44.929 --> 00:25:52.679
It's causing harm to themselves to others to property. Um.

336 "Brandy Allen" (4292684544)
00:25:48.001 --> 00:25:56.461
And so I, I have tried to be a lot more mindful about using them the
spare 1. I still fall back into at home a lot.

337 "Brandy Allen" (4292684544)
00:25:52.679 --> 00:25:59.159
So, serious behaviors, things that we would definitely want to intervene
in. Okay. Um.

338 "Brandy Allen" (4292684544)
00:25:59.814 --> 00:26:12.684
And then the last type of undesirable behavior is junk behavior. These
are those undesirable behaviors that we don't like to see, but they're
not really hurting anyone. They're not dangerous.

339 "Brandy Allen" (4292684544)
00:26:13.734 --> 00:26:18.744
So, just things that are annoying things like burping in public or.

340 "Brandy Allen" (4292684544)
00:25:59.851 --> 00:26:05.281
There were so many. You're right. Let me go back up to the list of all of
them.

341 "Brandy Allen" (4292684544)
00:26:09.121 --> 00:26:12.271
Let me find it here. Oh, there we go.

342 "Brandy Allen" (4292684544)

00:26:12.271 --> 00:26:18.601
But we might have had 1 more that I didn't get to.

343 "Brandy Allen" (4292684544)
00:26:18.601 --> 00:26:24.811
That last 1, which was talking about that behavior when the person is
there um.

344 "Brandy Allen" (4292684544)
00:26:19.159 --> 00:26:31.229
Interrupting can you guys think of any other junk behaviors that maybe
get under your skin but they don't really hurt anyone they're really more
just a problem for us.

345 "Brandy Allen" (4292684544)
00:26:25.706 --> 00:26:38.846
A lot this 1 will explain just really quickly this is when you're talking
about something undesirable that the person has done while that person
can hear you I think of it with my kids a lot.

346 "Brandy Allen" (4292684544)
00:26:38.876 --> 00:26:44.786
Like, when they were younger, and their dad would come home from work and
I would be like, do you know what so? And so did today.

347 "Brandy Allen" (4292684544)
00:26:38.454 --> 00:26:53.454
I know my son is a percussionist and so he's forever tapping on things
and it drives me crazy and it's, it's just a junk behavior. It gets under
my skin. It doesn't hurt anyone, but it's just kind of a pet peeve thing.

348 "Brandy Allen" (4292684544)
00:26:44.811 --> 00:26:57.856
And then I would list all of the things that they did in front of them.
So, you know, so their dad would know and so that they could hear me say
all the bad things they did that day. It happens a lot.

349 "Brandy Allen" (4292684544)
00:26:57.886 --> 00:27:04.666
If you work within an agency shift changes as they're updating the next
staff, they.

350 "Brandy Allen" (4292684544)
00:26:55.409 --> 00:26:58.679
You guys have any behaviors like that, that you encounter.

351 "Brandy Allen" (4292684544)
00:27:04.811 --> 00:27:10.981
I pointed out some of the negative things that happened during the day
while that person can here.

352 "Brandy Allen" (4292684544)
00:27:13.261 --> 00:27:19.291
So, does anybody want to share which ones you might fall back on?

353 "Brandy Allen" (4292684544)
00:27:17.489 --> 00:27:22.709
I'm thinking there's a delay on my end when you all type something in the
chat box as well.

354 "Brandy Allen" (4292684544)
00:27:23.371 --> 00:27:27.421
Lindsey says questioning arguing and lecturing.

355 "Brandy Allen" (4292684544)
00:27:27.421 --> 00:27:38.126
Yeah, sarcasm.

356 "Brandy Allen" (4292684544)
00:27:38.156 --> 00:27:47.366
Yeah, I think we also have a tendency in our society to value sarcasm
because we think it's like a quick with like, an intelligent type thing
to do.

357 "Brandy Allen" (4292684544)
00:27:33.869 --> 00:27:39.504
There it says constantly getting up from the group or pacing. Yeah, that
could be a jump behavior.

358 "Brandy Allen" (4292684544)
00:27:39.504 --> 00:27:53.844
It gets under our skin, but maybe it's necessary for that individual
because they, they can't handle setting for an extended period of time or
they need that movement to be able to fully digest the content of.

359 "Brandy Allen" (4292684544)
00:27:47.421 --> 00:27:52.981
And so we don't often recognize that it's coercive.

360 "Brandy Allen" (4292684544)
00:27:53.869 --> 00:27:56.909
What's going on within that group?

361 "Brandy Allen" (4292684544)
00:27:54.961 --> 00:28:05.726
Questioning and sarcasm. Well, thank you guys for sharing.

362 "Brandy Allen" (4292684544)
00:28:05.876 --> 00:28:14.636
Um, like I said, remember when we talk about conversions, we are all
coercive. Um.

363 "Brandy Allen" (4292684544)
00:27:56.909 --> 00:28:04.559
Obsessive questioning oh, yes that that's a good 1 that we see hot. Yeah.
Just yeah.

364 "Brandy Allen" (4292684544)

00:28:04.559 --> 00:28:17.339
That for separation, where they, they continue to ask the same question, cracking their knuckles. Yes. That's another 1 that just gets under your skin, but it's not really hurting anyone. Yeah.

365 "Brandy Allen" (4292684544)
00:28:14.941 --> 00:28:25.651
We just need to be more mindful that those conversions worse than our relationships with others, the, the way that we respond in those coercive ways. Um.

366 "Brandy Allen" (4292684544)
00:28:17.339 --> 00:28:31.229
So, we're going to talk a little bit later about a tool that we can use for how to respond to junk behavior. But right now, since we have so much to cover, I'm going to go ahead and jump on here.

367 "Brandy Allen" (4292684544)
00:28:25.651 --> 00:28:39.931
Can really affect the, the positivity of the relationship that we have with others. And so we want to be mindful and and try to diminish and decrease our use of those coercive responses.

368 "Brandy Allen" (4292684544)
00:28:33.294 --> 00:28:47.394
As we think about those 4 categories of behavior, and whether a behavior is desirable or undesirable, a lot of times it depends on the context in which that behavior occurs. Um.

369 "Brandy Allen" (4292684544)
00:28:42.331 --> 00:28:47.761
And this is what you're going to see when you use coercion with others.

370 "Brandy Allen" (4292684544)
00:28:47.729 --> 00:28:59.034
So, let's say we had on our list, the behavior of crying crying would be something that's desirable. It could also be something that's undesirable.

371 "Brandy Allen" (4292684544)
00:28:59.064 --> 00:29:04.434
Can you guys think of a situation where crying might be a good thing?

372 "Brandy Allen" (4292684544)
00:28:47.761 --> 00:29:01.436
You're going to see that it ages you. So, a lot of times people who have been on the receiving end of a coercive response will try to avoid that person who was coercive.

373 "Brandy Allen" (4292684544)
00:29:02.036 --> 00:29:07.496
They'll try to get even with that person, they'll try to escape that person.

374 "Brandy Allen" (4292684544)
00:29:04.979 --> 00:29:06.834
And put that in the chat box.

375 "Brandy Allen" (4292684544)
00:29:07.761 --> 00:29:17.581
And as we talked about earlier, we are modeling that coercive behavior
and so they're going to learn to behave coercively themselves.

376 "Brandy Allen" (4292684544)
00:29:17.581 --> 00:29:29.881
They're likely to be less confident with you because they fear that they
might get that coercive response. And it.

377 "Brandy Allen" (4292684544)
00:29:24.979 --> 00:29:36.299
And then also, if you have an example of when crying might be
undesirable, like.

378 "Brandy Allen" (4292684544)
00:29:29.881 --> 00:29:43.586
Sometimes you might see those undesirable behaviors continue, because
they're getting the most attention for that undesirable behavior. They're
getting a big coercive response and maybe that's what they're looking
for.

379 "Brandy Allen" (4292684544)
00:29:43.586 --> 00:29:49.526
Maybe they're just wanting that attention. They're wanting that big
response and we are giving it to them.

380 "Brandy Allen" (4292684544)
00:29:36.299 --> 00:29:41.219
What kinds of situations would we view crying as undesirable?

381 "Brandy Allen" (4292684544)
00:29:49.881 --> 00:29:51.601
We are.

382 "Brandy Allen" (4292684544)
00:29:50.429 --> 00:30:02.549
Yeah, I got everyone's response here all at once. So Sara said when
crying could be a healthy release of emotion. Yeah, that would definitely
be desirable. Right? Um.

383 "Brandy Allen" (4292684544)
00:29:57.031 --> 00:30:07.531
Let's see here so, a lot of times, um, we also think about socially
mediated punishments. Um.

384 "Brandy Allen" (4292684544)
00:30:02.549 --> 00:30:09.659
Again is the same thing when they're processing their emotions, it's.

385 "Brandy Allen" (4292684544)
00:30:07.531 --> 00:30:22.261
We talked a lot about when we went over the conversions about that
control factor of like, this is me, doling out a negative punishment to
you. That's a socially mediated consequence. Um.

386 "Brandy Allen" (4292684544)
00:30:10.164 --> 00:30:24.804
Lindsay says it's an appropriate response when they're crying, because
someone lost a friendship. Yeah. So, maybe they're crying in a
sympathetic or empathetic way with a friend. Maybe they've lost someone
and it's perfectly natural to cry.

387 "Brandy Allen" (4292684544)
00:30:24.894 --> 00:30:25.434
Right?

388 "Brandy Allen" (4292684544)
00:30:22.646 --> 00:30:35.876
We probably want to rely more on those natural consequences to try to
change behavior, rather than those socially mediated consequences. They
can be much more effective.

389 "Brandy Allen" (4292684544)
00:30:35.876 --> 00:30:42.086
If it's a more natural response. Like I said earlier, sometimes we have
to give individuals.

390 "Brandy Allen" (4292684544)
00:30:25.709 --> 00:30:39.839
Karen gives an example of when it might be undesirable when you cry, just
because you're not getting what you want and maybe that's a tactic that
the individual users to try to get their way.

391 "Brandy Allen" (4292684544)
00:30:42.261 --> 00:30:56.521
Freedom to fail, because that's going to be a more important lesson to
them in the long run when they get that natural type of consequence that
comes from their actions and behaviors.

392 "Brandy Allen" (4292684544)
00:30:43.019 --> 00:30:51.954
Yeah, exactly, like, within a temper tantrum yes. Yeah. And when
grieving, that would be a desirable release of emotions. Yeah.

393 "Brandy Allen" (4292684544)
00:30:51.954 --> 00:30:59.273
So, when we think about the behaviors that someone has, we always want to
take into account what's happening around that.

394 "Brandy Allen" (4292684544)
00:30:59.579 --> 00:31:13.859

Particular behavior, whether it's an appropriate or inappropriate
response, and that can help us know how to respond. Whether that behavior
is desirable or undesirable.

395 "Brandy Allen" (4292684544)
00:31:05.786 --> 00:31:12.566
All right, so I talked a little bit about this earlier that we're all
coercive,

396 "Brandy Allen" (4292684544)
00:31:12.926 --> 00:31:25.526
but we all also have times when we are more likely to have a coercive
response for me, it might be when I'm hungry, I get a little hungry and
so.

397 "Brandy Allen" (4292684544)
00:31:17.699 --> 00:31:23.424
So let's talk a little bit about significant, desirable behaviors, like I
said, a minute ago.

398 "Brandy Allen" (4292684544)
00:31:23.484 --> 00:31:37.404
Um, these are the behaviors that we're trying to increase there, the
behaviors that are going to help people succeed, increase their quality
of life, those independent living skills that are going to help them be
more.

399 "Brandy Allen" (4292684544)
00:31:25.611 --> 00:31:36.541
So my responses might become a little more short and coercive. If I've
had a bad day, I'm not likely to respond in the most positive of ways.

400 "Brandy Allen" (4292684544)
00:31:36.541 --> 00:31:42.301
If I'm frustrated or I'm overexcited.

401 "Brandy Allen" (4292684544)
00:31:37.699 --> 00:31:45.719
Dependent more self sufficient, and just generally have a higher quality
of life. So.

402 "Brandy Allen" (4292684544)
00:31:42.301 --> 00:31:52.591
When someone is having that junk behavior, that is just my personal pet
peeve. It's really hard not to respond coercively to that.

403 "Brandy Allen" (4292684544)
00:31:45.719 --> 00:31:59.879
Let's see here. Um, can you guys think of some examples of significant
behaviors 1 that I can give you as you guys are typing in the chat box?

404 "Brandy Allen" (4292684544)
00:31:53.701 --> 00:32:02.251

Do you guys have any times when you feel like you are more prone to be coercive in your response?

405 "Brandy Allen" (4292684544)
00:32:00.174 --> 00:32:12.834
Maybe in the movie theater, you have an individual who is whispering so that only their partner that they're with can hear them and they're not disturbing. Everyone else was in the theater.

406 "Brandy Allen" (4292684544)
00:32:13.014 --> 00:32:19.854
So that would be a significant, desirable behavior. Um, another 1 might be making sure.

407 "Brandy Allen" (4292684544)
00:32:21.626 --> 00:32:21.746
Okay.

408 "Brandy Allen" (4292684544)
00:32:19.879 --> 00:32:23.849
That you pay for the items that you, um.

409 "Brandy Allen" (4292684544)
00:32:29.266 --> 00:32:41.536
And 1, good thing about recognizing when you're more likely to respond, coercively, it can help you to try to manage those responses. And, um.

410 "Brandy Allen" (4292684544)
00:32:23.849 --> 00:32:35.849
Get in the store, like, pay for them before you use them pay for them before you leave the store those are significant desirable behaviors. Right?

411 "Brandy Allen" (4292684544)
00:32:38.309 --> 00:32:43.079
Can you guys think of some other significant desirable behaviors?

412 "Brandy Allen" (4292684544)
00:32:42.206 --> 00:32:48.206
To not be coercive to respond in a more positive way. Thank you for your responses.

413 "Brandy Allen" (4292684544)
00:32:48.206 --> 00:33:01.826
Terry says when she's tired Lindsay says when she's tired or frustrated Sarah says when she's overwhelmed or she's rushing around trying to get things done. Yeah. Those are all perfect time.

414 "Brandy Allen" (4292684544)
00:33:00.414 --> 00:33:03.054
Yeah, AJ sounds good manners. Yeah, for sure.

415 "Brandy Allen" (4292684544)
00:33:01.881 --> 00:33:07.351

Perfect examples of when we might have a more coercive response.

416 "Brandy Allen" (4292684544)
00:33:04.034 --> 00:33:17.654
Especially if it's in someone who hasn't typically use that, and they're just now starting to use those good manners Lindsay says when someone apologizes for their behavior. Yeah, that true.

417 "Brandy Allen" (4292684544)
00:33:17.654 --> 00:33:23.054
Recognition of I did something wrong. And I want to correct this. I want to let, you know.

418 "Brandy Allen" (4292684544)
00:33:07.351 --> 00:33:10.921
Thank you for sharing.

419 "Brandy Allen" (4292684544)
00:33:12.686 --> 00:33:27.506
All right, I talked a little bit about this earlier that coercion will produce short term compliance, but it's typically followed by long term problems and a lot of times that goes back to some of those,

420 "Brandy Allen" (4292684544)
00:33:27.566 --> 00:33:28.166
um.

421 "Brandy Allen" (4292684544)
00:33:23.079 --> 00:33:26.609
That I did something wrong. Yeah, those are great examples.

422 "Brandy Allen" (4292684544)
00:33:29.034 --> 00:33:43.224
So, let's talk about the just okay behaviors a little more. Um, again, like I said, these are those behaviors that are often common. They're overlooked. We take them for granted. We usually only notice them when they don't happen.

423 "Brandy Allen" (4292684544)
00:33:44.154 --> 00:33:46.584
So, things like using manners.

424 "Brandy Allen" (4292684544)
00:33:29.516 --> 00:33:43.166
Responses that we get from coercion. So, like, the avoidance trying to escape, trying to get even things like that. We've worsened our relationship with that individual by using coercion.

425 "Brandy Allen" (4292684544)
00:33:43.586 --> 00:33:46.496
And we're likely to see that long term.

426 "Brandy Allen" (4292684544)
00:33:47.174 --> 00:33:54.524

If it's someone who typically has good manners and says, thank you and please and excuse me adjust. Okay.

427 "Brandy Allen" (4292684544)
00:33:54.524 --> 00:34:06.494
Behavior might be when we go to work and we get there on time like, no 1 gives us surprise or recognizes us for going to work on time. Right. It's kind of adjust. Okay. Behavior.

428 "Brandy Allen" (4292684544)
00:33:49.946 --> 00:33:59.576
So, if we're not using coercion or using those negative worsening consequences, what are we going to do? Instead?

429 "Brandy Allen" (4292684544)
00:34:00.956 --> 00:34:07.706
We probably need to think about making a plan of how we could respond in a more positive way.

430 "Brandy Allen" (4292684544)
00:34:06.609 --> 00:34:07.469
Okay.

431 "Brandy Allen" (4292684544)
00:34:08.994 --> 00:34:22.614
Can you guys think of any other, like, just okay, behaviors things that we might want to recognize and point out that we appreciate? Someone is doing? But we, we kind of don't always do that because we just expect it.

432 "Brandy Allen" (4292684544)
00:34:08.576 --> 00:34:22.136
Um, and some questions to consider when you're thinking about making that plan would be what triggered that behavior. So what what happened for that individual?

433 "Brandy Allen" (4292684544)
00:34:22.316 --> 00:34:27.296
What what was the context of that behavior in? What was that? Antecedent?

434 "Brandy Allen" (4292684544)
00:34:23.724 --> 00:34:34.044
I can tell you 1 that I use in my household is my, my husband doing the dishes, so typically,

435 "Brandy Allen" (4292684544)
00:34:34.044 --> 00:34:43.074
it's always been my job to do the dishes at home and our dishwasher broke, like, a year ago. And I was like, oh, I'll just wash them. My hand, we're not gonna buy.

436 "Brandy Allen" (4292684544)
00:34:28.011 --> 00:34:32.131
The thing that happened before the undesirable behavior.

437 "Brandy Allen" (4292684544)
00:34:32.846 --> 00:34:43.346
And then think about what pay off is that person getting from their
undesirable behavior like, what are, what are they looking for? What's
their why, why are they having that behavior?

438 "Brandy Allen" (4292684544)
00:34:44.156 --> 00:34:51.296
And then when that bad or worsening situation occurs in similar
situations.

439 "Brandy Allen" (4292684544)
00:34:43.159 --> 00:34:55.784
1, and so it kind of became my job to do the dishes, but when he steps
up, and he does the dishes for me, I am recognizing that. I'm like oh,
honey, thank you so much for doing those dishes.

440 "Brandy Allen" (4292684544)
00:34:55.784 --> 00:35:02.984
Like, I really appreciate it and honestly that's just okay. Behavior.
Right? It's, it's not.

441 "Brandy Allen" (4292684544)
00:34:52.131 --> 00:35:01.831
Do they sometimes have desirable behaviors or are they always responding
in that? Same undesirable way.

442 "Brandy Allen" (4292684544)
00:35:01.831 --> 00:35:12.031
What happens if they do have the desirable behavior sometimes? Like, what
response might they get when they have the desirable behavior?

443 "Brandy Allen" (4292684544)
00:35:03.159 --> 00:35:15.749
Thing that he really needs appreciation for, but when I, when I give him
that recognition and tell him, thank you and that, I appreciate it. He's
been a lot more likely to repeat it in the picture.

444 "Brandy Allen" (4292684544)
00:35:13.166 --> 00:35:21.536
And what are other others getting out of the desirable behavior that they
have? What does that person need to learn to do?

445 "Brandy Allen" (4292684544)
00:35:21.866 --> 00:35:31.976
So, like, what is that target behavior that maybe we want them to replace
an undesirable behavior with? And is there anything that we can do with.

446 "Brandy Allen" (4292684544)
00:35:15.749 --> 00:35:23.039
So Aj says, yeah, you made it to work today. You're the best at that.

447 "Brandy Allen" (4292684544)
00:35:23.039 --> 00:35:35.609

Uh, yeah, good work performance that that is exactly right. A lot of times we do a really good job, but we don't ever hear it from management. Right? And that can be really important and valuable.

448 "Brandy Allen" (4292684544)
00:35:32.031 --> 00:35:44.146
In the environment, including our responses as well as the responses of others to prevent that undesirable behavior and promote a more desirable behavior.

449 "Brandy Allen" (4292684544)
00:35:45.046 --> 00:35:51.286
So let's let me just give you an example where we kind of put all of these questions into practice here.

450 "Brandy Allen" (4292684544)
00:35:36.924 --> 00:35:51.504
Just okay, behaviors responding to questions and cooperating. Yeah. Like, I just got back from my conference and they praised and praised and praised everyone who spoke up and ask questions and engaged in those sessions.

451 "Brandy Allen" (4292684544)
00:35:51.744 --> 00:35:55.584
It's kind of just expected when you're at a learning conference right?

452 "Brandy Allen" (4292684544)
00:35:51.661 --> 00:36:03.781
So, we have a young lady named Joe who ties a shirt around her neck when she's upset when she does that a support staff.

453 "Brandy Allen" (4292684544)
00:35:55.609 --> 00:35:59.669
Right. But, yeah, we want to recognize those behaviors.

454 "Brandy Allen" (4292684544)
00:36:02.634 --> 00:36:17.394
Okay, let's talk about jump behaviors again. These are those behaviors that we usually spend the majority of our time and energy trying to stop. They tend to upset us the most, because they get under our skin.

455 "Brandy Allen" (4292684544)
00:36:17.394 --> 00:36:19.224
They're annoying. Right?

456 "Brandy Allen" (4292684544)
00:36:03.781 --> 00:36:10.201
Person is called in and she ends up being put in restraints so.

457 "Brandy Allen" (4292684544)
00:36:10.201 --> 00:36:22.501
If we break that down by thinking about all of the questions that we just talked about. So, let's talk about what triggered the undesirable behavior.

458 "Brandy Allen" (4292684544)
00:36:22.976 --> 00:36:29.996
So, typically, Joe gets into a fight with her roommate, and then she ties
something around her neck.

459 "Brandy Allen" (4292684544)
00:36:30.356 --> 00:36:40.046
Sometimes she might also tie that around her neck not shirt around her
neck when the staff are really busy or when they're really short with
her. So.

460 "Brandy Allen" (4292684544)
00:36:23.849 --> 00:36:37.914
What do you guys think okay, the, the notes on my slide say, what do you
think would be the definition of junk behavior? We've talked about the
definition of junk behavior. It's it's those behaviors they get under our
skin.

461 "Brandy Allen" (4292684544)
00:36:38.154 --> 00:36:43.524
We've talked about examples. Let's talk a little bit about.

462 "Brandy Allen" (4292684544)
00:36:40.351 --> 00:36:52.226
What pay off does she get from that behavior? Well, it's getting a lot of
attention from that behavior, including touch that support staff person
is called in.

463 "Brandy Allen" (4292684544)
00:36:52.466 --> 00:37:00.296
Sometimes she and her roommate make up after she's tied something around
her neck. So she's getting that positive response.

464 "Brandy Allen" (4292684544)
00:36:44.099 --> 00:36:52.499
You know, those of you who haven't responded what's the junk behavior
that gets under your skin? And how do you respond to it?

465 "Brandy Allen" (4292684544)
00:36:56.099 --> 00:36:59.999
Like, what's your typical response to that junk behavior?

466 "Brandy Allen" (4292684544)
00:37:01.104 --> 00:37:08.304
So, going back to the example of my son, who is a percussionist and taps
on everything, I, I really,

467 "Brandy Allen" (4292684544)
00:37:08.304 --> 00:37:19.524
really tried to just hold my tongue and not acknowledge the tapping for
the longest time until I just reached my breaking point. And I end up
snapping at him, just stop it.

468 "Brandy Allen" (4292684544)
00:37:00.351 --> 00:37:14.731
From her roommate now, staff will rep her back, they'll give her lots of
reassurance. Sometimes staff will step in and manage that makeup between
she and her roommate.

469 "Brandy Allen" (4292684544)
00:37:14.731 --> 00:37:18.151
So.

470 "Brandy Allen" (4292684544)
00:37:18.151 --> 00:37:24.061
When that that situation occurs, um.

471 "Brandy Allen" (4292684544)
00:37:19.999 --> 00:37:20.519
Hello.

472 "Brandy Allen" (4292684544)
00:37:20.519 --> 00:37:23.879
That's my reaction to his junk.

473 "Brandy Allen" (4292684544)
00:37:23.879 --> 00:37:28.469
Ignore it ignore the junk behavior.

474 "Brandy Allen" (4292684544)
00:37:24.061 --> 00:37:28.741
Is she always having that behavior of tying.

475 "Brandy Allen" (4292684544)
00:37:28.469 --> 00:37:43.104
Yeah, and and we're going to have a little discussion about that in a
little bit about how ignoring junk behavior isn't always the best way to
approach it or to change that behavior.

476 "Brandy Allen" (4292684544)
00:37:43.764 --> 00:37:48.024
We're going to give you a good technique that you can use to.

477 "Brandy Allen" (4292684544)
00:37:28.741 --> 00:37:40.856
The shirt around her neck, so, when she in her roommate fight, that she
always tie something around her neck. Well, not always. Sometimes she
cries and she wants to talk with staff in that situation.

478 "Brandy Allen" (4292684544)
00:37:42.236 --> 00:37:48.656
If staff is unable to talk with her right away, or they tell her, she
might have to wait a few minutes.

479 "Brandy Allen" (4292684544)
00:37:48.469 --> 00:37:51.689
On to jump behavior in a way that might.

480 "Brandy Allen" (4292684544)
00:37:48.741 --> 00:37:54.601
She might move on to have that behavior of tight shirt around her neck.

481 "Brandy Allen" (4292684544)
00:37:51.689 --> 00:37:58.169
Change it so that it doesn't reoccur in the future so just a little
anticipation there.

482 "Brandy Allen" (4292684544)
00:37:54.601 --> 00:38:00.001
So other responses that she gets.

483 "Brandy Allen" (4292684544)
00:38:00.001 --> 00:38:10.381
From from doing this behavior, is that her, her roommates tell her to get
away that she is annoying. Um.

484 "Brandy Allen" (4292684544)
00:38:01.374 --> 00:38:11.064
All right, so again, definition of junk behavior, that behavior that's
undesirable. It's annoying, but it's not physically harmful.

485 "Brandy Allen" (4292684544)
00:38:11.514 --> 00:38:16.524
It's not harmful to the individual to others to property and it's not
illegal.

486 "Brandy Allen" (4292684544)
00:38:10.381 --> 00:38:15.062
And so what what do we need her to learn to do?

487 "Brandy Allen" (4292684544)
00:38:15.327 --> 00:38:20.877
Well, she could benefit from learning ways where she could make up with
her roommate,

488 "Brandy Allen" (4292684544)
00:38:22.077 --> 00:38:30.627
like apologizing or trying to come up with a compromise or recognizing
when others need space.

489 "Brandy Allen" (4292684544)
00:38:18.330 --> 00:38:27.390
We've talked about some common junk behaviors that we've seen. I'm not
going to go into that any more.

490 "Brandy Allen" (4292684544)
00:38:28.045 --> 00:38:42.235
Here's some other examples of junk behavior things like cursing,
threatening others not going to work not being respectful, slamming
doors, screaming name,

491 "Brandy Allen" (4292684544)
00:38:42.235 --> 00:38:44.365
calling saying, being things.

492 "Brandy Allen" (4292684544)
00:38:34.797 --> 00:38:47.907
So, what needs to change in the environment? What type of responses do
you think can help prevent that undesirable behavior of tying the short
around her neck? Can you guys think of any examples?

493 "Brandy Allen" (4292684544)
00:38:44.610 --> 00:38:51.570
The only issue that I have with this list of examples is that.

494 "Brandy Allen" (4292684544)
00:38:51.570 --> 00:39:00.210
We can't describe a behavior as the act of not having a behavior. Um.

495 "Brandy Allen" (4292684544)
00:38:52.352 --> 00:39:02.132
Ways that you could change the response that is currently occurring to
something more positive that might help change her behavior.

496 "Brandy Allen" (4292684544)
00:39:00.210 --> 00:39:05.160
So, when we say not going to work, um.

497 "Brandy Allen" (4292684544)
00:39:05.160 --> 00:39:14.070
What are we doing instead? Remember behavior is something that we can see
and we can count and so.

498 "Brandy Allen" (4292684544)
00:39:28.647 --> 00:39:28.767
Okay.

499 "Brandy Allen" (4292684544)
00:39:14.070 --> 00:39:28.495
I guess I could see you not go into work and I could count how many times
you didn't go to work. But what were you doing instead? Because remember
when we document behavior, we want to document what is actually
happening.

500 "Brandy Allen" (4292684544)
00:39:29.005 --> 00:39:29.575
Um.

501 "Brandy Allen" (4292684544)
00:39:30.355 --> 00:39:44.635
By using the word, not in front of an example of behavior. We're actually
making that a category of behavior and so we really want to be specific
and explaining what's happening.

502 "Brandy Allen" (4292684544)

00:39:46.097 --> 00:39:53.147
So, right now, when she has this behavior of tying assured around her
neck, she's getting a support staff pulled in.

503 "Brandy Allen" (4292684544)
00:39:44.940 --> 00:39:50.730
In that moment, so if I am not going to work, what am I doing instead?

504 "Brandy Allen" (4292684544)
00:39:53.442 --> 00:40:07.052
Staff are comforting her and rubbing her back reassuring. Her, her
roommate might give her some positive attention and apologize. They, they
have a little makeup, um.

505 "Brandy Allen" (4292684544)
00:40:00.685 --> 00:40:13.735
Refusing refusing to go to work. Yeah, I could be refusing to go to work.
Um, maybe I'm laying on my couch and binge watching Netflix instead of
going to work. Right?

506 "Brandy Allen" (4292684544)
00:40:15.745 --> 00:40:20.575
We the thing when you use the word not is that you can get all kinds.

507 "Brandy Allen" (4292684544)
00:40:10.442 --> 00:40:23.367
Yeah, that's a good example. Sarah, like, maybe teaching her alternative
ways to handle her anger, um, trying to replace that behavior of tying
the shirt around her neck, with something more positive, a more positive
coping skills.

508 "Brandy Allen" (4292684544)
00:40:24.627 --> 00:40:30.207
I might also suggest that we, we don't respond with all of that. Um.

509 "Brandy Allen" (4292684544)
00:40:20.600 --> 00:40:23.310
Of answers, um.

510 "Brandy Allen" (4292684544)
00:40:23.310 --> 00:40:36.390
To describe what is actually happening instead so let's do a little
activity here so I am going to snap my fingers. Um.

511 "Brandy Allen" (4292684544)
00:40:30.442 --> 00:40:32.312
Um.

512 "Brandy Allen" (4292684544)
00:40:32.312 --> 00:40:37.502
We definitely want to make sure that she is safe, but.

513 "Brandy Allen" (4292684544)
00:40:36.390 --> 00:40:45.570

And then every time I snap my fingers, I want you to type something that
I am not doing in the chat box.

514 "Brandy Allen" (4292684544)
00:40:37.502 --> 00:40:48.902
We don't need to sit with her and empathize with her and rub her back and
and give her all this attention and response when she's having an
undesirable behavior.

515 "Brandy Allen" (4292684544)
00:40:45.570 --> 00:40:50.310
Okay, so we're going to start here. Here's my 1st snap.

516 "Brandy Allen" (4292684544)
00:40:49.557 --> 00:41:02.967
Yeah, definitely Sarah, when she's using a healthy alternative coping
skill, we definitely want to give her that extra positive attention and
praise for using that coping skill instead.

517 "Brandy Allen" (4292684544)
00:41:03.417 --> 00:41:05.967
So yeah. Um.

518 "Brandy Allen" (4292684544)
00:40:50.310 --> 00:40:53.970
So, tell me something I am not doing.

519 "Brandy Allen" (4292684544)
00:40:53.970 --> 00:41:08.310
I'm not typing I'm not laughing. Not running. I'm not talking 1 more
time.

520 "Brandy Allen" (4292684544)
00:41:07.197 --> 00:41:22.077
Positive behavior support. Yes. Not a reinforcement of the negative
behavior. Exactly. That's exactly. The whole point of positive behaviors
for Aj is that we're focusing on the things that she's doing. Well, and
not what.

521 "Brandy Allen" (4292684544)
00:41:08.725 --> 00:41:19.405
Tell me when I'm not doing not eating.

522 "Brandy Allen" (4292684544)
00:41:19.435 --> 00:41:28.255
I'm not educating you not talking yeah. Yeah. So we can get lots and lots
of answers about.

523 "Brandy Allen" (4292684544)
00:41:22.382 --> 00:41:25.437
What is undesirable and yeah.

524 "Brandy Allen" (4292684544)
00:41:25.467 --> 00:41:39.687

Make sure that she Terry, that's a good 1, make sure that she's getting lots of positive attention at other times so that she, she doesn't feel like she needs to engage in this undesirable behavior to get the attention that she needs.

525 "Brandy Allen" (4292684544)
00:41:40.557 --> 00:41:42.297
So, yeah, thank you guys.

526 "Brandy Allen" (4292684544)
00:41:28.310 --> 00:41:37.080
What we are not doing right? Um, but if we had to describe the behavior of what I was doing.

527 "Brandy Allen" (4292684544)
00:41:37.080 --> 00:41:42.780
What was that? I was snapping my fingers, right?

528 "Brandy Allen" (4292684544)
00:41:44.010 --> 00:41:56.520
So, we just want to be careful when we're describing behavior that we, we don't use the word, not in front of behavior. We want to be very specific about what is happening.

529 "Brandy Allen" (4292684544)
00:41:45.507 --> 00:41:52.167
All right, what else could we do? We can make sure that we have a positive relationship with Joe right?

530 "Brandy Allen" (4292684544)
00:41:52.167 --> 00:42:02.457
Just like Terry said, we want to make sure that we're giving her that positive attention and interaction at other times so that we do build this positive relationship with her.

531 "Brandy Allen" (4292684544)
00:42:00.690 --> 00:42:10.830
All right, let's talk a little bit about why people have jumped behavior. Um, what are some reasons that an individual might curse at someone else?

532 "Brandy Allen" (4292684544)
00:42:06.122 --> 00:42:15.392
So, when we build positive relationships with others, we are less likely to see them engage in undesirable behaviors.

533 "Brandy Allen" (4292684544)
00:42:12.115 --> 00:42:14.275
Give me some reasons in the chat box there.

534 "Brandy Allen" (4292684544)
00:42:15.392 --> 00:42:22.172
Or, if they do happen to have an escalation of behavior.

535 "Brandy Allen" (4292684544)

00:42:22.857 --> 00:42:36.777
We're more likely to be able to de, escalate them. If we have a positive
relationship with them. These are the steps that we use from tools of
choice and what we call a stay close interaction.

536 "Brandy Allen" (4292684544)
00:42:37.197 --> 00:42:42.147
A stay close interaction is just basically any interaction that you have
with someone.

537 "Brandy Allen" (4292684544)
00:42:36.210 --> 00:42:51.175
So, if I think about why my son taps on everything, well, it's because
he's a percussionist, it's because he has a need to have that rhythm and
to practice, you know, the, the songs and the,

538 "Brandy Allen" (4292684544)
00:42:51.865 --> 00:42:56.125
the notes in his head. Like, it's just a natural thing.

539 "Brandy Allen" (4292684544)
00:42:42.172 --> 00:42:49.322
Where you can use these positive behavior support skills to build a more
positive relationship.

540 "Brandy Allen" (4292684544)
00:42:49.737 --> 00:42:57.386
So, the steps of using stay close are that we move towards the person,
and we stay within arm's reach.

541 "Brandy Allen" (4292684544)
00:42:58.317 --> 00:43:09.267
We might use touch if it's appropriate, like a handshake or pat on the
shoulder a high 5, we're going to make sure that our facial expression.

542 "Brandy Allen" (4292684544)
00:42:56.210 --> 00:42:57.090
For him.

543 "Brandy Allen" (4292684544)
00:43:07.140 --> 00:43:12.720
So someone might have junk behavior because someone got hurt. Is that
what you're saying? Hey, J.

544 "Brandy Allen" (4292684544)
00:43:09.322 --> 00:43:24.017
In our tone of voice remain very positive and we're going to have relaxed
body language. The most important parts to this relationship building
technique are to use what we call O. E.

545 "Brandy Allen" (4292684544)
00:43:24.527 --> 00:43:29.027
the O stands for open ended positive questions.

546 "Brandy Allen" (4292684544)
00:43:20.610 --> 00:43:32.580
Yeah, so yeah, maybe somewhat, like, there was a fight and maybe the other person was cursing at the person who instigated the fight.

547 "Brandy Allen" (4292684544)
00:43:29.322 --> 00:43:41.467
So, we might start a conversation with, like, hey, what's up? How's your day going today? I heard you. I heard you took a trip last week and tell me about it.

548 "Brandy Allen" (4292684544)
00:43:41.947 --> 00:43:46.957
So we're going to ask a question that gets some some positive conversation started.

549 "Brandy Allen" (4292684544)
00:43:32.580 --> 00:43:38.160
Why people curse April says trauma.

550 "Brandy Allen" (4292684544)
00:43:38.515 --> 00:43:52.525
Developmental disability, having withdrawal, maybe their medication is affecting their behavior. Yeah. I mean, there are lots of reasons that someone could curse. They, I mean, it may just be that that's what they grew up doing. Right?

551 "Brandy Allen" (4292684544)
00:43:52.525 --> 00:43:57.775
That's what they heard. And so that's what they know how about people who.

552 "Brandy Allen" (4292684544)
00:43:48.417 --> 00:43:58.947
And then we also want to use an empathy statement so we want to mirror back how that person is feeling about what they're sharing.

553 "Brandy Allen" (4292684544)
00:43:59.427 --> 00:44:07.287
And a lot of times I start these relationship building conversations with an empathy statement, I might say.

554 "Brandy Allen" (4292684544)
00:43:58.160 --> 00:44:11.160
Lane about food or groups or peers, or, you know, whatever, whatever we complain about. Why do people complain about things? Like what, what's the point of that behavior.

555 "Brandy Allen" (4292684544)
00:44:07.312 --> 00:44:21.917
Something like, you're really, really happy today what's going on. So I had an empathy statement. You look really happy. I reflected back the emotion I'm seeing in them and then I started with an open ended question as well.

556 "Brandy Allen" (4292684544)
00:44:22.487 --> 00:44:27.227
And then we want to make sure that we give that person encouragement. So
we.

557 "Brandy Allen" (4292684544)
00:44:11.160 --> 00:44:14.580
What are they trying to get out of it?

558 "Brandy Allen" (4292684544)
00:44:27.312 --> 00:44:39.457
Want to recognize what they are doing well or what they have done well,
and how they can continue that to continue having this good quality of
life.

559 "Brandy Allen" (4292684544)
00:44:39.757 --> 00:44:47.167
So it might be something like oh, well, it sounds like you had the best
time on your vacation. I'm so.

560 "Brandy Allen" (4292684544)
00:44:27.750 --> 00:44:37.140
But, yeah, so mood disorders, that might be something yet to try to get
something else to make them feel better about their own actions.

561 "Brandy Allen" (4292684544)
00:44:37.140 --> 00:44:42.120
Yeah attention yeah, maybe to try to get someone else to agree with them.

562 "Brandy Allen" (4292684544)
00:44:42.865 --> 00:44:44.695
Oh, yeah, those are all great answers.

563 "Brandy Allen" (4292684544)
00:44:45.775 --> 00:44:55.345
So we have to think about that with every behavior that someone has
there's always a reason for that behavior when,

564 "Brandy Allen" (4292684544)
00:44:55.375 --> 00:45:02.005
when we look at the function of behavior analysts and and how they do
their job is.

565 "Brandy Allen" (4292684544)
00:44:47.312 --> 00:44:58.532
That you are taking time for yourself, and you can come back refreshed.
So you're just, you're recognizing what they've done. Well, and why it's
beneficial for them.

566 "Brandy Allen" (4292684544)
00:44:58.532 --> 00:45:02.252
We also want to make sure that we listen.

567 "Brandy Allen" (4292684544)
00:45:02.120 --> 00:45:17.055
They're looking at that function of behavior. So, basically the, why they
want to get down to the why someone is having that behavior maybe it's
for intention. Maybe it's to escape the situation that they're in.

568 "Brandy Allen" (4292684544)
00:45:17.415 --> 00:45:21.945
Maybe it's to try to gain some type of control from a.

569 "Brandy Allen" (4292684544)
00:45:02.252 --> 00:45:11.162
More than we talk, and we don't want to react to any junk behavior or use
those coercive responses.

570 "Brandy Allen" (4292684544)
00:45:16.137 --> 00:45:27.627
And just a little more about using those empathy statements it's really
being able to take on the perspective of that other person and
communicate that emotion to them.

571 "Brandy Allen" (4292684544)
00:45:28.317 --> 00:45:34.287
So we want to identify what emotion they might feel um, and identify.

572 "Brandy Allen" (4292684544)
00:45:22.120 --> 00:45:36.840
Worse response that they had gotten from the other individual. So we
always want to think about that. There is a reason why someone is having
that behavior and we're going to have to try to get down to the why.

573 "Brandy Allen" (4292684544)
00:45:34.522 --> 00:45:44.357
That we understand why they might feel that way when we give empathy, it
doesn't always mean that we agree with how they're feeling.

574 "Brandy Allen" (4292684544)
00:45:45.137 --> 00:45:54.497
It just means that we can understand why they might be feeling that way,
given their experiences and their environment and we're just reflect.

575 "Brandy Allen" (4292684544)
00:45:36.840 --> 00:45:46.710
And use that tool that I talked about earlier called pivot to help us
respond to jump behavior.

576 "Brandy Allen" (4292684544)
00:45:52.170 --> 00:46:03.210
All right, um, this slide is actually just a little reminder to us that
to remember that junk behavior is.

577 "Brandy Allen" (4292684544)
00:45:54.522 --> 00:45:58.082
Getting back the emotion that we see that person having.

578 "Brandy Allen" (4292684544)
00:46:01.622 --> 00:46:12.387
So, when we use encouragement again, that's just being able to
communicate how that person's behavior, improve their situation, or
improve their life in some way.

579 "Brandy Allen" (4292684544)
00:46:13.347 --> 00:46:17.667
So, we want to say something to let them know that we know.

580 "Brandy Allen" (4292684544)
00:46:03.210 --> 00:46:11.910
Uh, behavior that does not cause harm to anyone or anything serious
behavior is.

581 "Brandy Allen" (4292684544)
00:46:11.910 --> 00:46:19.945
Serious behavior, like, it causes physical damage to an individual to
others to property, or it's illegal.

582 "Brandy Allen" (4292684544)
00:46:20.785 --> 00:46:31.885
And when individuals have serious behaviors, we always need to intervene
because we want to ensure that that person is safe and that everyone.

583 "Brandy Allen" (4292684544)
00:46:18.032 --> 00:46:30.302
That they can continue to have those types of improvements in their life
in the future. Um, and also we can let them know that we're available to
help them or support them in those things.

584 "Brandy Allen" (4292684544)
00:46:31.910 --> 00:46:35.535
1 else around them is safe. That is our 1st concern.

585 "Brandy Allen" (4292684544)
00:46:36.285 --> 00:46:46.995
Serious behaviors are dangerous, and we have to step in and interrupt
those and make it make the environment safe for everyone who's involved.

586 "Brandy Allen" (4292684544)
00:46:47.055 --> 00:46:51.375
So, just remember that a lot of times serious behavior.

587 "Brandy Allen" (4292684544)
00:46:35.402 --> 00:46:41.912
Let's do a little practice on using this, um.

588 "Brandy Allen" (4292684544)
00:46:42.327 --> 00:46:49.227
So, we have scenario 1, we have awesome Alex, who just got his g. E
results back and he passed.

589 "Brandy Allen" (4292684544)
00:46:49.587 --> 00:46:58.527
He studied for hours preparing for this test and you're walking down the
hall when he rushes over to show you his score.

590 "Brandy Allen" (4292684544)
00:46:51.910 --> 00:46:55.830
As drunk and they might escalate to serious.

591 "Brandy Allen" (4292684544)
00:46:55.830 --> 00:47:08.430
And so just know that you need to be watching that situation and if it
escalates into serious behavior, you do need to step in and intervene.

592 "Brandy Allen" (4292684544)
00:47:00.572 --> 00:47:09.212
So, what would your response be when do you start with an empathy
statement or maybe an open ended question.

593 "Brandy Allen" (4292684544)
00:47:09.212 --> 00:47:16.982
Do you guys have any examples that you would share in the chat box? Like,
how would you start a conversation with Alex?

594 "Brandy Allen" (4292684544)
00:47:13.500 --> 00:47:26.130
So, if we have serious behavior occurring, our goal is to use positive
behavior, support to either prevent serious behavior or interrupt it
like.

595 "Brandy Allen" (4292684544)
00:47:18.932 --> 00:47:28.802
We're going to practice using this E here. So I'm looking for either an
open ended question or an empathy statement to start the conversation.

596 "Brandy Allen" (4292684544)
00:47:26.130 --> 00:47:35.280
And hopefully, we're still in the junk phase at this point, and we can
get them to de escalate a lot of times. If you have individuals with.

597 "Brandy Allen" (4292684544)
00:47:43.497 --> 00:47:52.977
Yeah, Lindsay has a great 1. she got both in here she got the empathy and
the open ended question. You seem excited, Alex what's going on?

598 "Brandy Allen" (4292684544)
00:47:35.280 --> 00:47:47.275
Those types of undesirable behaviors, um, there are triggers or those
precursor behaviors that we can watch out for those would be identified
in a safety crisis plan.

599 "Brandy Allen" (4292684544)
00:47:48.055 --> 00:47:52.135
That safety crisis plan would also show us. Um.

600 "Brandy Allen" (4292684544)
00:47:53.125 --> 00:48:07.405
You know, those things to look for before it escalates what to do when
we're at the peak of that escalation and then what to do afterwards to
help that individual respond to that crisis event.

601 "Brandy Allen" (4292684544)
00:48:08.545 --> 00:48:12.055
So we have a QR code here on this slide.

602 "Brandy Allen" (4292684544)
00:47:53.002 --> 00:48:00.812
And perfect. Yeah, so you reflected back the emotion of Alex you asked
him an open ended question.

603 "Brandy Allen" (4292684544)
00:48:01.982 --> 00:48:16.587
And then Sarah gave us a great encouragement statement here. Alex, your
hard work paid off. I'm proud of you. Yeah, so she recognized what he had
done. Well, and then she gave him that support that.

604 "Brandy Allen" (4292684544)
00:48:16.587 --> 00:48:21.897
She's, she's very proud of him for his hard work and that he's, he's
passed this.

605 "Brandy Allen" (4292684544)
00:48:12.440 --> 00:48:24.450
If you scan that you can get more information about the crisis cycles,
and how to do the planning for those safety crisis plans. So feel free
to.

606 "Brandy Allen" (4292684544)
00:48:21.982 --> 00:48:25.022
Be very good. Thank you. Guys.

607 "Brandy Allen" (4292684544)
00:48:24.450 --> 00:48:28.260
To scan that and get more information about those.

608 "Brandy Allen" (4292684544)
00:48:26.217 --> 00:48:32.727
Let's do another 1 here, so we have Co worker Carl. He's walking into the
break room with his lunch.

609 "Brandy Allen" (4292684544)
00:48:34.137 --> 00:48:44.997
You're walking into the break room with your lunch and Carl smiles and
says hi to you when he sees you, he moves his papers aside to let you sit
down. So what might be.

610 "Brandy Allen" (4292684544)
00:48:29.995 --> 00:48:44.005

We also want to make sure that everyone is aware of our help line within
the state of Missouri, the 988 number. This is something that we can
utilize when serious behavior is occurring, or it's about to happen.

611 "Brandy Allen" (4292684544)
00:48:44.005 --> 00:48:48.145
We can call this number for support. for support

612 "Brandy Allen" (4292684544)
00:48:45.022 --> 00:48:49.292
Be a good to start this conversation with Carl.

613 "Brandy Allen" (4292684544)
00:48:48.260 --> 00:48:51.060
And the resources in our area.

614 "Brandy Allen" (4292684544)
00:48:58.345 --> 00:49:03.835
Okay, so we have several examples on this slide of those 4 categories of
behavior that we've talked about.

615 "Brandy Allen" (4292684544)
00:49:04.735 --> 00:49:18.115
Remember those significant, desirable behaviors are those that we really
want to teach and encourage because they're going to help an individual
live, a happier, healthier and more independent life. And.

616 "Brandy Allen" (4292684544)
00:49:11.822 --> 00:49:17.702
So, we're probably looking for an open ended question or an empathy
statement to start.

617 "Brandy Allen" (4292684544)
00:49:18.200 --> 00:49:28.440
The more that we can recognize, and encourage these significant
behaviors, the less likely we are to see some of the serious and the junk
behaviors occur.

618 "Brandy Allen" (4292684544)
00:49:19.862 --> 00:49:25.502
Karen says, hi, Carl. It's good to see you. Is it okay if I sit here to
eat my lunch.

619 "Brandy Allen" (4292684544)
00:49:26.822 --> 00:49:39.512
You know, and then, hey, Carl, it's good to see you. Thanks for making
some space. What have you been up to lately? Yeah, that's a really good
example. Um.

620 "Brandy Allen" (4292684544)
00:49:29.725 --> 00:49:39.955
The junk behaviors are sorry the just okay behaviors are usually the
typical behaviors that we've come to expect.

621 "Brandy Allen" (4292684544)
00:49:39.955 --> 00:49:48.235
We take them for granted if we continue to take them for granted and
don't recognize individuals when they have just.

622 "Brandy Allen" (4292684544)
00:49:39.512 --> 00:49:52.022
Just thanks for making some space, you recognized what he did to welcome
you and then you asked that open ended question what have you been up to
lately? Right? Our goal is to get that conversation going.

623 "Brandy Allen" (4292684544)
00:49:48.465 --> 00:50:03.345
Okay, behaviors, we're likely to see those types of behaviors diminish
and so the more that we can praise them and recognize them when they have
just okay behaviors, the better, the likelihood that we're going to
continue to see those.

624 "Brandy Allen" (4292684544)
00:49:52.022 --> 00:50:02.222
And then if you were to give an encouragement statement, say, at the end
of lunchtime, what's an encouragement statement you might give Carl.

625 "Brandy Allen" (4292684544)
00:50:05.130 --> 00:50:09.840
And on the undesirable side, um.

626 "Brandy Allen" (4292684544)
00:50:09.840 --> 00:50:16.230
Just okay behavior I'm sorry, the junk behavior.

627 "Brandy Allen" (4292684544)
00:50:17.670 --> 00:50:21.060
Well, let me see if my next slide has another. Nope.

628 "Brandy Allen" (4292684544)
00:50:20.882 --> 00:50:29.997
Yeah, I hope you have a good rest of your day. Perfect Sarah. So you
might say something like, you know, it was so good to sit and chat with
you. I hope you have a good rest of your day.

629 "Brandy Allen" (4292684544)
00:50:30.747 --> 00:50:40.827
Yeah, just letting him know what a great thing he did by, you know,
making that space for you to have lunch and visiting with you. Um, and
we're going to encourage him.

630 "Brandy Allen" (4292684544)
00:50:21.060 --> 00:50:32.010
We've talked a lot about the series of the junk behaviors. Junk is
annoying, but it's not harmful. Sirius is harmful and we must intervene.

631 "Brandy Allen" (4292684544)
00:50:34.380 --> 00:50:39.810

So, let's jump on to fundamental facts that can help us understand behavior.

632 "Brandy Allen" (4292684544)
00:50:40.915 --> 00:50:41.545
So, the 1st,

633 "Brandy Allen" (4292684544)
00:50:41.545 --> 00:50:55.705
1 here is that the behavior and individual has is always right and it's always right based on that individual's current environment as well as they're learning history right

634 "Brandy Allen" (4292684544)
00:50:56.485 --> 00:50:59.725
behaviors that an individual has come from.

635 "Brandy Allen" (4292684544)
00:50:40.882 --> 00:50:42.932
To have a good rest of his day.

636 "Brandy Allen" (4292684544)
00:50:44.997 --> 00:50:46.167
Very good.

637 "Brandy Allen" (4292684544)
00:50:47.007 --> 00:51:00.387
Um, so now we're going to move on to that tool that I talked about about how we can respond in a different way to jump behavior to try to decrease that behavior or change that behavior.

638 "Brandy Allen" (4292684544)
00:51:01.077 --> 00:51:03.567
The tool that we use is called pivot.

639 "Brandy Allen" (4292684544)
00:50:59.810 --> 00:51:04.215
Their past, all of us have a different experience in life.

640 "Brandy Allen" (4292684544)
00:51:05.115 --> 00:51:19.515
We've been exposed to different people, different things, different different responses from others that shaped the way that we behave and respond. So, we have to recognize that how a.

641 "Brandy Allen" (4292684544)
00:51:05.967 --> 00:51:18.717
Remember, how we talked about that all behavior has a Y under it like, there's some kind of pay off that people are getting for their behaviors jump behavior is often to try to get attention.

642 "Brandy Allen" (4292684544)
00:51:19.317 --> 00:51:24.087
It's trying to get you to comfort that person or get you to react. Um.

643 "Brandy Allen" (4292684544)
00:51:19.810 --> 00:51:34.655
And response with their behavior is always right, because that's where
they come from. That's their whole history. It's their whole experiences
coming out in that particular response.

644 "Brandy Allen" (4292684544)
00:51:24.422 --> 00:51:35.162
And they're really trying to get you to react in a coercive way so that
they, they get that response that pay off that they're looking for.

645 "Brandy Allen" (4292684544)
00:51:36.900 --> 00:51:45.505
But we also need to remember that we can change someone's initial
behavior response based on the,

646 "Brandy Allen" (4292684544)
00:51:45.625 --> 00:51:56.755
the consequences that we give them and the changes that we could make to
that particular situation to make someone hopefully more comfortable and
respond to them.

647 "Brandy Allen" (4292684544)
00:51:36.902 --> 00:51:43.292
Basically, yeah, you're, you're just trying to think about what that
person is trying to get out of.

648 "Brandy Allen" (4292684544)
00:51:43.292 --> 00:51:50.552
The junk behavior that they're display there's, there's some why? Behind
it as to why they have jumped behavior.

649 "Brandy Allen" (4292684544)
00:51:52.317 --> 00:52:05.307
We talked about this earlier that often, those episodes of serious
behavior start with junk behavior and the escalation happens when we get
a response from others to that junk behavior,

650 "Brandy Allen" (4292684544)
00:52:06.087 --> 00:52:11.517
it can tend to increase that escalation into a serious behavior.

651 "Brandy Allen" (4292684544)
00:51:56.900 --> 00:52:01.680
Appropriate manner if if their typical responses are not.

652 "Brandy Allen" (4292684544)
00:52:01.680 --> 00:52:08.790
Considered appropriate.

653 "Brandy Allen" (4292684544)
00:52:08.790 --> 00:52:13.165
The 2nd fundamental fact is that consequences,

654 "Brandy Allen" (4292684544)
00:52:13.225 --> 00:52:27.535
or the way that we respond after a behavior can either strengthen or
weekend that behavior the only way to know what the effects of a
consequence are is to see what happens to that behavior in the future.

655 "Brandy Allen" (4292684544)
00:52:11.932 --> 00:52:15.962
The responses and the reactions they're getting to their junk behavior.

656 "Brandy Allen" (4292684544)
00:52:15.962 --> 00:52:20.702
Are negative you can it can escalate to the serious behavior.

657 "Brandy Allen" (4292684544)
00:52:20.702 --> 00:52:26.762
So, if we're going to use our pivot tool, um.

658 "Brandy Allen" (4292684544)
00:52:26.762 --> 00:52:30.332
To react to junk behavior or.

659 "Brandy Allen" (4292684544)
00:52:28.790 --> 00:52:30.420
Remember.

660 "Brandy Allen" (4292684544)
00:52:30.332 --> 00:52:34.472
Basically to not react to jump behavior, um.

661 "Brandy Allen" (4292684544)
00:52:30.420 --> 00:52:42.600
We all have a Y behind our behavior, right? We're trying to get something
out of the way that we act. Right? Some response. And so.

662 "Brandy Allen" (4292684544)
00:52:35.217 --> 00:52:49.197
Pivot means that we are not going to react to that junk behavior with our
tone of voice with our facial expressions with our body language. We're
not going to say anything or acknowledge that jump behavior at all.

663 "Brandy Allen" (4292684544)
00:52:42.600 --> 00:52:47.490
How other people respond to our behavior can.

664 "Brandy Allen" (4292684544)
00:52:47.490 --> 00:52:55.830
Either increase the likelihood we're going to repeat that behavior, or it
can decrease the likelihood that will repeat that behavior.

665 "Brandy Allen" (4292684544)
00:52:50.517 --> 00:53:02.997

There are 3 types of pivot that we can use. The 1st, 1 is where we might pivot to another person. So, let's say we have an individual with some junk behavior over here.

666 "Brandy Allen" (4292684544)
00:53:03.207 --> 00:53:09.417
They are maybe they are repeatedly asking the same question over and over.

667 "Brandy Allen" (4292684544)
00:52:55.830 --> 00:53:00.390
A lot of times.

668 "Brandy Allen" (4292684544)
00:53:00.390 --> 00:53:13.350
We hear consequences used as a negative. It has a negative connotation and that it's typically something.

669 "Brandy Allen" (4292684544)
00:53:09.532 --> 00:53:10.742
Um.

670 "Brandy Allen" (4292684544)
00:53:11.037 --> 00:53:19.767
And rather than respond to those repeated questions, we can pivot to another person let's say there's another individual in the room.

671 "Brandy Allen" (4292684544)
00:53:20.097 --> 00:53:28.287
You might turn your attention briefly away from this person asking questions to this other person in the room.

672 "Brandy Allen" (4292684544)
00:53:14.490 --> 00:53:19.050
Is used as a negative or a punishment um.

673 "Brandy Allen" (4292684544)
00:53:19.050 --> 00:53:30.750
But the word consequences could be anything, it could be positive or negative based on our response. Right? So, if we think about.

674 "Brandy Allen" (4292684544)
00:53:28.592 --> 00:53:40.382
And engage them in a brief interaction. So you might say, hey, you look like you're really enjoying that puzzle today. Can you can you tell me a little bit about what your plans are for the day?

675 "Brandy Allen" (4292684544)
00:53:30.750 --> 00:53:36.240
The way that behavior happens we have a.

676 "Brandy Allen" (4292684544)
00:53:36.240 --> 00:53:49.765

The antecedent, we have, like, the ABCs of behavior, the antecedent. So what happened before that behavior, we have the actual behavior, and then following the behavior, we have consequences.

677 "Brandy Allen" (4292684544)
00:53:50.065 --> 00:53:56.215
And so that consequence could be either something positive or negative. Basically the way that.

678 "Brandy Allen" (4292684544)
00:53:41.277 --> 00:53:55.887
So you're just going to have a brief interaction with that other person and then you're going to turn back to this person who is asking all of the questions and we're going to give them some type of open ended question or praise statement

679 "Brandy Allen" (4292684544)
00:53:55.917 --> 00:53:59.367
recognize something that they're doing well, um.

680 "Brandy Allen" (4292684544)
00:53:56.240 --> 00:54:03.330
We respond that either increases or decreases the likelihood that behavior will happen in the future.

681 "Brandy Allen" (4292684544)
00:54:00.417 --> 00:54:12.717
So, if this person is asking repeated questions, and you might say, oh, thank you for waiting while I was talking to John over here, can I help you with something?

682 "Brandy Allen" (4292684544)
00:54:13.377 --> 00:54:19.377
So you're continuing to have a positive interaction with this person will junk behavior um.

683 "Brandy Allen" (4292684544)
00:54:07.705 --> 00:54:20.785
Our 3rd fundamental fact is that it takes time for changes in the environment to change behavior. So we have targeted a specific, undesirable behavior of someone.

684 "Brandy Allen" (4292684544)
00:54:20.815 --> 00:54:26.575
And, and we've thought about the type of response that we're going to have to try to.

685 "Brandy Allen" (4292684544)
00:54:19.702 --> 00:54:23.222
But to manage your own reaction, you took a 2nd.

686 "Brandy Allen" (4292684544)
00:54:24.087 --> 00:54:32.307

To take your positive attention away from this person over here and turn to someone else positive interaction.

687 "Brandy Allen" (4292684544)
00:54:32.517 --> 00:54:43.137
And then the pivot is back to this person with the junk where we're going to point out something desirable. We're going to give them an open ended question. We're going.

688 "Brandy Allen" (4292684544)
00:54:26.600 --> 00:54:39.480
To change that behavior when our technique is going to be, we want to try to put that technique in place for at least a couple of weeks we have to be patient and.

689 "Brandy Allen" (4292684544)
00:54:39.480 --> 00:54:50.125
We have to observe, observe that behavior and whether it's increasing or decreasing, remember that behavior is anything you can see and count.

690 "Brandy Allen" (4292684544)
00:54:50.515 --> 00:54:58.795
So we want to take data on on what's happening to that behavior based on the technique that we're implementing.

691 "Brandy Allen" (4292684544)
00:54:43.222 --> 00:54:49.982
Point out something, maybe it's just okay behavior that they're having that we're going to reinforce, um.

692 "Brandy Allen" (4292684544)
00:54:50.817 --> 00:55:03.117
But that's pivot on another person, if we're going to pivot to an activity it's the same thing. We're just going to turn our attention briefly away to a nearby activity that we focus on.

693 "Brandy Allen" (4292684544)
00:55:03.837 --> 00:55:09.867
And then after 10 to 15 seconds, we're going to turn back to this junk behavior.

694 "Brandy Allen" (4292684544)
00:54:59.480 --> 00:55:12.525
Is that behavior increasing or is it decreasing if it's working, then we want to keep using this technique if it's not working and we're not seeing a decrease to that undesirable behavior,

695 "Brandy Allen" (4292684544)
00:55:12.795 --> 00:55:19.155
then we probably want to tweak our technique or our plan. So that hopefully, we do see the.

696 "Brandy Allen" (4292684544)
00:55:09.982 --> 00:55:18.212

Person and recognize something that they're doing. Well, give them an open ended question or a positive statement. Um.

697 "Brandy Allen" (4292684544)
00:55:18.212 --> 00:55:31.377
If you're going to pivot on the person, you're continuing to have an interaction with this person as if that junk behavior is not even happening. You're not going to have any reaction to the junk.

698 "Brandy Allen" (4292684544)
00:55:31.707 --> 00:55:38.067
You're just going to continue to have a positive conversation with them and continue to recognize what they are.

699 "Brandy Allen" (4292684544)
00:55:19.480 --> 00:55:21.000
That we want.

700 "Brandy Allen" (4292684544)
00:55:25.680 --> 00:55:34.260
Another fundamental fact of behavior is that past behavior is the best predictor of future behavior. Um.

701 "Brandy Allen" (4292684544)
00:55:34.260 --> 00:55:42.810
Again, talking about our learning histories as humans, we are creatures of habits. We all.

702 "Brandy Allen" (4292684544)
00:55:38.212 --> 00:55:39.242
Doing well.

703 "Brandy Allen" (4292684544)
00:55:39.242 --> 00:55:44.612
So, it's important to remember when we use pivot that.

704 "Brandy Allen" (4292684544)
00:55:45.085 --> 00:55:55.795
Tend to do the same things over and over just because we, we get comfortable with how we do things and it feels uncomfortable to get out of our patterns and our routines.

705 "Brandy Allen" (4292684544)
00:55:56.185 --> 00:56:02.635
I think about that, even as a student, like, when you would go to class, you probably tended to sit in the.

706 "Brandy Allen" (4292684544)
00:55:44.612 --> 00:55:57.687
The junk behavior doesn't always stop, we might see it start to diminish. It might not ever fully stop. We might not see any change in the behavior at all. Pivot is a tool. Really?

707 "Brandy Allen" (4292684544)

00:55:57.687 --> 00:56:04.527
Just for us to manage our reactions. So that we don't respond in a
coercive way to this.

708 "Brandy Allen" (4292684544)
00:56:02.810 --> 00:56:15.165
See, all the time as I drive to work, I tend to drive the same route all
the time because it's comfortable and it's easy and it's what I know the
same with any type of behavior.

709 "Brandy Allen" (4292684544)
00:56:16.185 --> 00:56:20.055
We all kind of get in those patterns of behavior and.

710 "Brandy Allen" (4292684544)
00:56:04.612 --> 00:56:06.962
Individual with junk behavior.

711 "Brandy Allen" (4292684544)
00:56:12.782 --> 00:56:20.882
I hope that makes sense. Um, so I also said earlier we were going to talk
about why we don't just ignore.

712 "Brandy Allen" (4292684544)
00:56:20.370 --> 00:56:23.575
Trying to change behavior is hard.

713 "Brandy Allen" (4292684544)
00:56:23.605 --> 00:56:37.975
It's hard to get people to step out of their comfort zones and so just
just recognize that that past behavior is a really good indicator of
what's going to happen in the future but it's not impossible to change

714 "Brandy Allen" (4292684544)
00:56:37.975 --> 00:56:40.345
behaviors. We just want.

715 "Brandy Allen" (4292684544)
00:56:20.882 --> 00:56:29.912
Junk behavior, ignoring junk behavior can be coercive. It can be
reinforcing.

716 "Brandy Allen" (4292684544)
00:56:29.912 --> 00:56:39.962
And then it can also cause a behavior burst. Like, I think of, like, if
you have your kiddo in the store, and they want your attention, and
they're like mom, mom.

717 "Brandy Allen" (4292684544)
00:56:40.107 --> 00:56:53.787
Mom, mom, mom, you know, like, if you don't respond, if you ignore them,
you're going to see that behavior burst. You're going to see that
behavior become more intense and frequent until they get what they want.

718 "Brandy Allen" (4292684544)
00:56:53.877 --> 00:56:57.537
Right that's why we don't want to ignore the behavior.

719 "Brandy Allen" (4292684544)
00:56:40.370 --> 00:56:44.130
To be able to anticipate any problems that we might see.

720 "Brandy Allen" (4292684544)
00:56:44.605 --> 00:56:58.915
Like, if we have a specific environment where we know an individual is
having concerns, we can anticipate that and we can try to put a plan in
place to prevent those issues. Those undesirable behaviors.

721 "Brandy Allen" (4292684544)
00:56:59.217 --> 00:57:12.267
When we use pivot, we can increase those desirable and just okay.
Behaviors of the person, because we're continuing to point those out and
praise those rather than giving our attention to the undesirable
behavior.

722 "Brandy Allen" (4292684544)
00:57:12.687 --> 00:57:17.847
Hopefully, we're weakening that undesirable behavior by focusing on
what's going on.

723 "Brandy Allen" (4292684544)
00:57:03.445 --> 00:57:17.095
All right, fundamental fact, number 5, is that giving negative coercive
and punishing consequences typically results in many problems, including
more undesirable behaviors.

724 "Brandy Allen" (4292684544)
00:57:17.395 --> 00:57:21.535
Um, we're going to go into conclusions a little bit more in a few
minutes.

725 "Brandy Allen" (4292684544)
00:57:17.872 --> 00:57:27.887
That's positive. We also help prevent that behavior burst because we are
engaging with them in that positive manner.

726 "Brandy Allen" (4292684544)
00:57:29.057 --> 00:57:37.247
And hopefully we're also preventing an escalation to serious behavior by
continuing to respond in that positive way.

727 "Brandy Allen" (4292684544)
00:57:21.830 --> 00:57:34.620
Um, but just know that sometimes when we respond in that negative
punishing way, we might get results short term but in the long term,
we're not changing that behavior.

728 "Brandy Allen" (4292684544)

00:57:37.922 --> 00:57:44.162
We are just about at time. Um, so.

729 "Brandy Allen" (4292684544)
00:57:39.660 --> 00:57:46.110
And this 1 goes right along with that last slide in the long run behavior.

730 "Brandy Allen" (4292684544)
00:57:44.162 --> 00:57:53.277
We had a couple of practice on pivot. I'm going to skip I do want to talk about stay close, hot, really quick before we end.

731 "Brandy Allen" (4292684544)
00:57:54.237 --> 00:58:04.137
I talked earlier about how we have those stay close interactions to maintain a positive relationship. A stay close interaction is when we have.

732 "Brandy Allen" (4292684544)
00:57:46.825 --> 00:58:01.465
Behavior change will happen much better and easier if we respond with positive consequences versus those negative punishing consequences we want to try to recognize desirable behaviors much

733 "Brandy Allen" (4292684544)
00:58:01.465 --> 00:58:06.085
more than we provide negative consequences and we want to provide.

734 "Brandy Allen" (4292684544)
00:58:04.162 --> 00:58:15.227
Someone who's escalated and we are trying to get them to de escalate. So the steps are basically exactly the same as the stay close interaction.

735 "Brandy Allen" (4292684544)
00:58:15.587 --> 00:58:24.077
Um, the only thing is, we may have to repeat that cycle of open ended questions, empathy and.

736 "Brandy Allen" (4292684544)
00:58:06.110 --> 00:58:09.750
Those positive consequences as much as possible.

737 "Brandy Allen" (4292684544)
00:58:09.750 --> 00:58:13.980
Um, just an example, um.

738 "Brandy Allen" (4292684544)
00:58:13.980 --> 00:58:23.335
Who has ever had a demanding negative boss and think about, of course, not the boss that you have now.

739 "Brandy Allen" (4292684544)
00:58:23.725 --> 00:58:33.445

But but if you, if you've had a boss in the past, that you didn't really mesh with, who was demanding and didn't recognize your value, you.

740 "Brandy Allen" (4292684544)
00:58:24.162 --> 00:58:34.412
Encouragement we might need to repeat those steps multiple times until that individual starts to de escalate.

741 "Brandy Allen" (4292684544)
00:58:33.980 --> 00:58:48.180
Where are you willing to put in for that boss versus maybe you now have a much more positive reinforcing boss and how much more are you willing to put into your job?

742 "Brandy Allen" (4292684544)
00:58:34.707 --> 00:58:43.287
We also when we use stay close hot, we don't want to throw solutions at the problem that's occurring.

743 "Brandy Allen" (4292684544)
00:58:43.647 --> 00:58:53.877
We really want that person to be able to stay in their feelings to be able to express their feelings. We can mirror that back to them with those empathy.

744 "Brandy Allen" (4292684544)
00:58:48.180 --> 00:58:56.850
Just based on how that manager responds to you, does anybody have an experience like that?

745 "Brandy Allen" (4292684544)
00:58:55.907 --> 00:59:10.847
And we wait for them to de escalate and come back down before we start helping them problem solve, or or guiding them to a calming situation or activity that they would enjoy.

746 "Brandy Allen" (4292684544)
00:59:11.057 --> 00:59:14.207
That would help them continue to further de, escalate.

747 "Brandy Allen" (4292684544)
00:59:06.270 --> 00:59:15.145
I know I've had I've had managers in the past that didn't inspire me to put forth. My best effort. April.

748 "Brandy Allen" (4292684544)
00:59:15.175 --> 00:59:23.785
You asked in the chat box if we're going to send these slides, I will check and see on that. You may have to put your email.

749 "Brandy Allen" (4292684544)
00:59:18.362 --> 00:59:22.982
All right, I am going to go ahead and wrap it up here.

750 "Brandy Allen" (4292684544)
00:59:23.877 --> 00:59:36.117
I have a couple of informational slides here at the end. This QR code
actually will take you to a podcast where we talk a little bit more about
those 10 common conversions.

751 "Brandy Allen" (4292684544)
00:59:36.297 --> 00:59:39.567
If you're interested in more information about that.

752 "Brandy Allen" (4292684544)
00:59:24.120 --> 00:59:27.810
In the chat box, and I might be able to send those to, you.

753 "Brandy Allen" (4292684544)
00:59:27.810 --> 00:59:32.400
Hello.

754 "Brandy Allen" (4292684544)
00:59:33.625 --> 00:59:39.415
All right, let's jump ahead here where we're about halfway in,

755 "Brandy Allen" (4292684544)
00:59:39.445 --> 00:59:52.075
and I'm running a little bit behind so we're gonna talk about that
universal positive approach that we can use with anyone, and everyone
that we come into contact with.

756 "Brandy Allen" (4292684544)
00:59:41.157 --> 00:59:52.077
And then we have, we do offer tools of choice as a full class where you
can earn competency in this positive behavior, support curriculum.

757 "Brandy Allen" (4292684544)
00:59:52.647 --> 00:59:58.257
If you were to scan this QR code, it will take you to the registration.

758 "Brandy Allen" (4292684544)
00:59:53.205 --> 01:00:04.125
We can use this universal positive approach to increase the quality of
relationships we have with everyone in using positive behavior supports.

759 "Brandy Allen" (4292684544)
01:00:04.335 --> 01:00:12.375
It's not about trying to fix people or fix their behaviors. Um, it's
really about increasing that quality of life and the quality.

760 "Brandy Allen" (4292684544)
00:59:58.562 --> 01:00:06.212
For that course, my team actually teaches that tools of choice class.
That's 1 of our main roles.

761 "Brandy Allen" (4292684544)
01:00:08.732 --> 01:00:23.007

And then we are also offering what is called family coaching workshops, where we meet twice a month for a 1 hour session, these occur in the evenings from 6 to 70 P. M.

762 "Brandy Allen" (4292684544)
01:00:23.007 --> 01:00:28.707
really geared towards families. But we talk about each of the tools that are. are

763 "Brandy Allen" (4292684544)
01:00:12.400 --> 01:00:15.300
We have the relationships we have with others.

764 "Brandy Allen" (4292684544)
01:00:18.150 --> 01:00:29.430
So, as we've stated earlier, um, to effectively change behaviors, we need to pay more attention to the desirable behaviors that are occurring.

765 "Brandy Allen" (4292684544)
01:00:28.757 --> 01:00:36.437
Are included in the tools of choice curriculum and we, it's an 8 week series where we focus on 1 of the tools.

766 "Brandy Allen" (4292684544)
01:00:36.557 --> 01:00:48.707
Each time we meet and at the end of this series, you should have learned several new techniques that you can use with your family. And friends and coworkers to help continue to develop those positive relations.

767 "Brandy Allen" (4292684544)
01:00:29.430 --> 01:00:35.340
And minimize our attention to undesirable behaviors.

768 "Brandy Allen" (4292684544)
01:00:40.530 --> 01:00:52.555
So, what our target behaviors, target behaviors are those that you want to teach you want to increase or behaviors that you want to replace um,

769 "Brandy Allen" (4292684544)
01:00:53.035 --> 01:00:57.835
when we teach desirable alternative behaviors.

770 "Brandy Allen" (4292684544)
01:00:48.732 --> 01:00:49.892
And chips.

771 "Brandy Allen" (4292684544)
01:00:50.942 --> 01:01:04.772
I want to thank everyone for your attendance today. You guys have great participation. I hope that you learn something that you can take away from this and I hope that you have a good rest of your Friday.

772 "Brandy Allen" (4292684544)
01:00:58.080 --> 01:01:02.028

It can be very effective.