WEBVTT

1 "Brandy Allen" (3738465024)
00:00:01.020 --> 00:00:11.875
For everyone, my name is brandy Allen, I am the positive supports
consultant lead for the North region of the state.

2 "Brandy Allen" (3738465024)
00:00:12.265 --> 00:00:20.935
We actually, my team focuses on teaching these positive behavior, support
strategies all across the state to all.

3 "Brandy Allen" (3738465024)
00:00:21.020 --> 00:00:32.280
Kinds of different audiences. I'm excited to share this information with
you today. I would like to get to know you all a little bit.

4 "Brandy Allen" (3738465024)
00:00:32.280 --> 00:00:45.475
The way that we'll communicate throughout this class will be through the
chat box. So, if you look on the right side of your screen, you should
see a little chat box. It's going to say chat.

5 "Brandy Allen" (3738465024)
00:00:45.835 --> 00:00:52.255
And then there's a little downward facing triangle next to that word. If
your chat box isn't open.

6 "Brandy Allen" (3738465024)
00:00:52.280 --> 00:01:05.445
Then you might want to go ahead and click that little downward facing
arrow to get it open. You should be able to enter messages and just hit
enter. And those will pop up for everyone in the class.

7 "Brandy Allen" (3738465024)
00:01:06.165 --> 00:01:12.255
So, I would ask you all to if you could just tell me your name. Maybe
what organization.

8 "Brandy Allen" (3738465024)
00:01:12.280 --> 00:01:20.490
And you're from, and what your role is in that organization that will
help me kind of know who my audience is today.

9 "Brandy Allen" (3738465024)
00:01:36.720 --> 00:01:42.420
Thank you welcome, Charlie with the Kansas City regional office.

10 "Brandy Allen" (3738465024)
00:01:42.420 --> 00:01:48.300
Nice we have windy from rediscover.

11 "Brandy Allen" (3738465024)
00:01:48.300 --> 00:01:54.450

Your appropriate program manager. Welcome.

12 "Brandy Allen" (3738465024)
00:01:54.450 --> 00:02:01.020
Kelsey is a team leader at Northwest Missouri rehab.

13 "Brandy Allen" (3738465024)
00:02:01.020 --> 00:02:12.000
Well, and I'm not sure if we have anyone else. I thought we might have
had 1 more participant.

14 "Brandy Allen" (3738465024)
00:02:12.325 --> 00:02:26.095
Here we go Jan, who's a social worker at Northwest, Missouri psych rehab.
All right. Welcome everybody. I'm excited to share this with you. So,
there is a lot of material to get through in this 2 hour session.

15 "Brandy Allen" (3738465024)
00:02:26.095 --> 00:02:31.705
So I'm going to go ahead and just jump. Right? In as we go through the
class, it will be.

16 "Brandy Allen" (3738465024)
00:02:32.000 --> 00:02:45.540
Active, we're, I'll ask you to type in the chat box and share responses.
So, especially with this small of a group, I really hope that you all are
able to participate fully.

17 "Brandy Allen" (3738465024)
00:02:45.540 --> 00:02:59.520
Okay, you also might want to grab some paper and a pencil to take notes
or to work on some of the activities. If we get to the practice
activities at the end.

18 "Brandy Allen" (3738465024)
00:02:59.635 --> 00:03:09.625
Let's talk a little bit about what we're going to be going over today so
we are going to be discussing a positive behavior support program.

19 "Brandy Allen" (3738465024)
00:03:10.105 --> 00:03:19.375
What positive behavior supports are they're typically universal
strategies. We're going to talk about some fundamental.

20 "Brandy Allen" (3738465024)
00:03:19.520 --> 00:03:32.580
Facts about behavior and how to categorize those behaviors into 4
different types by category those behaviors that helps us really target
how to change those behaviors.

21 "Brandy Allen" (3738465024)
00:03:32.580 --> 00:03:42.240
We're going to be talking about what conversion is what punishment is and
what some of the effects of both are.

22 "Brandy Allen" (3738465024)
00:03:42.240 --> 00:03:55.980
We want to we're gonna talk about why you should try to avoid coercion
and punishment and talk about those 10 examples of coercion that we're
all guilty of. And we should try to avoid.

23 "Brandy Allen" (3738465024)
00:03:56.785 --> 00:04:06.715
We're also going to be talking about how you can use positive behavior,
support to improve your interactions with others as well as to improve
behaviors.

24 "Brandy Allen" (3738465024)
00:04:07.465 --> 00:04:15.205
Especially if we have undesirable behaviors, sometimes our reaction can
be a big help to try to change those behaviors.

25 "Brandy Allen" (3738465024)
00:04:15.480 --> 00:04:24.690
So, 1 question before we move on, when we talk about behavior, um.

26 "Brandy Allen" (3738465024)
00:04:24.690 --> 00:04:31.529
We usually think of it as something that we want to try to get rid of.
So.

27 "Brandy Allen" (3738465024)
00:04:31.529 --> 00:04:46.439
Can you all think back in your experiences and maybe when you've
encountered and undesirable behavior? Um, how did you respond to that?
What was your technique to try to get rid of that behavior?

28 "Brandy Allen" (3738465024)
00:04:46.439 --> 00:04:50.519
And you can just take your responses in the chat box.

29 "Brandy Allen" (3738465024)
00:04:57.594 --> 00:05:00.504
And I'll give you an example while y'all are typing.

30 "Brandy Allen" (3738465024)
00:05:00.954 --> 00:05:15.144
Um, I'm a parent and, you know, every, every kid has a cell phone now and
so with my child has undesirable or inappropriate behaviors with her cell
phone. Usually.

31 "Brandy Allen" (3738465024)
00:05:15.259 --> 00:05:28.589
To try to deter that behavior, I will take her cell phone away for a
specific amount of time. So that's my response to try to get rid of her
inappropriate or undesirable behavior.

32 "Brandy Allen" (3738465024)

00:05:32.994 --> 00:05:43.524
So, Wendy says it depends on the situation, but she sometimes uses modeling as a tool. That's a really good 1. like you model the behaviors that you want to see.

33 "Brandy Allen" (3738465024)
00:05:47.489 --> 00:05:52.949
Does anyone else have an example of how you've tried to get rid of behaviors in the past?

34 "Brandy Allen" (3738465024)
00:06:01.224 --> 00:06:10.404
As a new parent, when there's an undesirable behavior, ignore the person until it stops. Okay, they're very typical. Charlie. Very typical.

35 "Brandy Allen" (3738465024)
00:06:10.464 --> 00:06:20.184
We're gonna talk a little bit about that later about how we can use positive behavior support rather than ignoring and sometimes.

36 "Brandy Allen" (3738465024)
00:06:20.269 --> 00:06:22.139
That will help the behavior.

37 "Brandy Allen" (3738465024)
00:06:23.634 --> 00:06:35.994
Chelsea says she has a child displaying negative behaviors at school, still use a sticker chart for good behaviors and reinforce the appropriate skills used when they're upset.

38 "Brandy Allen" (3738465024)
00:06:36.234 --> 00:06:40.224
So, yeah, that's a really good example of those positive behavior.

39 "Kat Craig" (837297152)
00:07:12.654 --> 00:07:13.794
I think we lost sound.

40 "Kat Craig" (837297152)
00:07:32.179 --> 00:07:41.579
Hear me now at my back.

41 "Brandy Allen" (3738465024)
00:07:45.059 --> 00:07:56.579
Yes. Okay. All right. I apologize for that. Thank you guys for your patients there. Hopefully we continue to have a good connection here. I'm not sure what's going on.

42 "Brandy Allen" (3738465024)
00:07:56.579 --> 00:08:03.719
Chelsea had also said to yeah. To reinforce those appropriate behaviors.

43 "Brandy Allen" (3738465024)
00:08:03.744 --> 00:08:14.814

All right, so let's go ahead and talk a little bit about what positive behavior support is. There's a lot that goes into that definition.

44 "Brandy Allen" (3738465024)
00:08:15.744 --> 00:08:23.394
There has been a science of behavior or behavior analysis for many years since the 940 s. and forty s

45 "Brandy Allen" (3738465024)
00:08:23.719 --> 00:08:37.814
And there have been hundreds of thousands of studies done about positive behavior, support that show that these techniques really do use or really do work.

46 "Brandy Allen" (3738465024)
00:08:38.294 --> 00:08:43.634
When we use them. The PBS model is.

47 "Brandy Allen" (3738465024)
00:08:43.719 --> 00:08:55.949
Based on the public health model to structure interventions and this is exactly how my team is organized with the state.

48 "Brandy Allen" (3738465024)
00:08:55.949 --> 00:09:07.974
If you look at the little triangle on this slide, my team is the tier 1 team or the universal strategy's team. And that is the green base of the triangle.

49 "Brandy Allen" (3738465024)
00:09:08.304 --> 00:09:15.624
That basically means that we are trying to put strategies in place that support the quality of life. For the entire.

50 "Brandy Allen" (3738465024)
00:09:15.974 --> 00:09:25.904
Relation and a healthy population 80 to 90% of people will only need these universal supports for a high quality of life.

51 "Brandy Allen" (3738465024)
00:09:25.904 --> 00:09:35.924
If we move up to the middle section, the yellow center that is the population who might be at risk. risk

52 "Brandy Allen" (3738465024)
00:09:36.634 --> 00:09:46.384
Um, they might have some factors that are causing them to be at a higher risk, and they need some extra intervention.

53 "Brandy Allen" (3738465024)
00:09:46.714 --> 00:09:55.414
So, a lot of times what that looks like is just a little extra scoop of those universal strategies and maybe some targeted.

54 "Brandy Allen" (3738465024)
00:09:55.949 --> 00:10:10.104
Functions that are intended to be short term, and they will fade out as
that risk decreases and a healthy population about 10 to 15% might need a
2nd level of support.

55 "Brandy Allen" (3738465024)
00:10:10.104 --> 00:10:11.034
support

56 "Brandy Allen" (3738465024)
00:10:12.594 --> 00:10:19.614
And then we have the red top of the triangle, and that represents those
individuals who are in crisis,

57 "Brandy Allen" (3738465024)
00:10:19.854 --> 00:10:31.494
and they are in need of short term intensive supports in a healthy
population about 5% of people might need that red, highest level of
intervention. intervention

58 "Brandy Allen" (3738465024)
00:10:32.444 --> 00:10:46.844
So most of today's training is going to be focused on the base of this
triangle, those universal support strategies and we're really going to be
talking about how you can focus on the positive.

59 "Brandy Allen" (3738465024)
00:10:48.029 --> 00:10:51.539
And and that will help, you.

60 "Brandy Allen" (3738465024)
00:10:51.539 --> 00:11:00.929
Build more positive relationships with others, and it will also help you
to better intervene when you have undesirable behaviors.

61 "Brandy Allen" (3738465024)
00:11:05.874 --> 00:11:13.314
So when we say it like that, we say, like, oh, we have to be kind of
carrying all the time, right?

62 "Brandy Allen" (3738465024)
00:11:13.524 --> 00:11:24.624
We have to avoid creating or responding with a response that might make
the situation worse. We often think that.

63 "Brandy Allen" (3738465024)
00:11:24.929 --> 00:11:34.944
In our society, we've all been raised to think that there needs to be
some type of worsening consequence or punishment in order for people to
learn.

64 "Brandy Allen" (3738465024)
00:11:36.264 --> 00:11:44.784

And sometimes we have people who think that by responding always in that positive way that we're just.

65 "Brandy Allen" (3738465024)
00:11:44.929 --> 00:11:52.064
I think people get away with the undesirable behavior without any consequences, or any accountability.

66 "Brandy Allen" (3738465024)
00:11:52.993 --> 00:12:04.874
But the fact is that when you can continue to be kind and non emotional and your responses to undesirable behavior, you can be more effective.

67 "Brandy Allen" (3738465024)
00:12:04.929 --> 00:12:19.894
And helping call that situation down, it makes the situation where it, it doesn't become worse and you have to recognize that just because you're responding with that kindness and caring. In that moment.

68 "Brandy Allen" (3738465024)
00:12:20.134 --> 00:12:24.844
It doesn't mean that we're not going to address that behavior. We just might not address.

69 "Brandy Allen" (3738465024)
00:12:24.929 --> 00:12:29.039
Behavior in that particular moment, um.

70 "Brandy Allen" (3738465024)
00:12:29.454 --> 00:12:39.474
This is a really hard thing to do to try to respond with that kindness and caring all the time. It takes a lot of practice and mindfulness.

71 "Brandy Allen" (3738465024)
00:12:39.804 --> 00:12:48.744
And even those of us who teach this, we still find ourselves not responding in this kind and caring way all the time.

72 "Brandy Allen" (3738465024)
00:12:49.039 --> 00:12:59.084
We're human, we all have a tendency to react that 1st reaction, that negative reaction sometimes.

73 "Brandy Allen" (3738465024)
00:12:59.294 --> 00:13:04.814
So, like I said, it really does need to be something that you mindfully put into place.

74 "Brandy Allen" (3738465024)
00:13:07.859 --> 00:13:15.989
So, let's talk a little bit about the definition of behavior.

75 "Brandy Allen" (3738465024)
00:13:16.554 --> 00:13:30.084

Let me get to where I can type here. So, for those of you who are online here, can can you type out maybe a definition of what you think behavior is.

76 "Brandy Allen" (3738465024)
00:13:31.349 --> 00:13:41.009
And I'm going to type what you guys respond on this slide. There is a little bit of a lag. So, as I type, you might not see it for a 2nd.

77 "Brandy Allen" (3738465024)
00:13:51.599 --> 00:13:55.319
So, what do you think the definition of behavior is.

78 "Brandy Allen" (3738465024)
00:14:22.574 --> 00:14:30.554
All right, Charlie's got in here actions or activities that conform to societal standards. Okay. I like that.

79 "Brandy Allen" (3738465024)
00:14:46.829 --> 00:14:51.029
All right Dan said actions.

80 "Brandy Allen" (3738465024)
00:14:51.029 --> 00:14:56.969
So, behavior is actions.

81 "Brandy Allen" (3738465024)
00:14:56.969 --> 00:15:06.899
And when this says that behavior means a person operates within their world, the action scene heard and felt by the world.

82 "Brandy Allen" (3738465024)
00:15:06.984 --> 00:15:08.454
Okay, I like that.

83 "Brandy Allen" (3738465024)
00:15:23.153 --> 00:15:26.544
Kelsey says the way that someone acts in response to.

84 "Brandy Allen" (3738465024)
00:15:26.899 --> 00:15:36.599
Situation they're in.

85 "Brandy Allen" (3738465024)
00:15:36.599 --> 00:15:45.089
Okay, you guys are right on it here. Um, we're actually going to go over the behavior the definition of behavior.

86 "Brandy Allen" (3738465024)
00:15:45.089 --> 00:15:50.789
And it is anything a person does that can be seen and counted.

87 "Brandy Allen" (3738465024)
00:15:50.789 --> 00:16:05.249

You guys were right on it talking about the actions that we see we hear we feel yeah, those are behaviors right? Anything a person does that can be seen and counted.

88 "Brandy Allen" (3738465024)
00:16:05.694 --> 00:16:13.764
And we always want to put the test of whether an action is a behavior or not to the dead man's test.

89 "Brandy Allen" (3738465024)
00:16:14.394 --> 00:16:25.194
If a dead man could do that action, then it's not a behavior behavior has to be something that a person does that can be seen and counted.

90 "Brandy Allen" (3738465024)
00:16:25.249 --> 00:16:32.819
Okay.

91 "Brandy Allen" (3738465024)
00:16:32.819 --> 00:16:46.649
To get to my right slide here. Okay. So, in thinking about that behavior, being something an action that can be seen or counted, can you guys give me some examples of behaviors?

92 "Brandy Allen" (3738465024)
00:16:46.649 --> 00:16:55.979
And we're gonna, we're going to make a list on this slide here. I'd like to get, like, oh, I don't know, 8 or 10 examples of behavior.

93 "Brandy Allen" (3738465024)
00:17:09.029 --> 00:17:13.169
So, give me some specific examples of behavior.

94 "Brandy Allen" (3738465024)
00:17:29.489 --> 00:17:34.499
Oh, you guys are throwing them out here. Okay so we have throwing a chair.

95 "Brandy Allen" (3738465024)
00:17:37.919 --> 00:17:42.689
We have aggressive verbal outburst.

96 "Brandy Allen" (3738465024)
00:17:49.169 --> 00:17:52.409
Lashing out physically or striking.

97 "Brandy Allen" (3738465024)
00:18:02.789 --> 00:18:09.359
Can you guys give me a few more crying uncontrollably?

98 "Brandy Allen" (3738465024)
00:18:19.349 --> 00:18:33.324
Smiling what about

99 "Brandy Allen" (3738465024)
00:18:33.354 --> 00:18:36.654
jumping or spitting.

100 "Brandy Allen" (3738465024)
00:18:36.989 --> 00:18:43.079
Or running.

101 "Brandy Allen" (3738465024)
00:18:43.079 --> 00:18:51.659
That's good. All be behaviors, right thing. We've got singing in there refusing to emulate.

102 "Brandy Allen" (3738465024)
00:18:59.339 --> 00:19:05.459
Okay, thank you all for giving me some really good examples that we're going to talk about as we go on here.

103 "Brandy Allen" (3738465024)
00:19:07.194 --> 00:19:12.384
As we said earlier behavior is anything a person does that can be seen and counted.

104 "Brandy Allen" (3738465024)
00:19:12.954 --> 00:19:23.664
Um, but as we look at our list here, would you say that the majority of this list is more positive behavior or negative behavior?

105 "Brandy Allen" (3738465024)
00:19:23.969 --> 00:19:27.029
And you can just type your response in the chat box there.

106 "Brandy Allen" (3738465024)
00:19:36.599 --> 00:19:50.424
Yeah, it's more negative right? And that is because when we use the word behavior, we usually have a tendency to think of behavior as something negative rather than positive.

107 "Brandy Allen" (3738465024)
00:19:50.454 --> 00:19:56.514
But honestly behavior can be positive or negative. It is any action that could be seen.

108 "Brandy Allen" (3738465024)
00:19:56.599 --> 00:20:06.959
Counted so thank you all for participating in that list we're going to come back to that as we move on here.

109 "Brandy Allen" (3738465024)
00:20:07.914 --> 00:20:19.704
So, you guys did a really great job of talking about behaviors as specific actions, rather than categories for the most part. If we go back and look at our list.

110 "Brandy Allen" (3738465024)
00:20:19.734 --> 00:20:23.574
I think I did see, maybe 1 category.

111 "Brandy Allen" (3738465024)
00:20:24.419 --> 00:20:35.184
Um, and I would say it was aggressive verbal outburst that's a really
good description of the behavior,

112 "Brandy Allen" (3738465024)
00:20:35.364 --> 00:20:44.274
but we would really want to break that down into something more specific.
So, what does that aggressive look? Like? Can you guys give me some.

113 "Brandy Allen" (3738465024)
00:20:44.419 --> 00:20:52.319
Examples of maybe specific behaviors that might be labeled as aggressive.

114 "Brandy Allen" (3738465024)
00:20:52.319 --> 00:20:56.939
We probably have a few in here and are list already.

115 "Brandy Allen" (3738465024)
00:21:08.339 --> 00:21:14.879
We had an aggressive verbal outburst. What what would that look like.

116 "Brandy Allen" (3738465024)
00:21:14.879 --> 00:21:27.719
Okay, I see. Threats graphic threats of harm name, calling derogatory
language. Yeah, exactly. So, threats, um.

117 "Brandy Allen" (3738465024)
00:21:27.719 --> 00:21:33.659
What else did we have in our own name? Calling? Yes.

118 "Brandy Allen" (3738465024)
00:21:33.659 --> 00:21:44.514
Derogatory language. Yeah. So those might be more specific examples of
how to describe that behavior.

119 "Brandy Allen" (3738465024)
00:21:44.994 --> 00:21:53.364
And when if you were documenting what was happening during this
aggressive verbal outburst, you would probably want to specifically.

120 "Brandy Allen" (3738465024)
00:21:53.659 --> 00:22:04.889
What names were being said what what words were being used that were
derogatory and the specific threats that were being made so yeah. Um.

121 "Brandy Allen" (3738465024)
00:22:05.274 --> 00:22:18.084

In this example of a category, rather than a specific action of rude, we could say instead of just well, that person was rude, we can say well, that person was staring at me,

122 "Brandy Allen" (3738465024)
00:22:18.264 --> 00:22:24.804
and they cut in line and they said, look at that person. What were they thinking? So.

123 "Brandy Allen" (3738465024)
00:22:24.889 --> 00:22:37.109
We can demonstrate rude by using those more specific behaviors that we see those specific actions that we can see and count.

124 "Brandy Allen" (3738465024)
00:22:37.109 --> 00:22:44.309
The reason that we want to be specific in describing behavior, is that.

125 "Brandy Allen" (3738465024)
00:22:44.309 --> 00:22:55.829
What looks like aggressive to 1 person might not look the same to someone else. And so we really want to break it down into those specific actions that we are seeing.

126 "Brandy Allen" (3738465024)
00:23:01.199 --> 00:23:09.419
Let's talk a little bit about those 4 categories of behavior that I mentioned earlier. So.

127 "Brandy Allen" (3738465024)
00:23:09.419 --> 00:23:24.239
When we see and count behaviors, we can usually categorize that behavior into 1 of 4 categories. There are either 2 categories that are desirable or 2 that are undesirable.

128 "Brandy Allen" (3738465024)
00:23:26.424 --> 00:23:32.094
When we're talking about problem behaviors and desirable behaviors, for example,

129 "Brandy Allen" (3738465024)
00:23:32.124 --> 00:23:44.094
we want to make sure that we're identifying the specific actions that are occurring and we want to make sure that we are able to be clear and consistent in our responses to.

130 "Brandy Allen" (3738465024)
00:23:44.239 --> 00:23:53.729
Those behaviors, because we really want to make sure that we're being effective at improving the quality of life for other individuals.

131 "Brandy Allen" (3738465024)
00:23:53.729 --> 00:23:58.889
So, significant desirable behaviors.

132 "Brandy Allen" (3738465024)
00:23:58.889 --> 00:24:09.659
Are those that are the most important they're often the ones that we try
to teach someone to do, or to help them do at the right time. Um.

133 "Brandy Allen" (3738465024)
00:24:09.659 --> 00:24:18.179
Or more often than they do them currently, um, an example of a
significant behavior might be.

134 "Brandy Allen" (3738465024)
00:24:18.684 --> 00:24:31.614
Learning to brush your teeth independently. That's something that's going
to improve your quality of life. It's a good life skill that's going to
benefit that individual's quality of life for a long time.

135 "Brandy Allen" (3738465024)
00:24:32.274 --> 00:24:37.224
Can you guys think of any examples of significant behaviors?

136 "Brandy Allen" (3738465024)
00:24:42.989 --> 00:24:46.259
Significant desirable behaviors.

137 "Brandy Allen" (3738465024)
00:24:46.259 --> 00:24:51.809
So, things that are going to improve that individual's quality of life.

138 "Brandy Allen" (3738465024)
00:24:51.809 --> 00:24:55.259
A lot of times they are life skills.

139 "Brandy Allen" (3738465024)
00:25:12.414 --> 00:25:23.904
Oh, yeah, Charlie says learning to put your clothes on independently.
Definitely. Yeah, that's that's a good life skill that we want everyone
to learn. Wendy says a workout routine or meal planning.

140 "Brandy Allen" (3738465024)
00:25:24.114 --> 00:25:32.214
Yeah, those are really good skills that we want individuals to have to be
able to be healthy and care for themselves. Yeah. Great examples.

141 "Brandy Allen" (3738465024)
00:25:32.239 --> 00:25:33.419
Thank you.

142 "Brandy Allen" (3738465024)
00:25:34.074 --> 00:25:48.864
So, let's talk a little bit about this next category just okay. Behaviors
these fall under the desirable side. Just okay. Behaviors are those that
we often overlook unless somebody is not doing them.

143 "Brandy Allen" (3738465024)
00:25:49.794 --> 00:25:53.184
For example, it might be walking versus running.

144 "Brandy Allen" (3738465024)
00:25:53.419 --> 00:26:05.729
Public spaces, or closing the door when you come in from outside, pushing
in your chair, when you get up from the table, things like that. Um.

145 "Brandy Allen" (3738465024)
00:26:05.729 --> 00:26:12.059
We don't often recognize them because we expect them.

146 "Brandy Allen" (3738465024)
00:26:12.059 --> 00:26:17.969
But we, we typically don't notice them unless someone doesn't do that
behavior.

147 "Brandy Allen" (3738465024)
00:26:17.969 --> 00:26:26.069
Can you guys think of any other examples of just okay behaviors.

148 "Brandy Allen" (3738465024)
00:26:26.069 --> 00:26:35.099
Those things that we, we typically just overlook, we expect people to do
them and it's only when they don't do them that we.

149 "Brandy Allen" (3738465024)
00:26:35.124 --> 00:26:48.834
Notice anything yeah, exactly. Yeah.

150 "Brandy Allen" (3738465024)
00:26:49.074 --> 00:26:54.894
So that hygiene that personal hygiene. Really that's just okay. Behavior.

151 "Brandy Allen" (3738465024)
00:26:55.099 --> 00:27:03.059
Wearing deodorant, that's just okay, but we definitely notice when people
don't base and they're kind of smelling, right? Mm. Hmm.

152 "Brandy Allen" (3738465024)
00:27:03.864 --> 00:27:15.294
But it's not something that we, we typically reinforce either, like, oh,
thank you for taking a back today, right? So, yeah, that's a great
example of those just okay behaviors.

153 "Brandy Allen" (3738465024)
00:27:15.504 --> 00:27:22.794
Yeah, Charlie says saying, please, and thank you using banners is a big
1. we kind of just expect that, but.

154 "Brandy Allen" (3738465024)
00:27:23.059 --> 00:27:29.339
When we see people not using please and thank you then we notice right?

155 "Brandy Allen" (3738465024)
00:27:30.144 --> 00:27:43.824
Yeah, really good examples guys. So let's jump over to the undesirable
side. We have serious, undesirable behavior. These are the behaviors that
cause real dangerous situations.

156 "Brandy Allen" (3738465024)
00:27:44.424 --> 00:27:48.774
There are things that might cause harm to oneself.

157 "Brandy Allen" (3738465024)
00:27:49.339 --> 00:28:00.224
Others to property, or they could be illegal. These are those serious
behaviors that we definitely need to intervene. If we see these
happening.

158 "Brandy Allen" (3738465024)
00:28:01.034 --> 00:28:04.634
Can you guys give me some examples of a serious behavior?

159 "Brandy Allen" (3738465024)
00:28:13.799 --> 00:28:22.049
Yeah, Kelsey says self harm physical aggression that causes significant
injuries. Murder. Definitely.

160 "Brandy Allen" (3738465024)
00:28:22.614 --> 00:28:36.654
Yes, so those are those serious behaviors definitely want to intervene if
we see those happening and then we have the other undesirable category,
which is junk behavior.

161 "Brandy Allen" (3738465024)
00:28:37.194 --> 00:28:41.364
So jump behavior is that behavior that is annoying.

162 "Brandy Allen" (3738465024)
00:28:42.049 --> 00:28:46.814
It could be undesirable behavior, but it's not dangerous to anyone.

163 "Brandy Allen" (3738465024)
00:28:47.504 --> 00:29:02.024
Examples might be burping in public, interrupting others just that junk
behavior that it doesn't hurt anyone, but it really gets them to your
skin. It's quite annoying. Do you.

164 "Brandy Allen" (3738465024)
00:29:02.049 --> 00:29:09.779
Guys have any junk behaviors you can think of things that just really set
your teeth on edge.

165 "Brandy Allen" (3738465024)
00:29:21.449 --> 00:29:35.939

Popping down yeah, that's a good 1 screaming singing out loud talking
loudly at the phone. Yeah. Yeah. Those, those can all be annoying.

166 "Brandy Allen" (3738465024)
00:29:35.939 --> 00:29:41.939
Okay, very, very good examples. All right, so.

167 "Brandy Allen" (3738465024)
00:29:44.544 --> 00:29:49.404
I'm gonna I'm gonna pick on your answer there, Charlie, as we talk about
this next slide.

168 "Brandy Allen" (3738465024)
00:29:49.734 --> 00:30:01.914
So we also need to remember when we are categorizing these behaviors that
whether that behavior is considered desirable or undesirable often.
Depends on.

169 "Brandy Allen" (3738465024)
00:30:01.964 --> 00:30:16.784
On the situation that's happening around that behavior. So, Charlie said
that screaming was a junk behavior. Can you guys think of a time when
screaming might be a desirable behavior?

170 "Brandy Allen" (3738465024)
00:30:29.669 --> 00:30:40.679
Yeah, maybe when you're at the park or you're on the roller coaster,
you're at a baseball game. Yeah, those would all be good times to screen.
Right? You're excited. You're having fun. You're cheering on your team.

171 "Brandy Allen" (3738465024)
00:30:40.679 --> 00:30:45.449
Yeah, or maybe if you were wanting someone of danger. Yeah.

172 "Brandy Allen" (3738465024)
00:30:45.594 --> 00:30:51.564
Riding the roller coaster Yep. Those are all great examples. So I love
that.

173 "Brandy Allen" (3738465024)
00:30:51.564 --> 00:31:04.284
You put that out there, Charlie, because we always have to look at what
is going on around a behavior to decide whether it's desirable or
undesirable and we have to recognize that.

174 "Brandy Allen" (3738465024)
00:31:05.449 --> 00:31:19.199
Behavior that someone has could be either, depending on their level of
skills, and depending on just that situation in which the behavior is
occurring.

175 "Brandy Allen" (3738465024)
00:31:19.284 --> 00:31:30.504

Very good. Okay, so let's talk a little bit about those significant, desirable behaviors.

176 "Brandy Allen" (3738465024)
00:31:31.344 --> 00:31:39.114
These are behaviors that we are trying to increase and these are the behaviors that help people succeed in their life.

177 "Brandy Allen" (3738465024)
00:31:39.199 --> 00:31:46.259
Helped them have the higher quality of life if we were to go back and look at our list from earlier.

178 "Brandy Allen" (3738465024)
00:31:46.259 --> 00:31:55.289
That we made of behaviors do we have any significant desirable behaviors in our list?

179 "Brandy Allen" (3738465024)
00:32:11.609 --> 00:32:26.369
I'm not sure that we have any that we would. Yes. Smiling. Probably would be the closest. I think Wendy that I would say would be a significant desirable behavior, but yeah. Um.

180 "Brandy Allen" (3738465024)
00:32:26.369 --> 00:32:36.599
Those are the behaviors that we do want to reinforce to help. People have that higher quality of life.

181 "Brandy Allen" (3738465024)
00:32:36.599 --> 00:32:46.824
These are also things that we want to point out when people are doing these behaviors so that we increase the likelihood that they're going to repeat those behaviors in the future.

182 "Brandy Allen" (3738465024)
00:32:47.244 --> 00:32:56.364
A good example might be when you're in the store, a significant behavior might be paying for things before you use them or.

183 "Brandy Allen" (3738465024)
00:32:56.599 --> 00:33:11.294
Before you leave the store or only leaving the store with the items that you came in with, or you paid for. So significant behaviors don't always have to be those life skills. They could just be, um.

184 "Brandy Allen" (3738465024)
00:33:11.639 --> 00:33:21.119
Things that we're expected to do to be good citizens to be good people, but they're still significant desirable behaviors.

185 "Brandy Allen" (3738465024)
00:33:26.424 --> 00:33:37.764

And those just okay, behaviors are again, those behaviors that are
common, and they're often overlooked. We take them for granted. We
usually only notice them when they don't happen.

186 "Brandy Allen" (3738465024)
00:33:39.084 --> 00:33:44.784
So, things like going to work getting to work on time and doing your
work.

187 "Brandy Allen" (3738465024)
00:33:45.119 --> 00:33:57.119
Most of us do that every day we don't always get thanked for it or
praised for it. It's just 1 of those things that's expected. It could be
something like.

188 "Brandy Allen" (3738465024)
00:33:57.119 --> 00:34:08.544
Using an inside voice and not talking too loudly so that you don't
disturb others. Those are things that we can start to recognize and
reinforce when we see those happening.

189 "Brandy Allen" (3738465024)
00:34:08.874 --> 00:34:14.544
And that increases the likelihood that we will see those behaviors
continue to occur.

190 "Brandy Allen" (3738465024)
00:34:19.019 --> 00:34:30.084
And when we talk about junk behaviors, these are the ones that we usually
spend all of our time and effort trying to stop. They tend to upset us
the most.

191 "Brandy Allen" (3738465024)
00:34:30.774 --> 00:34:38.994
We've talked a little bit about the definition of junk behavior. So, just
to reiterate, can you guys.

192 "Brandy Allen" (3738465024)
00:34:39.019 --> 00:34:43.649
Type in the chat box, what is your definition of junk behavior?

193 "Brandy Allen" (3738465024)
00:35:10.764 --> 00:35:11.094
Wendy.

194 "Brandy Allen" (3738465024)
00:35:11.149 --> 00:35:24.239
Says behaviors focused on self without regard to self or others. Okay.
Yeah. So they're just kind of behaviors that maybe you do for yourself
and you don't think about how they might come across to other people.

195 "Brandy Allen" (3738465024)
00:35:24.239 --> 00:35:38.724

Yeah, I like that definition. All right, so the true definition of junk behavior is that junk behavior is behavior.

196 "Brandy Allen" (3738465024)
00:35:38.724 --> 00:35:40.044
That's undesirable.

197 "Brandy Allen" (3738465024)
00:35:41.064 --> 00:35:52.644
It's often annoying really, really annoying, but it is not physically harmful to self others property and it's not illegal.

198 "Brandy Allen" (3738465024)
00:35:53.304 --> 00:36:00.204
Um, we also often have to think about that. Junk behavior can be age or functional level.

199 "Brandy Allen" (3738465024)
00:36:00.679 --> 00:36:09.989
For example, if you have little boys in your life around the age of 8 or so well, they really enjoy.

200 "Brandy Allen" (3738465024)
00:36:09.989 --> 00:36:23.399
Laughing and joking and burping and farming and doing that together and laughing together and that's a fairly appropriate junk behavior for that age frame. Right?

201 "Brandy Allen" (3738465024)
00:36:24.924 --> 00:36:37.854
We might think about younger kiddos like, maybe the toddler stage when they like to whine a lot and they have tantrums when they don't get their way. Well, that's a typical behavior for that age group as well.

202 "Brandy Allen" (3738465024)
00:36:38.399 --> 00:36:48.389
But just because that behavior is typical it doesn't mean it's desirable to the rest of us. It doesn't mean it's any less annoying. Um.

203 "Brandy Allen" (3738465024)
00:36:48.389 --> 00:36:56.699
But it does help to know that it's at least typical for that age group or that functional level. Um.

204 "Brandy Allen" (3738465024)
00:36:56.699 --> 00:37:02.249
The idea of how we respond to junk behavior.

205 "Brandy Allen" (3738465024)
00:37:02.249 --> 00:37:15.659
Can really help us prioritize our concerns and our responses, because it helps us save our energy and our frustration by not responding to that junk behavior.

206 "Brandy Allen" (3738465024)
00:37:16.674 --> 00:37:22.164
We can really take a moment. We're going to talk a little bit later about
a tool that we can use with junk behavior.

207 "Brandy Allen" (3738465024)
00:37:22.494 --> 00:37:35.334
That really helps us manage our reactions and hopefully helps us decrease
that episode of junk. Those episodes of junk behavior. Um.

208 "Brandy Allen" (3738465024)
00:37:35.659 --> 00:37:41.159
And it helps us respond in a more positive way.

209 "Brandy Allen" (3738465024)
00:37:41.159 --> 00:37:50.849
Because remember jump behavior is hurting anyone. It's just annoying
mostly to others around that person. Who's having the junk behavior.

210 "Brandy Allen" (3738465024)
00:37:54.869 --> 00:37:58.799
So, what are some common junk behaviors that you guys have seen?

211 "Brandy Allen" (3738465024)
00:38:02.519 --> 00:38:16.530
What are some of those junk behaviors that get into your, like, your,
your chat there windy that girls do the same thing they definitely do.
Tantrums is a good jump behavior.

212 "Brandy Allen" (3738465024)
00:38:21.210 --> 00:38:28.560
Yeah, those those can definitely be annoying and hard to respond to.
Right especially when they're in public.

213 "Brandy Allen" (3738465024)
00:38:28.560 --> 00:38:38.335
What are some other junk behaviors? I will tell you 1 of my worst ones.
My son is a percussionist, and he is forever tapping on things.

214 "Brandy Allen" (3738465024)
00:38:38.605 --> 00:38:47.515
Like, you can't sit down and have a conversation with him without him
tapping something and making noise. And it, it's just natural to him.

215 "Brandy Allen" (3738465024)
00:38:47.910 --> 00:38:56.160
But it's really annoying to me. Charlie's is hitting walls can be a junk
behavior. Yeah, it can.

216 "Brandy Allen" (3738465024)
00:38:56.160 --> 00:38:59.430
Interrupting others.

217 "Brandy Allen" (3738465024)

00:38:59.430 --> 00:39:06.630
Yep, we got a couple of those interrupting. That's frustrating. Isn't that.

218 "Brandy Allen" (3738465024)
00:39:06.630 --> 00:39:14.400
Yeah, those are definitely some good junk behaviors. Um, here's a few more examples. Um.

219 "Brandy Allen" (3738465024)
00:39:14.400 --> 00:39:24.475
Cursing threatening, not going to work not being respectful slamming doors, screaming name, calling, saying main things.

220 "Brandy Allen" (3738465024)
00:39:25.195 --> 00:39:32.845
If we were to go back to our list of behaviors that we made earlier. Um, we have a couple of.

221 "Brandy Allen" (3738465024)
00:39:33.270 --> 00:39:44.905
Examples here, the not going to work and the, not being respectful and then back on our list of behaviors we had 1,

222 "Brandy Allen" (3738465024)
00:39:45.145 --> 00:39:53.245
I thought we had 1 that was not so refusing to ambulate. Um, that would kind of fall into that. Not category.

223 "Brandy Allen" (3738465024)
00:39:53.270 --> 00:39:58.620
Free, um, I want to bring that up specifically because.

224 "Brandy Allen" (3738465024)
00:39:58.620 --> 00:40:11.610
When we use the word, not in front of an action, it's not really a specific behavior. It's more of 1 of those category words.

225 "Brandy Allen" (3738465024)
00:40:11.610 --> 00:40:16.800
It doesn't really tell us what is happening. So can I.

226 "Brandy Allen" (3738465024)
00:40:16.800 --> 00:40:19.800
You know, in saying not going to work.

227 "Brandy Allen" (3738465024)
00:40:19.800 --> 00:40:31.495
Is that a behavior that I can observe that I can see and count what I really want to focus on there is what is happening instead of not going to work.

228 "Brandy Allen" (3738465024)
00:40:35.160 --> 00:40:40.440

A little activity that we can do is.

229 "Brandy Allen" (3738465024)
00:40:40.440 --> 00:40:44.490
If I were to snap my fingers and.

230 "Brandy Allen" (3738465024)
00:40:44.490 --> 00:40:51.540
Every time I snap my fingers, you all type in the chat box something that
I am not doing.

231 "Brandy Allen" (3738465024)
00:40:51.540 --> 00:40:57.810
So, I'm going to I'm going to start here 1st, nap.

232 "Brandy Allen" (3738465024)
00:40:57.810 --> 00:41:01.290
Type in the chat box, something that I am not doing.

233 "Brandy Allen" (3738465024)
00:41:05.130 --> 00:41:09.180
I'm not clicking my teeth. I'm not sleeping. Mm. Hmm.

234 "Brandy Allen" (3738465024)
00:41:09.180 --> 00:41:15.630
Not eating 1 more time. What am I not doing?

235 "Brandy Allen" (3738465024)
00:41:26.755 --> 00:41:33.265
Not laughing yeah, we, we could come up with all kinds of things that I'm
not doing. Right?

236 "Brandy Allen" (3738465024)
00:41:33.535 --> 00:41:46.375
So, we need to think about that when, when we describe behavior that we
want to describe the behavior that actually is occurring instead of what
is not occurring, because it.

237 "Brandy Allen" (3738465024)
00:41:46.610 --> 00:41:55.470
Becomes a category, it could become all kinds of different things that I
am doing. Instead of whatever was described as not being done.

238 "Brandy Allen" (3738465024)
00:42:02.730 --> 00:42:06.300
So, let's think a little bit about why people.

239 "Brandy Allen" (3738465024)
00:42:06.300 --> 00:42:15.480
Engage in junk behavior. Here's some examples. Um, why do people curse
that someone else.

240 "Brandy Allen" (3738465024)
00:42:15.480 --> 00:42:25.200

Then you can type that in the chat box. What's a good reason to curse
that someone else? So why someone might be doing that.

241 "Brandy Allen" (3738465024)
00:42:33.450 --> 00:42:40.320
Fear frustration yeah, definitely.

242 "Brandy Allen" (3738465024)
00:42:40.320 --> 00:42:43.500
Maybe, they're angry, um.

243 "Brandy Allen" (3738465024)
00:42:44.095 --> 00:42:50.245
Maybe it's just how they talk. Right? Maybe it's just what they know. So,
they repeat that.

244 "Brandy Allen" (3738465024)
00:42:50.755 --> 00:43:02.695
Um, how about when people complain about food or groups or peers or
whatever they want to complain about? Why do you think people complain.

245 "Brandy Allen" (3738465024)
00:43:03.060 --> 00:43:09.450
Why did they have that junk behavior?

246 "Brandy Allen" (3738465024)
00:43:23.550 --> 00:43:31.230
Yeah, Charlie says discomfort and Wendy says it needs to need. That's
exactly right when we.

247 "Brandy Allen" (3738465024)
00:43:31.230 --> 00:43:38.850
When we have people assuming that we need to ignore junk behavior, um.

248 "Brandy Allen" (3738465024)
00:43:38.850 --> 00:43:43.975
We have another tool is much more effective than ignoring that behavior.

249 "Brandy Allen" (3738465024)
00:43:44.635 --> 00:43:58.825
It's called pivot and we think it should be used all the time because
jump behavior is happening all the time and it's really annoying and it
needs to be addressed in a very effective way. So, we're gonna talk about
pivot here shortly.

250 "Brandy Allen" (3738465024)
00:43:58.850 --> 00:44:10.230
Late, but when do, you're exactly right when you say that, that junk
behavior meets a need, if you think about the way behavior analysts look
at the function of behavior.

251 "Brandy Allen" (3738465024)
00:44:12.685 --> 00:44:26.515

A lot of times, you know, they're looking at the antecedent, or what happened before that behavior they're looking at the actual behavior and then they're looking at the consequence of that behavior.

252 "Brandy Allen" (3738465024)
00:44:26.785 --> 00:44:30.055
So the consequence might be that the individual gets.

253 "Brandy Allen" (3738465024)
00:44:30.230 --> 00:44:42.255
Tension they might get escape from whatever it is, they were not wanting to do, or they might gain some sense of control by using that coercive junk behavior.

254 "Brandy Allen" (3738465024)
00:44:43.425 --> 00:44:50.205
So, we're going to talk about pivot here shortly, but it is a really effective tool that can help you respond.

255 "Brandy Allen" (3738465024)
00:44:50.230 --> 00:45:04.140
And in a better way to jump behavior, and just to reiterate undesirable behavior is not junk behavior when that behavior.

256 "Brandy Allen" (3738465024)
00:45:04.140 --> 00:45:15.750
Causes physical damage to either oneself, others, property, or it's illegal. At that point. We always need to step in and intervene.

257 "Brandy Allen" (3738465024)
00:45:18.865 --> 00:45:33.685
Remember that junk behavior is often the precursor to serious behavior. And so when we see that junk behavior happening, if we can respond to it appropriately, hopefully we can prevent serious behavior.

258 "Brandy Allen" (3738465024)
00:45:34.705 --> 00:45:38.485
But this slide actually has a QR code about.

259 "Brandy Allen" (3738465024)
00:45:38.780 --> 00:45:40.440
The crisis planning.

260 "Brandy Allen" (3738465024)
00:45:41.425 --> 00:45:55.285
And so a safety crisis plan can help you identify, maybe some of those triggers or those junk behaviors that, in the past, have led to an escalation where intervention was needed.

261 "Brandy Allen" (3738465024)
00:45:56.395 --> 00:46:00.205
This QR code will give you some more information about those.

262 "Brandy Allen" (3738465024)

00:46:00.440 --> 00:46:13.845
Cycles and planning and setting up a safety crisis plan to help
individuals. Know. Okay, this is a precursor behavior to something that
might escalate into something bigger.

263 "Brandy Allen" (3738465024)
00:46:13.845 --> 00:46:19.455
So, how should I respond to that? To get the individual to de escalate.

264 "Brandy Allen" (3738465024)
00:46:20.010 --> 00:46:27.420
And or how should I respond to the individual if they are escalated how
can I get them to de escalate?

265 "Brandy Allen" (3738465024)
00:46:31.620 --> 00:46:37.915
And this next slide we have has information about the 908 8 number that
you can call here in Missouri.

266 "Brandy Allen" (3738465024)
00:46:37.915 --> 00:46:51.595
If you have serious behavior occurring or about to happen, you can call
this number and they will give you resources and assistance and support
for. and support for

267 "Brandy Allen" (3738465024)
00:46:51.620 --> 00:46:54.990
Or whatever crisis is happening at that moment.

268 "Brandy Allen" (3738465024)
00:46:59.220 --> 00:47:09.090
So, Here's some examples of those 4 categories of behavior that we've
been talking about. So significant behaviors.

269 "Brandy Allen" (3738465024)
00:47:09.090 --> 00:47:18.955
Again, those are the ones we really want to teach and encourage, because
they're going to help that person live a happy and healthier life, a more
independent life,

270 "Brandy Allen" (3738465024)
00:47:20.035 --> 00:47:27.925
and the more significant behaviors that an individual will have the less
likely we're going to see those problem behaviors.

271 "Brandy Allen" (3738465024)
00:47:29.215 --> 00:47:37.945
The just okay, behaviors remember, are usually those typical behaviors
for an age or function level,

272 "Brandy Allen" (3738465024)
00:47:38.695 --> 00:47:47.515
their behaviors that we expect the person may often do them and we might
take them for granted until they're not done.

273 "Brandy Allen" (3738465024)
00:47:48.765 --> 00:47:56.745
And if we continue to take to just okay behaviors for granted, we're
likely to see those behaviors decrease.

274 "Brandy Allen" (3738465024)
00:47:57.495 --> 00:48:04.845
The amount of times the person is doing them because we're missing
opportunities to encourage that desirable behavior.

275 "Brandy Allen" (3738465024)
00:48:11.820 --> 00:48:23.550
All right, and then we've hit on the Sirius and the junk behavior is
pretty good, but there's some good examples of Sirius and junk behavior.

276 "Brandy Allen" (3738465024)
00:48:23.550 --> 00:48:32.190
We're going to jump forward now into some fundamental facts that help us
understand behavior.

277 "Brandy Allen" (3738465024)
00:48:32.995 --> 00:48:47.935
The 1st 1, is that the behavior is always right given the person's
environments and history. Um, what this means is that we will probably
act the same way in a particular environment. Um.

278 "Brandy Allen" (3738465024)
00:48:48.300 --> 00:49:00.265
Based on what we've always done, like, what we've learned our learning
history, it's not that people choose to have undesirable behaviors.
They're not willfully being bad.

279 "Brandy Allen" (3738465024)
00:49:00.805 --> 00:49:08.275
Um, they're just doing what they've learned from experience what they've
watched others do or they.

280 "Brandy Allen" (3738465024)
00:49:08.300 --> 00:49:21.705
They're telling us that something is wrong in their world and we have to
understand that and then teach model and encourage the desirable
behaviors behaviors often,

281 "Brandy Allen" (3738465024)
00:49:21.705 --> 00:49:26.625
communicate what the person has learned to do in order to get what they
need.

282 "Brandy Allen" (3738465024)
00:49:34.320 --> 00:49:48.445
And so we also want to be sure that we don't look at the behaviors that
are happening and feel like individuals are just that's just their
personality. They're just born that way. They can't change.

283 "Brandy Allen" (3738465024)
00:49:49.375 --> 00:49:54.265
We're not likely to be successful in helping them change behavior. If we
think that.

284 "Brandy Allen" (3738465024)
00:49:54.320 --> 00:50:07.365
Way if we also have the view that behavior comes out of nowhere for no
apparent reason, then we're also probably not going to be successful and
helping them change that behavior.

285 "Brandy Allen" (3738465024)
00:50:08.055 --> 00:50:10.334
We really have to recognize that.

286 "Brandy Allen" (3738465024)
00:50:10.620 --> 00:50:18.270
As we've said earlier behavior is always about trying to meet a need and
along with that.

287 "Brandy Allen" (3738465024)
00:50:18.270 --> 00:50:31.285
Comes that person's experiences and history that tell them what has
worked in the past and what is probably going to work in the future based
on all of their past experiences.

288 "Brandy Allen" (3738465024)
00:50:33.985 --> 00:50:47.755
But if we, we can change that behavior, if we can recognize the behavior
with the right consequences, and we can adjust what's happening in that
environment to make changes.

289 "Brandy Allen" (3738465024)
00:50:47.755 --> 00:50:52.495
That will encourage more desirable behaviors to occur.

290 "Brandy Allen" (3738465024)
00:50:55.560 --> 00:51:08.815
So the 2nd fundamental fact is that consequences can strengthen or
weekend a behavior and the only way to know the effects of a consequence
is to see what happens to that behavior in the future.

291 "Brandy Allen" (3738465024)
00:51:09.505 --> 00:51:15.175
Um, we've talked a little bit about this already in that ABC model of
behavior.

292 "Brandy Allen" (3738465024)
00:51:15.560 --> 00:51:17.550
1st, um.

293 "Brandy Allen" (3738465024)
00:51:17.550 --> 00:51:29.095

Whether how we respond to a behavior can either strengthen that behavior and increase the likelihood that it's going to repeat in the future, or it can weaken that behavior.

294 "Brandy Allen" (3738465024)
00:51:30.385 --> 00:51:35.695
And it's just based on our response. That's why we use positive behavior supports.

295 "Brandy Allen" (3738465024)
00:51:37.135 --> 00:51:48.655
We've talked a little bit too, about how in our society, we have a tendency to use a negative punishment or consequences model in society.

296 "Brandy Allen" (3738465024)
00:51:48.955 --> 00:51:54.115
Like, we see that in almost everything in our penal system.

297 "Brandy Allen" (3738465024)
00:51:55.680 --> 00:52:05.730
I mean, even as parents, a lot of times we feel like there needs to be some kind of negative consequence in order for a lesson to be learned. Um.

298 "Brandy Allen" (3738465024)
00:52:05.995 --> 00:52:16.495
But we need to recognize that that we're sending effect that we usually try to give as a consequence doesn't always work in the way that we intended it to.

299 "Brandy Allen" (3738465024)
00:52:17.995 --> 00:52:25.675
And the only way that you can measure, whether your consequence is working is whether that behavior strengthens or weekend.

300 "Brandy Allen" (3738465024)
00:52:25.730 --> 00:52:29.280
In the future, depending on what you're wanting it to do.

301 "Brandy Allen" (3738465024)
00:52:33.840 --> 00:52:43.560
And the 3rd fundamental fact, it takes time for changes in the environment to change behavior. We want.

302 "Brandy Allen" (3738465024)
00:52:43.975 --> 00:52:50.665
And expect instant behavior change right? We want to we want our kids to listen the 1st time. We tell them.

303 "Brandy Allen" (3738465024)
00:52:52.555 --> 00:53:03.205
So, we often think that telling telling someone what you want them to do, or stop doing, or putting a plan in place that's going to immediately change that behavior.

304 "Brandy Allen" (3738465024)
00:53:03.560 --> 00:53:09.945
It's not true. Those behaviors took time to learn and develop and they
take time to change.

305 "Brandy Allen" (3738465024)
00:53:11.025 --> 00:53:20.265
We have to be consistent and persistent in using the same strategy to try
to change that behavior over time.

306 "Brandy Allen" (3738465024)
00:53:21.595 --> 00:53:34.165
And we need to be watching and observing and taking data on whether this
technique that we're using is working. If it is working, we want to keep
doing it. If it's not working.

307 "Brandy Allen" (3738465024)
00:53:34.195 --> 00:53:40.435
We probably want to tweak that technique or come up with a different plan
to try to ensure that we are changing.

308 "Brandy Allen" (3738465024)
00:53:40.610 --> 00:53:49.200
Behavior and the way that we want to.

309 "Brandy Allen" (3738465024)
00:53:49.200 --> 00:53:59.725
The 4th fundamental fact is that past behavior is the best predictor of
all future behavior again. We are creatures of habit as humans.

310 "Brandy Allen" (3738465024)
00:53:59.965 --> 00:54:09.055
I don't know about you, but when I'm in a class, I tend to sit in the
same seat, because it's comfortable. I drive the same.

311 "Brandy Allen" (3738465024)
00:54:09.200 --> 00:54:12.480
Out when I drive to work every every day.

312 "Brandy Allen" (3738465024)
00:54:12.480 --> 00:54:17.730
We get in these these routines and habits and.

313 "Brandy Allen" (3738465024)
00:54:17.730 --> 00:54:25.255
That's our past behavior, being a predictor of the future behavior when
we're trying to change behavior,

314 "Brandy Allen" (3738465024)
00:54:26.335 --> 00:54:37.645
just recognize that it's difficult for people to step out of those
routines and habits that they they've learned or that they've done for
the longest time. And.

315 "Brandy Allen" (3738465024)
00:54:37.730 --> 00:54:49.170
So, we also want to make sure that we're attempting to problem solve what obstacles we might see in changing behavior and try to prevent those as much as we can.

316 "Brandy Allen" (3738465024)
00:54:55.290 --> 00:55:07.045
And the 5th fundamental fact is that giving those negative or coercive consequences, usually results in more problems and more undesirable behaviors.

317 "Brandy Allen" (3738465024)
00:55:07.225 --> 00:55:14.515
We're gonna talk about this 1 a little more in depth as we get into the conversions and a couple of slides here.

318 "Brandy Allen" (3738465024)
00:55:15.585 --> 00:55:26.175
But as I've said, earlier, giving giving those negative and coercive punishments, we might see behavior change in the short term.

319 "Brandy Allen" (3738465024)
00:55:27.105 --> 00:55:34.305
But in the long term, we're seeing some effects from using that negative type of consequence.

320 "Brandy Allen" (3738465024)
00:55:38.455 --> 00:55:49.975
And our 6 fundamental fact in the long run behavior responds better to positive consequences. We need to recognize what is being done.

321 "Brandy Allen" (3738465024)
00:55:49.975 --> 00:55:57.715
Well, and we need to provide positive consequences as often as possible. Those 2 things are going to help, you.

322 "Brandy Allen" (3738465024)
00:55:57.740 --> 00:56:12.420
To increase the likelihood that you see those desirable behaviors repeated in the future, and they're going to increase your positive relationship with that individual overall.

323 "Brandy Allen" (3738465024)
00:56:12.420 --> 00:56:19.170
Um, just a quick little example here think about, um.

324 "Brandy Allen" (3738465024)
00:56:19.170 --> 00:56:33.265
In in the workplace, have you ever had a boss who was not so supportive who was kind of the I'm going to tell you what to do and you're gonna do it and and had the negative kind of punishing response.

325 "Brandy Allen" (3738465024)
00:56:33.715 --> 00:56:34.285
Um.

326 "Brandy Allen" (3738465024)
00:56:34.710 --> 00:56:37.800
And think about did you put in.

327 "Brandy Allen" (3738465024)
00:56:37.800 --> 00:56:44.520
100% every single day for that negative coercive boss.

328 "Brandy Allen" (3738465024)
00:56:44.520 --> 00:56:49.290
Maybe on the other side, you've had a more supportive.

329 "Brandy Allen" (3738465024)
00:56:49.675 --> 00:57:02.065
Reinforcing boss who recognize the things that you did well, who really
supported you who, who told you all the time what a great job you were
doing recognize what you were doing.

330 "Brandy Allen" (3738465024)
00:57:02.065 --> 00:57:06.145
Well, where you, you were probably a lot more likely to.

331 "Brandy Allen" (3738465024)
00:57:08.880 --> 00:57:12.240
You're probably a lot more likely to put in.

332 "Brandy Allen" (3738465024)
00:57:12.385 --> 00:57:18.205
More than a 100% for that boss, right? Because you felt depreciated and
you had a more positive relationship.

333 "Brandy Allen" (3738465024)
00:57:18.205 --> 00:57:28.915
So just remember that using these positive behavior supports in your
responses can really help improve relationships. relationships

334 "Brandy Allen" (3738465024)
00:57:33.925 --> 00:57:46.525
All right, so, as we use these universal positive approaches with
everyone, we know it's not really about trying to fix people and fix
their undesirable behaviors.

335 "Brandy Allen" (3738465024)
00:57:46.795 --> 00:57:53.605
It's more about increasing the quality of life by building those more
positive relationships with anyone you.

336 "Brandy Allen" (3738465024)
00:57:53.780 --> 00:58:07.725

In contact with, it could be your family. It could be. Your Co workers
could be your friends. Anyone you come in contact with. This is a
positive approach that you can use with everyone.

337 "Brandy Allen" (3738465024)
00:58:07.755 --> 00:58:08.955
It's universal.

338 "Brandy Allen" (3738465024)
00:58:12.625 --> 00:58:26.215
So do effectively change behaviors we always need to be teaching, finding
and paying more attention to those desirable behaviors. I kind of preach
this the whole way through that.

339 "Brandy Allen" (3738465024)
00:58:26.245 --> 00:58:31.975
We want to point out what people are doing well, and we want to reinforce
them.

340 "Brandy Allen" (3738465024)
00:58:32.030 --> 00:58:45.150
For that, right whether it's a significant desirable behavior or just
okay. Behavior, we want to be finding the things that they are doing
well, and recognizing them for it.

341 "Brandy Allen" (3738465024)
00:58:45.150 --> 00:58:59.850
And we want to make sure that we're recognizing the things they're doing
well, much more than we are pointing out things that they are doing that
are undesirable.

342 "Brandy Allen" (3738465024)
00:58:59.850 --> 00:59:07.620
So, as we think about that, what are some of those target behaviors that
we might want to focus on? Um.

343 "Brandy Allen" (3738465024)
00:59:07.620 --> 00:59:21.360
Usually their behaviors that we want to teach or increase or replace, and
we want to show people what the desirable behavior is, the alternative
behavior.

344 "Brandy Allen" (3738465024)
00:59:22.045 --> 00:59:33.655
That should be occurring, rather than the undesirable behavior. If we
have desirable behaviors happening by recognizing them we can strengthen
and increase those behaviors.

345 "Brandy Allen" (3738465024)
00:59:34.105 --> 00:59:41.335
Um, and we can, we can decrease those undesirable behaviors when we focus
on what to do.

346 "Brandy Allen" (3738465024)

00:59:41.360 --> 00:59:46.470
Instead of the undesirable behavior.

347 "Brandy Allen" (3738465024)
00:59:46.470 --> 00:59:51.960
Or we focus our attention on the more desirable behaviors.

348 "Brandy Allen" (3738465024)
00:59:51.960 --> 01:00:01.140
As, as you're trying to implement this in your lives.

349 "Brandy Allen" (3738465024)
01:00:01.585 --> 01:00:16.195
You want to think about why focusing only on undesirable behaviors leads
to poor outcomes if we're giving all of our time and attention to trying
to fix people's behaviors and pointing out what they're doing wrong.

350 "Brandy Allen" (3738465024)
01:00:16.615 --> 01:00:17.185
Um.

351 "Brandy Allen" (3738465024)
01:00:17.520 --> 01:00:26.305
We're not likely to see an increase of the desirable behaviors because
the most attention is being given to that undesirable behavior.

352 "Brandy Allen" (3738465024)
01:00:27.205 --> 01:00:35.095
Positive behavior support is about switching our focus to recognizing
what is being done. Well, um.

353 "Brandy Allen" (3738465024)
01:00:35.400 --> 01:00:39.870
And increasing those positive interactions that we have.

354 "Brandy Allen" (3738465024)
01:00:46.140 --> 01:00:57.625
So, let's talk about motivating desirable behavior. Sometimes the
impression people have positive practices is the idea that we're letting
them get away with things.

355 "Brandy Allen" (3738465024)
01:00:57.655 --> 01:01:05.995
If we don't give them a negative punishment in reality. What we're
focusing on is putting more emphasis.

356 "Brandy Allen" (3738465024)
01:01:06.705 --> 01:01:21.075
Either through our emotions, our words, our reactions and our attention,
we're focusing more on those desirable and healthy behaviors and if we
have to react to undesirable behavior,

357 "Brandy Allen" (3738465024)
01:01:21.375 --> 01:01:25.935

then the way that we will do this is to give it as little attention.

358 "Brandy Allen" (3738465024)
01:01:26.140 --> 01:01:33.060
As possible, so we'll keep our reactions and our emotion in our word short. Um.

359 "Brandy Allen" (3738465024)
01:01:33.060 --> 01:01:43.885
And avoid eye contact, if we can avoid touching them, we want to make sure that we, we are not reinforcing that undesirable behavior in any way.

360 "Brandy Allen" (3738465024)
01:01:44.305 --> 01:01:53.005
So we want to keep our reaction to that undesirable behavior short and sweet. And to the point. And then we really want to make sure.

361 "Brandy Allen" (3738465024)
01:01:53.060 --> 01:01:58.140
That were kind of over the top and recognizing the desirable things that are happening.

362 "Brandy Allen" (3738465024)
01:01:58.140 --> 01:02:09.240
And, like, I just said, you don't want to focus on the.

363 "Brandy Allen" (3738465024)
01:02:09.240 --> 01:02:16.008
On the undesirable or the inappropriate behaviors that you're wanting someone to stop. Instead you want.

364 "Brandy Allen" (3738465024)
01:02:16.000 --> 01:02:27.249
The focus on the desirable and healthy behaviors that you want the person to do. So, those replacement behaviors for the undesirable behavior.

365 "Brandy Allen" (3738465024)
01:02:28.084 --> 01:02:36.394
Remember our list that we made of behavior our focus was a lot more on negative behaviors, rather than positive behaviors.

366 "Brandy Allen" (3738465024)
01:02:36.634 --> 01:02:46.714
So we recognize that it's difficult to change your focus to the positive, but it is possible. It, it takes mindfulness.

367 "Brandy Allen" (3738465024)
01:02:47.249 --> 01:02:54.400
It takes commitment, but you will see huge improvements in your relationships. If you are able to do this.

368 "Brandy Allen" (3738465024)
01:02:59.045 --> 01:03:13.925

Just like this slide says changing behavior usually requires a change in your focus when you interact with them. And again, remember that that behavior change happens slowly over time.

369 "Brandy Allen" (3738465024)
01:03:14.195 --> 01:03:18.695
Sometimes you just see improvements. You're not going to see.

370 "Brandy Allen" (3738465024)
01:03:18.960 --> 01:03:26.005
Section and that's okay if you're better than where you started, that's a win. Right?

371 "Brandy Allen" (3738465024)
01:03:26.095 --> 01:03:38.725
And above all else, you have to be patient, not only with the behaviors that you're trying to change in others, but be patient with yourself in learning how to change your focus more towards the.

372 "Brandy Allen" (3738465024)
01:03:38.960 --> 01:03:48.280
Positive it's hard. It's really, really hard sometimes. And so, yeah, you just have to have patients all the way around.

373 "Brandy Allen" (3738465024)
01:03:49.775 --> 01:03:52.985
So, let's get into some of the conversions.

374 "Brandy Allen" (3738465024)
01:03:53.435 --> 01:04:05.165
These are those negative responses that we often use and we're going to talk about the effects that happen when we use those negative responses.

375 "Brandy Allen" (3738465024)
01:04:07.480 --> 01:04:19.180
So, coercion is typically a way that we punish others. We have a very coercive culture. We all.

376 "Brandy Allen" (3738465024)
01:04:19.180 --> 01:04:23.260
Use conversion, it's a cultural habit. Um.

377 "Brandy Allen" (3738465024)
01:04:23.260 --> 01:04:26.890
We're not picking on anybody. It's a problem for everybody.

378 "Brandy Allen" (3738465024)
01:04:26.890 --> 01:04:31.330
Um, and even though we may not realize it or plan it.

379 "Brandy Allen" (3738465024)
01:04:31.745 --> 01:04:46.025

We're doing, we're using that conversion to try to make someone's behavior stop and the more each of us can avoid conversion. The more all of us will be better off because we're all more focused on the positive.

380 "Brandy Allen" (3738465024)
01:04:49.175 --> 01:04:57.485
So, I'm going to give you a few examples of how our society is coercive, just our culture in general.

381 "Brandy Allen" (3738465024)
01:04:57.695 --> 01:05:06.245
And then I'd like you to think about what are some of the ways that our society is coercive that we're just built around.

382 "Brandy Allen" (3738465024)
01:05:06.330 --> 01:05:20.575
Is this model of negative punishment for example let's say speeding tickets. We, we never get stopped for going the speed limit. Right? We don't get recognized for doing the right thing.

383 "Brandy Allen" (3738465024)
01:05:20.755 --> 01:05:26.305
We get stopped when we break the law and we're speeding and we get a ticket. Can you guys.

384 "Brandy Allen" (3738465024)
01:05:26.330 --> 01:05:36.880
Think of any other ways, like, just in society in our culture of how we use that, that negative coercive model of punishment.

385 "Brandy Allen" (3738465024)
01:06:29.505 --> 01:06:36.855
Any examples, um, another 1 might be when we're when someone is late to work and they get.

386 "Brandy Allen" (3738465024)
01:06:36.880 --> 01:06:42.969
Docked pay, so they get that negative consequence of being late to work.

387 "Brandy Allen" (3738465024)
01:06:51.099 --> 01:06:54.849
Well, you guys are thinking and typing there. Um.

388 "Brandy Allen" (3738465024)
01:06:55.714 --> 01:07:08.674
Just recognize that as a culture we've been coercive for a very long time. It's very ingrained in what we do and it seems very natural and that's why it's really hard to change.

389 "Brandy Allen" (3738465024)
01:07:08.704 --> 01:07:14.554
And it takes some real effort and continued efforts improving and.

390 "Brandy Allen" (3738465024)

01:07:14.849 --> 01:07:24.639
To change our way of thinking to this positive behavior support where it's not punishing, but it's recognizing the positive.

391 "Brandy Allen" (3738465024)
01:07:28.389 --> 01:07:40.414
So, Charlie, put in the chat box here, having to pay extra fees when he pays bills late. Yeah that 1 is yeah, definitely a coercive negative consequence.

392 "Brandy Allen" (3738465024)
01:07:41.914 --> 01:07:48.364
Or, like, yeah, Wendy says when someone is talking in class and they get written up, or they.

393 "Brandy Allen" (3738465024)
01:07:48.389 --> 01:07:59.829
Get a detention, they get that negative consequence for talking in class. Yeah. Like, we see it especially in the school system in the legal system. Very punishing.

394 "Brandy Allen" (3738465024)
01:08:03.694 --> 01:08:17.104
So, when we try to teach others by punishing them, we're actually corroding the relationship that we have with them. We're not teaching the behavior that we want. We're not showing them a replacement behavior.

395 "Brandy Allen" (3738465024)
01:08:18.124 --> 01:08:23.014
We're just we're really just modeling behaviors that.

396 "Brandy Allen" (3738465024)
01:08:23.099 --> 01:08:34.704
We don't want we're motivating and teaching behaviors we don't want I always think about the example of little kiddos when they play house, you know, like 4 or 5,

397 "Brandy Allen" (3738465024)
01:08:34.704 --> 01:08:43.044
and they like to play house and they might take their baby doll and say oh, you've been so bad and they'll spank their baby doll. Well.

398 "Brandy Allen" (3738465024)
01:08:43.099 --> 01:08:54.249
That's what they were taught when they received this thinking, is that that punishment is what we do when someone does something bad.

399 "Brandy Allen" (3738465024)
01:08:54.814 --> 01:09:09.124
We, we need to recognize that by changing our focus to this more positive behavior, support model. We will see better outcomes.

400 "Brandy Allen" (3738465024)
01:09:10.509 --> 01:09:20.409

With our with everyone that we come into contact with, we're going to see more positive relationships. Another example might be, uh.

401 "Brandy Allen" (3738465024)
01:09:20.409 --> 01:09:30.579
If you think about our legal system, the juvenile justice system, and, and the Department of corrections, we see 70% or more of people.

402 "Brandy Allen" (3738465024)
01:09:30.579 --> 01:09:41.769
Who have a recidivism rate, they end up back in the same place. So that is telling us that our negative model of consequence is not.

403 "Brandy Allen" (3738465024)
01:09:41.769 --> 01:09:45.069
Changing anyone's behavior, um.

404 "Brandy Allen" (3738465024)
01:09:45.664 --> 01:09:58.774
You see, positive behavior supports they've started in the school wide system and schools that we're able to implement that have seen huge improvements and their students having better outcomes,

405 "Brandy Allen" (3738465024)
01:09:59.434 --> 01:10:04.924
higher graduation rates, fewer office referrals or suspensions.

406 "Brandy Allen" (3738465024)
01:10:05.069 --> 01:10:15.744
Better academic performance, and that there's more time actually being able to be spent teaching versus having to react to undesirable behavior.

407 "Brandy Allen" (3738465024)
01:10:16.614 --> 01:10:25.044
So positive behavior supports can really, really change how you interact with others and it can help you change behavior.

408 "Brandy Allen" (3738465024)
01:10:25.069 --> 01:10:31.239
Of others.

409 "Brandy Allen" (3738465024)
01:10:31.239 --> 01:10:37.599
So, let's talk a little bit about the word discipline. Discipline is a word that.

410 "Brandy Allen" (3738465024)
01:10:37.599 --> 01:10:52.089
Usually comes across as kind of negative, right? We, we usually think of discipline, meaning some type of strict punishment or negative consequences, but actually the word discipline.

411 "Brandy Allen" (3738465024)
01:10:52.564 --> 01:10:54.814

It means something that is taught.

412 "Brandy Allen" (3738465024)
01:10:55.024 --> 01:11:09.814
So, like, math, science and English are disciplines if we are using
punishment as our discipline, what are we actually teaching modeling and
motivating others to do?

413 "Brandy Allen" (3738465024)
01:11:10.384 --> 01:11:10.864
Um.

414 "Brandy Allen" (3738465024)
01:11:11.199 --> 01:11:18.879
We're not motivating them in doing those desirable behaviors. We're
motivating them to.

415 "Brandy Allen" (3738465024)
01:11:18.879 --> 01:11:28.149
Continue this negative punishment model, right? We're motivating them to
continue to use conversion. Um.

416 "Brandy Allen" (3738465024)
01:11:29.524 --> 01:11:34.114
We're going to look at some of the examples of those 10 conversions.

417 "Brandy Allen" (3738465024)
01:11:34.114 --> 01:11:48.124
We've talked about over the next few slides and then we're also going to
be talking about that pivot tool that we can use to help us respond to
junk behavior coming up here in just a little.

418 "Brandy Allen" (3738465024)
01:11:48.149 --> 01:11:52.629
Bet.

419 "Brandy Allen" (3738465024)
01:11:54.064 --> 01:12:07.324
So, this is just an overview slide of the 10 examples of common
conversions that we all use as we go through and get a little deeper into
what these look like.

420 "Brandy Allen" (3738465024)
01:12:07.384 --> 01:12:12.574
I want you to be thinking about which ones really resonate with you as.

421 "Brandy Allen" (3738465024)
01:12:12.629 --> 01:12:23.694
I said earlier we are all human. We're all coercive. I know I have a
couple of favorites on this list that are might fall backs that I use
more frequently than others.

422 "Brandy Allen" (3738465024)
01:12:24.084 --> 01:12:32.574

Um, so, as we talk about them, just be thinking about which ones maybe you have a tendency to fall back on and then we'll share when we get done going.

423 "Brandy Allen" (3738465024)
01:12:32.629 --> 01:12:36.939
For each of these.

424 "Brandy Allen" (3738465024)
01:12:36.939 --> 01:12:50.974
So, the 1st, conversion is questioning, this is when you are asking an individual questions that you don't want answered, you're just asking questions to make them feel to make them feel bad.

425 "Brandy Allen" (3738465024)
01:12:51.154 --> 01:12:56.674
Makes them feel guilty or dumb just basically.

426 "Brandy Allen" (3738465024)
01:12:57.204 --> 01:13:11.424
You're just trying to make them feel bad. I think about, as your kiddo comes in late from curfew and you ask all those questions. Where have you been? Didn't you have a phone? Why didn't you call?

427 "Brandy Allen" (3738465024)
01:13:12.084 --> 01:13:15.834
I can't believe you, you've done this, you know, what were you doing?

428 "Brandy Allen" (3738465024)
01:13:16.809 --> 01:13:30.069
All of those kinds of questions that you just kind of fire at them rapid response and you don't want them to respond to any of the questions. You're just saying them to make them feel bad. So yeah.

429 "Brandy Allen" (3738465024)
01:13:36.124 --> 01:13:45.634
And then the 2nd, coercion that we have here is arguing, I'm sure we're all familiar with arguing. It's basically trying to convince someone else.

430 "Brandy Allen" (3738465024)
01:13:45.849 --> 01:13:55.449
That your point of view, or a different point of view is better than how they are thinking we have to remember that it takes 2 to argue.

431 "Brandy Allen" (3738465024)
01:13:55.449 --> 01:14:05.199
Um, and yet we will say things to our kids. Like, are you arguing with me when we are, you know, obviously.

432 "Brandy Allen" (3738465024)
01:14:05.199 --> 01:14:08.859
Know, joining into the argument there.

433 "Brandy Allen" (3738465024)
01:14:10.564 --> 01:14:23.764
When we argue with someone, we're often being coercive, like, in our tone
of voice and the questions that we're asking were belittling the other
person and how they might think.

434 "Brandy Allen" (3738465024)
01:14:25.144 --> 01:14:28.684
And when we argue we're likely not motivating that.

435 "Brandy Allen" (3738465024)
01:14:28.859 --> 01:14:35.559
Your person to come onto your side in the way that you think we're really
just kind of making them feel bad.

436 "Brandy Allen" (3738465024)
01:14:36.364 --> 01:14:51.214
We often argue with our kids, we argue with developmentally delayed
sometimes we argue with our spouses or significant others. Do you guys
ever feel like you win the argument.

437 "Brandy Allen" (3738465024)
01:14:51.459 --> 01:14:55.089
When you argue with others.

438 "Brandy Allen" (3738465024)
01:14:55.089 --> 01:15:01.894
I know I don't because usually, after an argument, I feel bad. The other
person feels bad.

439 "Brandy Allen" (3738465024)
01:15:02.194 --> 01:15:14.824
We really just worse into our relationship by having this argument and
we, we didn't come to a compromise and no, 1 changed their viewpoint. So
arguing is considered a coercion.

440 "Brandy Allen" (3738465024)
01:15:15.089 --> 01:15:21.159
It's 1 of those that we should definitely try to avoid.

441 "Brandy Allen" (3738465024)
01:15:22.054 --> 01:15:28.624
At our next conversion is sarcasm more teasing this would be 1 of my
favorites.

442 "Brandy Allen" (3738465024)
01:15:28.894 --> 01:15:41.074
And I really think that in our society we value sarcasm as as, like, a
quick wit and we find it funny. But sarcasm is where you say.

443 "Brandy Allen" (3738465024)
01:15:41.159 --> 01:15:46.734
The opposite of what you mean, where you make fun of someone either
maliciously or playfully.

444 "Brandy Allen" (3738465024)
01:15:47.184 --> 01:16:01.074
A couple of the problems with sarcasm are that you're being insincere when you use sarcasm, you're often trying to humiliate the other person in some way like, to.

445 "Brandy Allen" (3738465024)
01:16:01.159 --> 01:16:06.464
To make fun or point out what they've done wrong in that playful way.

446 "Brandy Allen" (3738465024)
01:16:07.154 --> 01:16:21.044
A lot of times if you're using sarcasm with an individual who may not have a high level of functioning, they're taking you at face value for what you're saying. And so they don't understand the social.

447 "Brandy Allen" (3738465024)
01:16:21.159 --> 01:16:31.299
You of sarcasm and they, they believe everything that you're saying. So they're taking, you know, maybe you're making fun of them, but they're taking it as a compliment.

448 "Brandy Allen" (3738465024)
01:16:33.274 --> 01:16:41.134
We just, we really want to try to avoid sarcasm. It's something that can worse in our relationship with others.

449 "Brandy Allen" (3738465024)
01:16:41.164 --> 01:16:51.034
It's often disrespectful or includes, like, body language or a tone of voice that can hurt others, or it can be confusing or misunderstood.

450 "Brandy Allen" (3738465024)
01:16:51.594 --> 01:17:03.504
So we want to avoid sarcasm as much as possible and I know this one's really difficult because, as I said, I think, societally. We, we use sarcasm a lot and we value sarcasm.

451 "Brandy Allen" (3738465024)
01:17:08.434 --> 01:17:14.554
The next version that we're gonna talk about is force force can be verbal or physical.

452 "Brandy Allen" (3738465024)
01:17:15.424 --> 01:17:25.264
Sometimes it's both but it's basically making a person do something that they don't want to do with significant actions. Um.

453 "Brandy Allen" (3738465024)
01:17:26.074 --> 01:17:33.394
Verbal aggression, verbal force is usually loud and close it.

454 "Brandy Allen" (3738465024)

01:17:33.454 --> 01:17:45.394
It puts people in that control model of like, you being over the other person as you're forcefully, verbally yelling at them or maybe even you're physically.

455 "Brandy Allen" (3738465024)
01:17:45.569 --> 01:17:55.779
Moving them somewhere that they don't want to go physical force can be seen as abuse, and it will be dealt within the system. Um.

456 "Brandy Allen" (3738465024)
01:17:56.284 --> 01:18:03.034
We do recommend that if there's any type of physical force being used in the work environment,

457 "Brandy Allen" (3738465024)
01:18:03.064 --> 01:18:15.604
that there be training of crisis management techniques so that we can make sure that those are being done in a safe manner. And the context of that situation.

458 "Brandy Allen" (3738465024)
01:18:15.804 --> 01:18:24.504
Also be observed to make sure that it's not falling on to the side of abuse. So, verbal force, physical force.

459 "Brandy Allen" (3738465024)
01:18:24.744 --> 01:18:35.484
The examples I usually use for these 2 verbal force is me telling my daughter, they'll do the dishes. I just gave her a directive um.

460 "Brandy Allen" (3738465024)
01:18:35.804 --> 01:18:46.904
Maybe she doesn't want to do the dishes, but I just told her that she needs to go do the dishes and when she doesn't do the dishes, maybe I tell her that she needs to go to her room.

461 "Brandy Allen" (3738465024)
01:18:47.264 --> 01:18:54.644
And when she refuses, I take her arm, and I physically walk her back to her room. That would be physical force.

462 "Brandy Allen" (3738465024)
01:18:55.354 --> 01:19:10.354
So just examples, it doesn't always have to fall into that escalated side of the abuse. It's really just giving a directive without letting that person have a choice or it's physically making them do something that they don't want to do.

463 "Brandy Allen" (3738465024)
01:19:14.524 --> 01:19:22.504
And then we have threats, so threats are when we are pointing out all the bad things that will happen,

464 "Brandy Allen" (3738465024)
01:19:22.804 --> 01:19:33.934
if this person doesn't follow through with what you've asked them to do
if they don't stop this undesirable behavior, we're basically just
threatening them with all of.

465 "Brandy Allen" (3738465024)
01:19:34.019 --> 01:19:46.914
Bad things that might happen. The problem with with threads is that we're
not reminding individuals of what positive events or positive
consequences could happen.

466 "Brandy Allen" (3738465024)
01:19:47.784 --> 01:19:52.854
If they were to have the desirable behavior instead of the undesirable
behavior.

467 "Brandy Allen" (3738465024)
01:19:54.579 --> 01:20:07.714
And so often when we use threats, they're done on the spur of the moment,
they're not thought out and honestly, when we throw out threats, usually
there's something that would make our life more difficult.

468 "Brandy Allen" (3738465024)
01:20:07.744 --> 01:20:14.464
If we were to follow through with them and carry them out. Because it was
just a, a response like a quick.

469 "Brandy Allen" (3738465024)
01:20:14.579 --> 01:20:17.979
Reaction rather than that planned response.

470 "Brandy Allen" (3738465024)
01:20:19.534 --> 01:20:33.993
There are more effective and positive ways of reminding people about the
consequences of their actions by focusing on the good things that could
happen if they met the expectation or if they did what was

471 "Brandy Allen" (3738465024)
01:20:33.993 --> 01:20:34.954
necessary.

472 "Brandy Allen" (3738465024)
01:20:35.649 --> 01:20:48.759
I'm sure you all can think of some threats that that you have heard, or
made to your children. If your parents do you guys have any examples.

473 "Brandy Allen" (3738465024)
01:20:48.759 --> 01:20:52.539
Like, a threat that you might have heard, or given.

474 "Brandy Allen" (3738465024)
01:21:01.569 --> 01:21:11.049
Okay.

475 "Brandy Allen" (3738465024)
01:21:18.364 --> 01:21:28.684
Or, at least says, threaten, not to go to a desired activity if their
room isn't clean. Yeah, exactly. Like, you're not going to get to go to
your friend's house and you don't get that room clean.

476 "Brandy Allen" (3738465024)
01:21:29.019 --> 01:21:32.199
Exactly. Making those threats.

477 "Brandy Allen" (3738465024)
01:21:32.199 --> 01:21:39.759
When we could turn it around and put it more positively of as soon as
your room was cleaned, you get to go to your friend's house.

478 "Brandy Allen" (3738465024)
01:21:39.759 --> 01:21:47.469
Right. Instead of making it a threat, we can turn it around and let them
know what good thing is going to happen when they meet that expectation.

479 "Brandy Allen" (3738465024)
01:21:51.574 --> 01:22:03.094
All right, another coercion that we often use this criticism, and this 1
is often done in the form of trying to teach someone how to do something.

480 "Brandy Allen" (3738465024)
01:22:04.144 --> 01:22:10.774
What we're actually doing is that we're telling them we don't like how
they are doing that task. We're letting them.

481 "Brandy Allen" (3738465024)
01:22:10.859 --> 01:22:22.449
Know that they need to do it in a different way and a lot of times we're
making sure that they're doing it in the way that we think it should be
done. Um, so when we do that, it.

482 "Brandy Allen" (3738465024)
01:22:23.884 --> 01:22:35.464
And I'm sure you guys have had this example of, you know, maybe even your
kids or or even my husband like, if I have asked them to do something,
and it wasn't done to my expectation.

483 "Brandy Allen" (3738465024)
01:22:35.944 --> 01:22:42.364
And so I might criticize him and tell him how I do it, but that comes
across coercively.

484 "Brandy Allen" (3738465024)
01:22:42.449 --> 01:22:47.379
Some better ways to.

485 "Brandy Allen" (3738465024)
01:22:47.379 --> 01:23:00.129

Help someone get things done in the manner. That would be the most desirable. You might say something like I got a suggestion that could help, or I think I might have a better solution.

486 "Brandy Allen" (3738465024)
01:23:00.129 --> 01:23:09.819
Or maybe say something like, you know, the other day, someone told me that this might work and then you share whatever that was.

487 "Brandy Allen" (3738465024)
01:23:09.819 --> 01:23:18.579
So, remember with criticism, you need to use a positive tone of voice and body language.

488 "Brandy Allen" (3738465024)
01:23:18.874 --> 01:23:32.014
When we're when we're telling someone how to do something with that harsh or exasperated tone, while we're rolling our eyes and saying, we're probably gonna get a negative response from that individual. Right?

489 "Brandy Allen" (3738465024)
01:23:33.124 --> 01:23:36.244
Just remember that criticism. It's not.

490 "Brandy Allen" (3738465024)
01:23:36.754 --> 01:23:45.124
It's not always our intention to criticize, but it can come across that way and it does worse in your relationship with the individual.

491 "Brandy Allen" (3738465024)
01:23:45.634 --> 01:23:56.254
If you can make sure that when you're trying to help them or support them, that you're doing it in a more positive way, you're likely to see that more desirable.

492 "Brandy Allen" (3738465024)
01:23:56.519 --> 01:24:11.124
In the future, and not escalate the situation and then we have the conversion of despair and this is when you say an act, like,

493 "Brandy Allen" (3738465024)
01:24:11.124 --> 01:24:14.934
you don't know what to do, you're giving up, you're hopeless.

494 "Brandy Allen" (3738465024)
01:24:17.194 --> 01:24:19.414
This is also 1 of my favorites.

495 "Brandy Allen" (3738465024)
01:24:19.924 --> 01:24:33.544
I use this 1 with my, my youngest daughter a lot, and she has learned that and so we just are in a big cycle now of where I ask her to do something she doesn't do it. I despair.

496 "Brandy Allen" (3738465024)
01:24:33.544 --> 01:24:36.454
And do it myself and then she got exactly.

497 "Brandy Allen" (3738465024)
01:24:36.479 --> 01:24:49.524
What she wanted so it doesn't work you're, you're not showing the
commitment to follow through and help this individual, change their
behavior.

498 "Brandy Allen" (3738465024)
01:24:50.874 --> 01:24:56.364
You really you really want to make sure that you are motivating that
person to do the right thing.

499 "Brandy Allen" (3738465024)
01:24:56.479 --> 01:25:10.184
To do better and when you use despair, you basically just give up and
say, oh, there's no way that you're ever going to do that. I know. So,
I'm just going to do it myself or it's not even worth trying with you.

500 "Brandy Allen" (3738465024)
01:25:11.144 --> 01:25:16.214
So, you're, you're telling them that they're not worth your time and
effort um.

501 "Brandy Allen" (3738465024)
01:25:16.479 --> 01:25:24.039
And so it that often makes them want to give up on themselves too,
because you've given them the message that they're not worth it.

502 "Brandy Allen" (3738465024)
01:25:30.459 --> 01:25:45.004
Another coercion is lecture and logic. This is where you talk about, what
should be done you talk too much. You repeat something. The person
already knows. This is my husband's favorite coercion.

503 "Brandy Allen" (3738465024)
01:25:45.394 --> 01:25:50.224
He tries to use all of his experience and wisdom to tell our.

504 "Brandy Allen" (3738465024)
01:25:50.459 --> 01:26:00.249
What they should be doing, um, and it goes in 1 ear and out the other,
because they are not listening.

505 "Brandy Allen" (3738465024)
01:26:00.249 --> 01:26:11.619
You know, this is just where you talk and talk with them and you tell
them what they should do they get mad? They get frustrated. They stop
listening to you.

506 "Brandy Allen" (3738465024)
01:26:12.694 --> 01:26:26.764

The best recommendation, if you want to try to teach someone something different, is to keep your teaching short and sweet and to teach, by example, modeling the behavior that you want to see,

507 "Brandy Allen" (3738465024)
01:26:26.764 --> 01:26:31.564
and others just talking at them and trying to get them to learn from.

508 "Brandy Allen" (3738465024)
01:26:31.619 --> 01:26:39.309
Your experiences is not always effective and generally not because they have tuned you out.

509 "Brandy Allen" (3738465024)
01:26:43.269 --> 01:26:55.089
And then we have taking away, this is where you limit access to, or remove things or privileges that the individual values. Um.

510 "Brandy Allen" (3738465024)
01:26:55.804 --> 01:27:01.324
Even when this is planned and you're using good body language, it,

511 "Brandy Allen" (3738465024)
01:27:01.504 --> 01:27:15.064
it creates a worsening it creates again that power struggle of you having control over this other person and their items and things that they value. And so that.

512 "Brandy Allen" (3738465024)
01:27:15.089 --> 01:27:24.339
What makes it coercive when you take away things you, you're often taking away. Um.

513 "Brandy Allen" (3738465024)
01:27:24.339 --> 01:27:39.094
What are basic rights for people especially as we talk about serving developmentally disabled a lot of times when we use take away as punishment or consequence we're violating that person's rights.

514 "Brandy Allen" (3738465024)
01:27:39.874 --> 01:27:42.694
And so we want to make sure that.

515 "Brandy Allen" (3738465024)
01:27:42.999 --> 01:27:51.699
Um, we're, we're cognizant of that, and that we're not taking away things that, um.

516 "Brandy Allen" (3738465024)
01:27:51.699 --> 01:27:55.239
That are a basic right of this person.

517 "Brandy Allen" (3738465024)
01:27:55.239 --> 01:28:04.119

And often, when we use take away, there's not a real connection in that individual understanding that their behavior.

518 "Brandy Allen" (3738465024)
01:28:04.119 --> 01:28:15.729
Caused the removal of this privilege or this item again, they're looking at it as something that you did to them. It's, it's that control factor again.

519 "Brandy Allen" (3738465024)
01:28:15.729 --> 01:28:26.769
So, a better way to, to use something similar to take away and to decrease problem behavior.

520 "Brandy Allen" (3738465024)
01:28:26.769 --> 01:28:41.554
Is to set up an arrangement that we call set expectations where you put the power in the hands of the individual to either earn, or not earn this consequence this item or this privilege.

521 "Brandy Allen" (3738465024)
01:28:41.584 --> 01:28:43.113
Right? Um.

522 "Brandy Allen" (3738465024)
01:28:43.449 --> 01:28:50.349
We want to make sure that it's not us imposing the consequence to the person, but.

523 "Brandy Allen" (3738465024)
01:28:50.349 --> 01:28:58.629
Rather, whether or not, they manage their own behavior, admit the expectation and then they earn this extra thing, right?

524 "Brandy Allen" (3738465024)
01:28:58.629 --> 01:29:05.199
Um, let's see here.

525 "Brandy Allen" (3738465024)
01:29:06.184 --> 01:29:20.704
So usually, if you're going to use that set expectation tool, you need to have a plan in place, and you need to be talking about the teaching strategies that you might need to use to replace that undesirable behavior.

526 "Brandy Allen" (3738465024)
01:29:21.124 --> 01:29:25.174
And talk about the positive strategies that you can use.

527 "Brandy Allen" (3738465024)
01:29:25.199 --> 01:29:28.809
To encourage the more desirable behavior.

528 "Brandy Allen" (3738465024)

01:29:28.809 --> 01:29:35.709
But this is another 1 of those conversions that we often use.

529 "Brandy Allen" (3738465024)
01:29:35.709 --> 01:29:45.609
And then the last coercion that we have to talk about is talking about a person's bad behavior with the person present. Um.

530 "Brandy Allen" (3738465024)
01:29:45.609 --> 01:29:56.674
I think we do this a lot, especially in work environments where we have, like, a shift change and we have to update the next shift on what's happened during the day.

531 "Brandy Allen" (3738465024)
01:29:57.394 --> 01:30:05.074
It's where we talk about, maybe the undesirable behaviors that a person had, where they can hear you.

532 "Brandy Allen" (3738465024)
01:30:05.609 --> 01:30:10.509
To try to avoid that as much as possible again, it's, it's.

533 "Brandy Allen" (3738465024)
01:30:10.509 --> 01:30:24.274
It's kind of that control dynamic of your, you know, you're telling this other person all the bad things that this individual did during the day. It's disrespectful. It's putting them down.

534 "Brandy Allen" (3738465024)
01:30:24.274 --> 01:30:27.124
It's hurting your relationship. Um.

535 "Brandy Allen" (3738465024)
01:30:27.429 --> 01:30:37.599
It's something that we really want to avoid as much as possible. We don't want to talk about those problems situations in front of that person.

536 "Brandy Allen" (3738465024)
01:30:37.599 --> 01:30:48.904
If you have to we want to do it in a non coercive way where we just recognize that that behavior is always right for an individual.

537 "Brandy Allen" (3738465024)
01:30:48.904 --> 01:30:57.574
Right that fundamental fact, which means that, you know, given their history and their, their past behavior.

538 "Brandy Allen" (3738465024)
01:30:57.599 --> 01:31:08.169
This is something that they have learned, and this is how they behaved. So we want to be non judgemental, non emotional about that undesirable behavior.

539 "Brandy Allen" (3738465024)
01:31:08.169 --> 01:31:12.964
To reduce the likelihood that that undesirable behavior might escalate.

540 "Brandy Allen" (3738465024)
01:31:13.444 --> 01:31:27.934
I have been in a situation where we had a shift change, and 1 staff
member was talking about the undesirable behaviors of an individual while
the individual could hear. And that ended up.

541 "Brandy Allen" (3738465024)
01:31:28.169 --> 01:31:41.709
Escalating into a physical altercation where police had to be involved.
Um, and it all could have been avoided. Had we not done that conversation
where the individual could hear.

542 "Brandy Allen" (3738465024)
01:31:41.709 --> 01:31:46.749
So this is another 1 of those conversions we want to try to avoid.

543 "Brandy Allen" (3738465024)
01:31:46.749 --> 01:31:54.879
Okay, so that was our 10 conversions and that was a lot of me talking.
Um.

544 "Brandy Allen" (3738465024)
01:31:54.879 --> 01:32:03.874
So, as we went through that list of 10, I'm going to go back to the slide
that has all of them listed.

545 "Brandy Allen" (3738465024)
01:32:03.964 --> 01:32:12.034
Can you guys put in the chat box which ones might be your go to's the
ones that you have a tendency to fall back on.

546 "Brandy Allen" (3738465024)
01:32:12.369 --> 01:32:16.989
Again, minor sarcasm and despair.

547 "Brandy Allen" (3738465024)
01:32:25.054 --> 01:32:25.204
Hello.

548 "Brandy Allen" (3738465024)
01:32:44.969 --> 01:32:59.019
Charlie says threat and sarcasm or his go twos.

549 "Brandy Allen" (3738465024)
01:32:59.019 --> 01:33:04.449
Does anyone else have.

550 "Brandy Allen" (3738465024)
01:33:04.449 --> 01:33:09.249
Once that kind of speak to you that, you know, you use often.

551 "Brandy Allen" (3738465024)
01:33:18.879 --> 01:33:27.459
Wendy says she's been reading sarcasm out of her world. That's awesome. I
love that.

552 "Brandy Allen" (3738465024)
01:33:27.459 --> 01:33:38.409
Oh, and I used to be the most sarcastic person and since I have started
using these tools of choice in my life, like, I.

553 "Brandy Allen" (3738465024)
01:33:38.409 --> 01:33:42.249
Yeah, I don't use sarcasm nearly as much.

554 "Brandy Allen" (3738465024)
01:33:45.999 --> 01:33:49.239
And I have seen huge effects from not using it.

555 "Brandy Allen" (3738465024)
01:33:59.824 --> 01:34:09.844
Chelsea says taking away taking way toys when her son has negative
behaviors and sarcasm. Yes. I'm also guilty of taking away.

556 "Brandy Allen" (3738465024)
01:34:11.044 --> 01:34:19.324
I kind of stopped when I realized that it, it really wasn't that
effective. Like, I've used take away multiple times for the multiple.

557 "Brandy Allen" (3738465024)
01:34:19.349 --> 01:34:26.319
Same behaviors, and I wasn't seeing a change and so I kind of just got
away from using it.

558 "Brandy Allen" (3738465024)
01:34:26.319 --> 01:34:33.609
But, yeah, thank you guys for sharing those. I appreciate that.

559 "Brandy Allen" (3738465024)
01:34:33.609 --> 01:34:38.379
Let's talk a little bit about the effects of coercion. Um.

560 "Brandy Allen" (3738465024)
01:34:38.704 --> 01:34:49.564
Basically, when we use coercion, it ages us. What we see from the people
we're being coercive with. We will see them try to avoid us.

561 "Brandy Allen" (3738465024)
01:34:49.924 --> 01:34:54.574
We will see them try to get even with us or we will see them try to
escape.

562 "Brandy Allen" (3738465024)
01:34:57.099 --> 01:35:02.499

When we use those coercive behaviors, um.

563 "Brandy Allen" (3738465024)
01:35:02.499 --> 01:35:17.164
We are giving a socially mediated punishment basically, where, you know,
I talked about that control issue where someone who who's giving a
consequence or imposing authority over someone else.

564 "Brandy Allen" (3738465024)
01:35:17.854 --> 01:35:22.234
That's not the natural result of behavior. And and that.

565 "Brandy Allen" (3738465024)
01:35:22.499 --> 01:35:28.479
1st of consequence that is delivered, it becomes part of our relationship
with the other person.

566 "Brandy Allen" (3738465024)
01:35:28.479 --> 01:35:36.549
So, it makes our relationships worse because we have this control dynamic
between us right?

567 "Brandy Allen" (3738465024)
01:35:39.484 --> 01:35:54.184
We want to try to use natural punishments as much as possible because
natural punishments can weaken or decrease the frequency of the behavior
without us having to mediate some type of negative

568 "Brandy Allen" (3738465024)
01:35:54.184 --> 01:35:55.414
punishment.

569 "Brandy Allen" (3738465024)
01:35:57.814 --> 01:36:12.034
Have you have you guys seen that where, like, the natural consequences
that happen can be more effective than any behavior that we, or any
punishment that we might impose on someone.

570 "Brandy Allen" (3738465024)
01:36:14.619 --> 01:36:20.859
I'm trying to think a lot of times I tried to let my kids fail. Um.

571 "Brandy Allen" (3738465024)
01:36:20.944 --> 01:36:32.944
As much as possible, because I feel like they really learn more from that
natural consequence than they do from me either lecture and lodging them
or, you know,

572 "Brandy Allen" (3738465024)
01:36:32.974 --> 01:36:40.834
just trying to get them to do it the way I would do it. You know,
sometimes it's easier to just let them fail and.

573 "Brandy Allen" (3738465024)

01:36:40.859 --> 01:36:52.119
To recognize in those naturally occurring consequences that, hey, maybe
maybe I shouldn't have done it that way. I find it to be much more
effective.

574 "Brandy Allen" (3738465024)
01:36:53.014 --> 01:37:04.654
When we use those coercive behaviors with others, we're also teaching
them to be coercive. So we're likely to see them use those same
techniques back on us right?

575 "Brandy Allen" (3738465024)
01:37:05.344 --> 01:37:12.034
When we're coercive with people, as I said, it erodes your relationship.
And so they're not.

576 "Brandy Allen" (3738465024)
01:37:12.119 --> 01:37:25.059
Going to behave as confidently with you, they're not going to be their
true selves with you because there's this power dynamic, because they're
afraid that they might get a coercive reaction from, you.

577 "Brandy Allen" (3738465024)
01:37:25.059 --> 01:37:35.199
And as we talked about earlier, if we are only focusing on the negative
behaviors that someone has.

578 "Brandy Allen" (3738465024)
01:37:35.199 --> 01:37:47.859
We're probably reinforcing those undesirable behaviors because that's
when they're getting the attention that they need is when they have those
undesirable behaviors. So, you know.

579 "Brandy Allen" (3738465024)
01:37:47.859 --> 01:37:59.469
Despite our best efforts, we're trying to help them change their
undesirable behaviors, but we're actually reinforcing those behaviors
because that's the only time that they get the most attention.

580 "Brandy Allen" (3738465024)
01:38:05.254 --> 01:38:19.294
We also need to think about, as we've said, we're all human. We all use
conversion, but when are we typically, the most coercive I can tell you
that I'm very coercive when I'm hungry. It definitely get hungry.

581 "Brandy Allen" (3738465024)
01:38:19.654 --> 01:38:23.704
And so my, my responses are going to tend to be a lot shorter and.

582 "Brandy Allen" (3738465024)
01:38:23.789 --> 01:38:37.209
More coercive, if I'm hungry, if I've had a bad day, if I'm frustrated,
even when I'm over excited or over stimulated, I might respond in a
coercive way.

583 "Brandy Allen" (3738465024)
01:38:37.209 --> 01:38:46.749
If someone else has been coercive to me well, I'm going to model that
back. I'm going to try to get even right.

584 "Brandy Allen" (3738465024)
01:38:46.749 --> 01:38:55.779
I might be coercive when I encountered those pet peeves. Like, I, my son
is probably heard me tell him fortunately to stop tapping.

585 "Brandy Allen" (3738465024)
01:38:55.779 --> 01:39:05.799
More times than I can count, that's his junk behavior that gets under my
skin that I respond. Coercively too. Um.

586 "Brandy Allen" (3738465024)
01:39:05.799 --> 01:39:14.224
And then we're sometimes we're used to using your undesirable behaviors
because of our own past experiences.

587 "Brandy Allen" (3738465024)
01:39:14.224 --> 01:39:23.554
So, again, like, our parenting methods, or, you know, the things that
have been used on us are things that we tend to repeat on others in the
future.

588 "Brandy Allen" (3738465024)
01:39:29.584 --> 01:39:44.104
And I talked about earlier about how, when we use coercion, it typically
does produce a short term compliance, but it's followed by those long
term problems. So, some of those longterm problems.

589 "Brandy Allen" (3738465024)
01:39:44.129 --> 01:39:46.839
Look like, um.

590 "Brandy Allen" (3738465024)
01:39:47.914 --> 01:40:00.454
Sorry, let me go back here. Some of those long term problems look like
those effects of coercion. We might see people being dishonest, because
they're afraid of getting a coercive reaction.

591 "Brandy Allen" (3738465024)
01:40:00.484 --> 01:40:06.814
So they're going to lie instead of tell the truth. So that they don't get
in trouble. They don't.

592 "Brandy Allen" (3738465024)
01:40:06.839 --> 01:40:21.384
Experienced that coercive reaction that coercion it really does produce
long term problems and it's not that effective in changing behavior or
replacing

593 "Brandy Allen" (3738465024)
01:40:21.414 --> 01:40:25.374
undesirable behaviors with more desirable behaviors.

594 "Brandy Allen" (3738465024)
01:40:27.814 --> 01:40:41.074
So, if we're not using coercion or those, we're sending consequences are
mediated consequences. What should we do? What we really want to do is
make a plan. So we want to think about.

595 "Brandy Allen" (3738465024)
01:40:42.755 --> 01:40:48.695
Maybe the, why underneath this behavior, this undesirable behavior like,

596 "Brandy Allen" (3738465024)
01:40:48.995 --> 01:40:59.645
what has happened to cause this behavior and then what pay off is that
individual getting from those undesirable behaviors.

597 "Brandy Allen" (3738465024)
01:41:01.240 --> 01:41:09.640
And then we want to look at past experiences so when that behavior has
occurred in the past, um.

598 "Brandy Allen" (3738465024)
01:41:10.205 --> 01:41:16.775
Is that is that behavior always occurring in this situation or does
sometimes it look different?

599 "Brandy Allen" (3738465024)
01:41:17.765 --> 01:41:29.555
And what happens if the person is sometimes having desirable behaviors
and what happens to others around this person when they have the
desirable behaviors.

600 "Brandy Allen" (3738465024)
01:41:29.640 --> 01:41:30.460
Yes.

601 "Brandy Allen" (3738465024)
01:41:31.565 --> 01:41:37.415
What behavior do we want this person to replace the undesirable behavior
with?

602 "Brandy Allen" (3738465024)
01:41:38.015 --> 01:41:50.165
And then we also need to think about how can we make changes to the
environment either by the way that we respond or how others respond to
prevent that undesirable behavior and.

603 "Brandy Allen" (3738465024)
01:41:50.460 --> 01:42:05.155

The more desirable behavior a good example here is we have an individual a woman named Joe who will tie assured around her neck when she's upset when that

604 "Brandy Allen" (3738465024)
01:42:05.155 --> 01:42:10.435
happens. A support staff will be called in. And a lot of times she'll end up.

605 "Brandy Allen" (3738465024)
01:42:10.460 --> 01:42:16.330
Been restraints, so if we break that situation down.

606 "Brandy Allen" (3738465024)
01:42:17.495 --> 01:42:30.695
Using these 5 questions what has happened that triggered that undesirable behavior? Well, typically it happens when Joe gets in a fight with her roommate, and then she'll tie something around her neck. Sometimes that will happen.

607 "Brandy Allen" (3738465024)
01:42:30.695 --> 01:42:36.245
If staff are really busy and they're short with her. So, what is the payoff?

608 "Brandy Allen" (3738465024)
01:42:36.330 --> 01:42:44.245
For that behavior, what is Joe getting out of that? Well, she's getting a lot of attention from the behavior, including touch.

609 "Brandy Allen" (3738465024)
01:42:44.605 --> 01:42:56.035
Sometimes she, in her roommate make up after she's tied something around her neck staff will rub her back and they'll give her lots of reassurance. Um.

610 "Brandy Allen" (3738465024)
01:42:56.330 --> 01:43:03.340
And they'll make sure that that Joe and her roommate fix their relationship that they make up and have that good.

611 "Brandy Allen" (3738465024)
01:43:03.340 --> 01:43:07.030
Um, interaction afterwards.

612 "Brandy Allen" (3738465024)
01:43:07.030 --> 01:43:15.820
So, when that situation occurs, when she's tied this shirt around her neck, um.

613 "Brandy Allen" (3738465024)
01:43:15.820 --> 01:43:22.445
Is that what always happens when she has a fight with her roommate or does she sometimes have a more desirable behavior?

614 "Brandy Allen" (3738465024)
01:43:23.045 --> 01:43:35.465
Well, sometimes Joe will cry and she'll request to talk to staff in that
situation. Usually sample tell her that she has to wait a few minutes.

615 "Brandy Allen" (3738465024)
01:43:35.820 --> 01:43:43.690
And her peers will also tell her to get away because she's being
annoying.

616 "Brandy Allen" (3738465024)
01:43:43.690 --> 01:43:50.830
So, what does Joe need to learn to do? Well, Joe needs to learn, um.

617 "Brandy Allen" (3738465024)
01:43:51.065 --> 01:44:04.895
Some ways that she could make up with her roommate, like, apologizing for
her part in the argument, trying to come up with compromise or
recognizing when other people need space.

618 "Brandy Allen" (3738465024)
01:44:06.035 --> 01:44:14.615
And how can the staff change their reaction to promote a more desirable
behavior from Joe?

619 "Brandy Allen" (3738465024)
01:44:15.005 --> 01:44:25.565
Well, staff should be using that pivot tool where they're not giving Joe
that high level and high quality of attention when she's having the
undesirable.

620 "Brandy Allen" (3738465024)
01:44:25.830 --> 01:44:32.140
A fear of tying the shirt around her neck instead they should focus on
what Joe is doing. Well.

621 "Brandy Allen" (3738465024)
01:44:33.545 --> 01:44:41.375
They should make sure that she is safe in those moments and that might
include taking away the garment until she's called.

622 "Brandy Allen" (3738465024)
01:44:42.155 --> 01:44:52.055
But basically they should come up with a plan of how they're going to
recognize the triggers that might lead to this behavior. And then how.

623 "Brandy Allen" (3738465024)
01:44:52.140 --> 01:45:00.820
They're going to react when the behavior is occurring and what they can
do to de, escalate Joe and.

624 "Brandy Allen" (3738465024)
01:45:00.820 --> 01:45:05.020

And make the situation more.

625 "Brandy Allen" (3738465024)
01:45:05.020 --> 01:45:18.605
Calm to make this situation more desirable. So recognizing the things
that she is doing well, like, when she's using her coping skills, or
she's compromising with someone else.

626 "Brandy Allen" (3738465024)
01:45:19.685 --> 01:45:24.935
So basically we need to come up with a plan. We talked earlier about
those, those crisis.

627 "Brandy Allen" (3738465024)
01:45:25.020 --> 01:45:31.780
Safety crisis plans and so that might be something that we wanted to
implement in this situation.

628 "Brandy Allen" (3738465024)
01:45:35.500 --> 01:45:46.415
What else could you do for this particular situation? Make sure that you
have a good relationship with Joe that you are recognizing what she is
doing?

629 "Brandy Allen" (3738465024)
01:45:46.415 --> 01:45:55.445
Well, much more often than you're recognizing this undesirable behavior
that's occurring. We're much more likely to be able to talk to her.

630 "Brandy Allen" (3738465024)
01:45:55.500 --> 01:46:00.250
And de, escalate her if we have a positive relationship with her.

631 "Brandy Allen" (3738465024)
01:46:06.010 --> 01:46:20.615
So this is kind of the, the key steps to positive behavior support is
building those relationships and these are the steps to what we call a
stay close interaction.

632 "Brandy Allen" (3738465024)
01:46:20.645 --> 01:46:25.985
It's basically a positive interaction that you have with someone to start
building.

633 "Brandy Allen" (3738465024)
01:46:26.010 --> 01:46:31.600
Building a good relationship. These steps don't always happen.

634 "Brandy Allen" (3738465024)
01:46:31.775 --> 01:46:43.925
Right in this order sometimes they can be switched up a little bit. The
steps that are underlined here are the ones that are the most important
to use and to practice.

635 "Brandy Allen" (3738465024)
01:46:44.795 --> 01:46:51.575
But if we go through all the steps really quickly here, we're going to make sure that we're within arm's reach of the end of the.

636 "Brandy Allen" (3738465024)
01:46:51.600 --> 01:46:57.655
That we're having an interaction with we want to use touch if it's appropriate.

637 "Brandy Allen" (3738465024)
01:46:58.045 --> 01:47:11.305
So, maybe something like, you know, a touch on the shoulder or a high 5 or a fist pump and before you use touch, you would always want to make sure that that individual is. Okay, with being.

638 "Brandy Allen" (3738465024)
01:47:11.600 --> 01:47:15.760
Not everyone wants to be touched, um.

639 "Brandy Allen" (3738465024)
01:47:16.115 --> 01:47:27.365
We also want to make sure that we're using caring and facial expressions and a good tone of voice. We have relaxed body language and then those 3, most important steps we call them.

640 "Brandy Allen" (3738465024)
01:47:28.805 --> 01:47:35.705
So open ended positive questions. Like, How's your day going? What are your plans for today?

641 "Brandy Allen" (3738465024)
01:47:35.760 --> 01:47:38.470
Things like that um.

642 "Brandy Allen" (3738465024)
01:47:38.470 --> 01:47:51.155
And use an empathy statement where we might say something to show that we care about the individual, we can relate to how they feel, or, or the situation that they're in something like.

643 "Brandy Allen" (3738465024)
01:47:51.335 --> 01:47:56.225
Well, I can I can tell that you're upset today. Can you tell me what's going on?

644 "Brandy Allen" (3738465024)
01:47:57.515 --> 01:48:11.405
And so, right there you gave an empathy statement, and you ask an open ended positive question and that starts your interaction there. And we also want to make sure that we give individuals encouragement.

645 "Brandy Allen" (3738465024)
01:48:11.615 --> 01:48:16.415

So we recognize what they are doing well, or have done. Well.

646 "Brandy Allen" (3738465024)
01:48:16.530 --> 01:48:30.610
And why that's going to continue to make their life good why it's going to help them in the future. We want to make sure we listen more than we talk. And we don't react to junk behavior.

647 "Brandy Allen" (3738465024)
01:48:30.610 --> 01:48:35.200
Uh, and don't use any of those Co versions that we've discussed.

648 "Brandy Allen" (3738465024)
01:48:36.275 --> 01:48:44.195
So, we're going to do a little bit of practice on this, but just a little more info on empathy.

649 "Brandy Allen" (3738465024)
01:48:44.885 --> 01:48:55.085
It's really being able to take the perspective of that individual and communicate to them to mirror back to them that you understand the emotion that they're.

650 "Brandy Allen" (3738465024)
01:48:55.200 --> 01:49:07.435
Feeling the thing about empathy to remember is that just because we use empathy, it doesn't mean that we have to agree with how the person is feeling.

651 "Brandy Allen" (3738465024)
01:49:08.515 --> 01:49:15.115
We just have to let them know that we understand how that feeling would make sense to.

652 "Brandy Allen" (3738465024)
01:49:15.200 --> 01:49:23.354
Them given their history and given this situation and we, we recognize that and we mirror it back to them.

653 "Brandy Allen" (3738465024)
01:49:24.075 --> 01:49:34.095
Basically when we use empathy, we're letting individuals know that their feelings matter to us using empathy. Really makes people feel heard.

654 "Brandy Allen" (3738465024)
01:49:35.200 --> 01:49:43.145
It's a really good step, especially if you have someone who is starting to escalate or who is kind of,

655 "Brandy Allen" (3738465024)
01:49:43.145 --> 01:49:53.405
unsure of themselves using empathy is a really good thing to use really good tool to use with them to help build that relationship.

656 "Brandy Allen" (3738465024)
01:49:55.180 --> 01:50:08.710
And then a little more on encouragement, it's being able to communicate how that person's behavior has improved their situation. So it could be something like, um.

657 "Brandy Allen" (3738465024)
01:50:08.710 --> 01:50:21.520
You studied really hard for that test and you've got a good grade, you know, your hard work paid off. That's encouragement right? There you recognize what they did. Well, and why it was beneficial for them.

658 "Brandy Allen" (3738465024)
01:50:24.910 --> 01:50:34.685
So, let's do a little bit of practice here. We've got. Awesome. Alex, who just got his GED results back and he passed.

659 "Brandy Allen" (3738465024)
01:50:34.895 --> 01:50:44.885
He studied for hours, preparing for that test and so, he's walking. You're walking down the hall and he runs over to show you his score. If you.

660 "Brandy Allen" (3738465024)
01:50:44.910 --> 01:50:53.425
Where, to start a conversation with him 1 of these conversations, what would you say to him?

661 "Brandy Allen" (3738465024)
01:50:53.695 --> 01:51:00.295
Remember we want an open ended question an empathy statement and an encouragement statement.

662 "Brandy Allen" (3738465024)
01:51:00.580 --> 01:51:09.640
So, can you guys give me some examples of what you might say to him when he runs over to show you his score?

663 "Brandy Allen" (3738465024)
01:51:09.640 --> 01:51:12.730
And you can just type those in the chat box.

664 "Brandy Allen" (3738465024)
01:51:21.730 --> 01:51:32.980
Hello.

665 "Brandy Allen" (3738465024)
01:51:46.745 --> 01:51:57.515
Or, at least says, hey, Alex, I see you're excited. What's going on that's perfect. Right there you've got an empathy statement. I see. You're excited and then you have an open ended question.

666 "Brandy Allen" (3738465024)
01:51:57.515 --> 01:52:06.485

What's going on and he tells you oh, I studied so hard for my test. And I passed, um, so what might be an.

667 "Brandy Allen" (3738465024)
01:52:06.600 --> 01:52:09.280
Encouragement statement you would make to him.

668 "Brandy Allen" (3738465024)
01:52:45.580 --> 01:52:54.070
Does anybody have an example of encouragement? I think there's a little bit of lag between when you all type and when it pops up for me. So.

669 "Brandy Allen" (3738465024)
01:52:54.070 --> 01:52:57.790
Um, let me see here.

670 "Brandy Allen" (3738465024)
01:52:57.790 --> 01:53:03.310
When he says, that's amazing your hard work and efforts paid off.

671 "Brandy Allen" (3738465024)
01:53:03.310 --> 01:53:12.695
Yeah, and we might want to tell him. Oh, yeah, Charlie also said, congrats and you do a little dance with a high 5 and a fist bump. Yeah, those would be great.

672 "Brandy Allen" (3738465024)
01:53:12.695 --> 01:53:23.285
Your hard work and efforts paid off, and we might even say something like, and I know that you're gonna continue to do well, as you continue.

673 "Brandy Allen" (3738465024)
01:53:23.310 --> 01:53:31.090
With your education, because you use those skills, so yeah, we want to give him that encouragement for the future as well.

674 "Brandy Allen" (3738465024)
01:53:31.115 --> 01:53:42.245
Great answers guys Thank you. So we are running out of time here so I am going to try to hit the biggest points before we wrap up here.

675 "Brandy Allen" (3738465024)
01:53:43.655 --> 01:53:50.735
Let's talk a little bit about that pivot tool that I've mentioned a few times that tool that we can use for.

676 "Brandy Allen" (3738465024)
01:53:51.090 --> 01:53:56.950
Behavior.

677 "Brandy Allen" (3738465024)
01:53:56.950 --> 01:54:04.145
So we've talked a little bit about how sometimes that junk behavior pays off for the individual, you know,

678 "Brandy Allen" (3738465024)
01:54:04.145 --> 01:54:16.925
like that example of my daughter when I use despair with her and how she
actually gets out of doing the chore I've asked her to do. So that paid
off for her, that junk behavior of not doing.

679 "Brandy Allen" (3738465024)
01:54:16.950 --> 01:54:22.060
What I asked her to do right? Um.

680 "Brandy Allen" (3738465024)
01:54:22.060 --> 01:54:34.990
A lot of times when we have serious behavior, it started with a junk
behavior and escalated based on their reactions of others around them.
Right?

681 "Brandy Allen" (3738465024)
01:54:36.215 --> 01:54:45.905
What we want to do when we encounter that junk behavior is we want to use
this pivot tool. Basically there are 3 ways that we can pivot.

682 "Brandy Allen" (3738465024)
01:54:46.655 --> 01:54:54.815
The 1st, 1, is to continue to have a conversation or an interaction with
this person as if that junk.

683 "Brandy Allen" (3738465024)
01:54:54.990 --> 01:55:03.670
Behavior was not even occurring another way that we can use pivot is to.

684 "Brandy Allen" (3738465024)
01:55:04.025 --> 01:55:16.595
Turn our attention briefly a way to an activity that's nearby. So, let's
say I have I have someone with some junk behavior over here. I have
Carson, my son who is tapping on the table.

685 "Brandy Allen" (3738465024)
01:55:17.645 --> 01:55:22.175
Maybe I'm going to turn away for a minute, and I'm just going to take a
drink of my coffee.

686 "Brandy Allen" (3738465024)
01:55:25.355 --> 01:55:39.215
And then I'm going to turn back to him in about 10 to 15 seconds, even if
the behavior hasn't stopped and I'm going to point out something else
that he has done well, or give him give him a positive statement.

687 "Brandy Allen" (3738465024)
01:55:39.455 --> 01:55:41.975
So, I might say something like.

688 "Brandy Allen" (3738465024)
01:55:42.750 --> 01:55:48.040

Well, you know, you did a really great job in your last music competition and I'm really proud of, you.

689 "Brandy Allen" (3738465024)
01:55:48.040 --> 01:55:56.050
And that helps me from responding in a coercive way to that junk behavior that gets under my skin.

690 "Brandy Allen" (3738465024)
01:55:56.765 --> 01:56:02.015
The last way that you can use pivot is to pivot on another person.

691 "Brandy Allen" (3738465024)
01:56:02.765 --> 01:56:15.845
So, maybe you have someone nearby, you have this individual who's having some junk behavior and so that we don't respond in that coercive way. I'm going to briefly turn to this other.

692 "Brandy Allen" (3738465024)
01:56:16.050 --> 01:56:29.665
In the room, let's say, it's my, my daughter does come into the room while Carson is over here tapping and I might ask her as she passes through the room. How's your day going? You know, what are your plans for today?

693 "Brandy Allen" (3738465024)
01:56:29.965 --> 01:56:35.785
We have a brief conversation and then I turned back to Carson over here and again.

694 "Brandy Allen" (3738465024)
01:56:36.050 --> 01:56:42.640
Say something positive or recognize them for what he's doing. Well, so.

695 "Brandy Allen" (3738465024)
01:56:42.640 --> 01:56:49.115
Basically, that pivot tool is just for us to avoid reacting in that coercive way.

696 "Brandy Allen" (3738465024)
01:56:49.955 --> 01:57:02.255
Hopefully, that junk behavior has stopped or decreased before we turn back, but it may not always right? And we just want to make sure that we recognize them for what they are doing that is.

697 "Brandy Allen" (3738465024)
01:57:02.640 --> 01:57:10.330
Terrible or just okay, so that we are coercive reaction doesn't worse in our relationship.

698 "Brandy Allen" (3738465024)
01:57:13.265 --> 01:57:13.565
So,

699 "Brandy Allen" (3738465024)
01:57:13.565 --> 01:57:28.505
another point that we like to make on about pivot is that pivot is not
about ignoring the behavior even though I turned my attention away for 10
to 15 seconds with a drink of my coffee

700 "Brandy Allen" (3738465024)
01:57:28.595 --> 01:57:30.305
or to have a brief conversation.

701 "Brandy Allen" (3738465024)
01:57:30.330 --> 01:57:44.320
With my daughter, I always turned back to the individual who had the junk
behavior. That's what makes it a pivot. That's what makes it not
ignoring.

702 "Brandy Allen" (3738465024)
01:57:44.320 --> 01:57:58.385
When we use pivot, it can increase the desirable and just okay. Behaviors
of that person while weakening their undesirable behaviors, because we're
not giving our quality attention to that junk behavior. Instead.

703 "Brandy Allen" (3738465024)
01:57:58.385 --> 01:58:00.935
We're recognizing what they are doing. Well.

704 "Brandy Allen" (3738465024)
01:58:01.360 --> 01:58:09.580
Let's do a quick practice. We have annoying Addie.

705 "Brandy Allen" (3738465024)
01:58:09.580 --> 01:58:22.600
Who frequently picks her nose and she's telling you about this cool
package that she just got you're in the middle of typing an email while
she's telling you this. So.

706 "Brandy Allen" (3738465024)
01:58:22.600 --> 01:58:29.350
This is her junk behavior of picking her nose how might you pivot on that
behavior?

707 "Brandy Allen" (3738465024)
01:58:32.920 --> 01:58:41.530
Would you use the pivot on the person where we act like that behavior is
not occurring? Would you pivot on.

708 "Brandy Allen" (3738465024)
01:58:41.530 --> 01:58:47.800
Another person, um, maybe someone who's nearby or pivot on an activity.

709 "Brandy Allen" (3738465024)
01:59:08.225 --> 01:59:19.745

He says he would pivot on an activity. Yeah, this would be a really great
situation to do that in where you could just focus on typing your email.
Right? Not making eye contact with Addie.

710 "Brandy Allen" (3738465024)
01:59:20.015 --> 01:59:27.605
Not recognizing the junk behavior that she's having and then within 10 to
15 seconds, you're gonna turn back to her.

711 "Brandy Allen" (3738465024)
01:59:27.900 --> 01:59:30.970
And respond to her in a positive way.

712 "Brandy Allen" (3738465024)
01:59:30.970 --> 01:59:45.790
Yeah, that would be perfect. All right we are at 130. if you guys can
give me just about 5 more minutes, we can get through all of this
material.

713 "Brandy Allen" (3738465024)
01:59:46.355 --> 01:59:54.005
So, we also have another interaction that we like to use that with.

714 "Brandy Allen" (3738465024)
01:59:54.755 --> 02:00:05.705
If we call it, stay close hot, this is where you have someone who is
escalated, who's having those undesirable behaviors and maybe you want.

715 "Brandy Allen" (3738465024)
02:00:05.790 --> 02:00:12.940
Step in using this positive behavior support model to get them to de
escalate.

716 "Brandy Allen" (3738465024)
02:00:12.940 --> 02:00:21.610
So, the steps to stay close are are going to be exactly the same.

717 "Brandy Allen" (3738465024)
02:00:21.695 --> 02:00:35.195
As the stay close interaction, the only difference is going to be that
you may have to repeat your multiple times until you see them start to
come back down.

718 "Brandy Allen" (3738465024)
02:00:35.915 --> 02:00:41.435
So you might have to repeat your empathy statements. Some encouragement.

719 "Brandy Allen" (3738465024)
02:00:41.610 --> 02:00:56.455
Treatments ask them some open ended questions and we're going to keep
repeating that cycle conversation with them until they have started to
calm down and we don't want to throw

720 "Brandy Allen" (3738465024)

02:00:56.455 --> 02:01:01.525
solutions at them when they're escalated. We don't want to try to fix the
problem.

721 "Brandy Allen" (3738465024)
02:01:01.845 --> 02:01:11.445
We really just want to talk with them in a comb manner, reflect back how
they're feeling give them some encouragement.

722 "Brandy Allen" (3738465024)
02:01:11.775 --> 02:01:21.495
And once they have started to come back down, maybe then we can help them
to problem solve this situation or guide them to a.

723 "Brandy Allen" (3738465024)
02:01:21.610 --> 02:01:26.830
Homing activity that they enjoy that would help them continue to de,
escalate.

724 "Brandy Allen" (3738465024)
02:01:32.740 --> 02:01:37.330
We've talked about empathy already. Um.

725 "Brandy Allen" (3738465024)
02:01:38.345 --> 02:01:49.445
Let's see here, if we had to practice 1 of these hot situations, we have
Sam's sad call. Sam had an argument with her roommate.

726 "Brandy Allen" (3738465024)
02:01:49.955 --> 02:01:57.035
She frequently lays on her bed for hours crying when she's upset and when
she's in bed crying, she.

727 "Brandy Allen" (3738465024)
02:01:57.330 --> 02:02:09.880
You about the fight, and she says, oh, I'm so over this. Not going to
take their crap anymore. Um, what might be a good response that you could
give Sam? Um.

728 "Brandy Allen" (3738465024)
02:02:09.880 --> 02:02:23.200
That would follow that E model, you know, that she's escalated, you know,
that she's angry. How might you start that conversation with her to try
to get her to come back down.

729 "Brandy Allen" (3738465024)
02:02:33.935 --> 02:02:47.495
And especially in hot situations, and empathy statement is going to be
very powerful because it's reflecting back how they're feeling, and
letting them know that we understand why they might feel that way.

730 "Brandy Allen" (3738465024)
02:02:47.860 --> 02:02:55.390

Can someone give me an example of an empathy statement you might make to Sam.

731 "Brandy Allen" (3738465024)
02:03:16.420 --> 02:03:27.755
I'm going to go ahead and we're gonna wrap it up here. We have just a couple of slides here at the end with some QR codes.

732 "Brandy Allen" (3738465024)
02:03:28.115 --> 02:03:36.335
Um, this 1 will give you information on a podcast about those 10 common code versions that we've talked about.

733 "Brandy Allen" (3738465024)
02:03:36.420 --> 02:03:50.530
We also have a QR code if you are interested in attending the full tools of choice. Course and then we have on the last slide. Um.

734 "Brandy Allen" (3738465024)
02:03:50.855 --> 02:04:03.575
The family, coaching workshops, a QR code. If you are interested in attending these, these are evening sessions, it's a series of 8 sessions that occur every 2 weeks.

735 "Brandy Allen" (3738465024)
02:04:03.995 --> 02:04:09.725
1 hour sessions that focus on 1 of the tools from the tools of choice series.

736 "Brandy Allen" (3738465024)
02:04:10.530 --> 02:04:24.850
Thank you all so much for your participation today. I really enjoyed sharing this information with you all and I hope it was helpful to you and that you took something away that you will be able to implement in your life.

737 "Brandy Allen" (3738465024)
02:04:24.850 --> 02:04:32.008
Thank you so much.