WEBVTT

1 "Brandy Allen" (2302283008)
00:00:00.775 --> 00:00:09.895
And jump on here, and we will get started with some introductions.
Welcome everyone this afternoon to tools for everyone.

2 "Brandy Allen" (2302283008)
00:00:10.315 --> 00:00:19.765
Um, this is a training that we offer about universal support strategies
for positive behavior support. Welcome again.

3 "Brandy Allen" (2302283008)
00:00:20.000 --> 00:00:28.890
Name is brandy Allen. I am the positive supports consultant lead for the
North region within the state.

4 "Brandy Allen" (2302283008)
00:00:28.890 --> 00:00:43.585
We serve agencies and organizations who work with those who have
developmental or intellectual disability, and we focus on tools of choice
training, which is a positive behavior,

5 "Brandy Allen" (2302283008)
00:00:43.585 --> 00:00:48.865
support curriculum. I would love to hear where you are.

6 "Brandy Allen" (2302283008)
00:00:48.890 --> 00:00:52.440
All are from that kind of helps me know. Um.

7 "Brandy Allen" (2302283008)
00:00:52.440 --> 00:00:59.070
What what to share with you? All what your is going to be relevant for
you? So.

8 "Brandy Allen" (2302283008)
00:00:59.070 --> 00:01:08.040
The way that today's training will work is you can communicate and
participate in the training through the chat box. Um.

9 "Brandy Allen" (2302283008)
00:01:08.040 --> 00:01:19.680
If everyone wouldn't mind putting your name your agency and your role in
the chat box, that would be helpful for me.

10 "Brandy Allen" (2302283008)
00:01:19.680 --> 00:01:31.710
And there is a little bit of a lag when we type either on this slide, or
on the chat box. So, just know that you all may be typing away. But it
doesn't pop up on my end for just a minute.

11 "Brandy Allen" (2302283008)
00:01:46.530 --> 00:02:00.625

Well, I'm waiting on those to get in your intros to get in the chat box. There. The chat box is over on the left side and there is a downward facing carrot next to the word chat.

12 "Brandy Allen" (2302283008)
00:02:00.715 --> 00:02:06.445
Um, if you don't see an open box where you can type in there, you would probably need to hit that carrot.

13 "Brandy Allen" (2302283008)
00:02:06.855 --> 00:02:20.025
And you'll see that chat box pop up that is the way that we'll be able to communicate during today's training. I do ask that you feel free to participate through that chat box.

14 "Brandy Allen" (2302283008)
00:02:20.445 --> 00:02:26.235
I will be asking you some questions along the way to share some experiences.

15 "Brandy Allen" (2302283008)
00:02:26.530 --> 00:02:31.170
And help me go over some of the material today so.

16 "Brandy Allen" (2302283008)
00:02:31.170 --> 00:02:38.070
Feel free to use that chat box.

17 "Brandy Allen" (2302283008)
00:02:38.070 --> 00:02:45.990
All right, I've got Allen Allen who's a positive supports consultant at D. M. H. welcome.

18 "Brandy Allen" (2302283008)
00:02:45.990 --> 00:03:00.570
Felicia from she's the assistant director of nursing. Awesome. Welcome, Cheryl from special need surfaces of Ray county. Welcome.

19 "Brandy Allen" (2302283008)
00:03:00.570 --> 00:03:06.660
We've got Cindy, the dietary director from.

20 "Brandy Allen" (2302283008)
00:03:06.660 --> 00:03:13.380
Theresa is a program nurse manager and and.

21 "Brandy Allen" (2302283008)
00:03:13.380 --> 00:03:27.535
Camilla just completed her final, full semester of grad school for ABA. Welcome. That's awesome. Congratulations. Not currently with an agency just here for tools of choice. Info.

22 "Brandy Allen" (2302283008)
00:03:28.135 --> 00:03:32.695

Very exciting. I hope you find this useful and then we've got Becky.

23 "Brandy Allen" (2302283008)
00:03:33.380 --> 00:03:39.420
Who is a positive support consultant for? Well welcome everybody.

24 "Brandy Allen" (2302283008)
00:03:40.495 --> 00:03:53.845
All right, you may also want to grab some paper just to take notes on for today's session and also we do have some activities and practice activities that we'll do later in the session.

25 "Brandy Allen" (2302283008)
00:03:54.115 --> 00:03:56.395
You might want to have some notes for that as well.

26 "Brandy Allen" (2302283008)
00:03:59.845 --> 00:04:04.405
All right, so, let's talk about what we're going to be focusing on today.

27 "Brandy Allen" (2302283008)
00:04:04.945 --> 00:04:19.495
Um, we hope that you leave today's training knowing what positive behavior supports are we're going to give you an overview of this universal strategies position. We're going to be going over some.

28 "Brandy Allen" (2302283008)
00:04:19.700 --> 00:04:33.255
Fundamental facts about behavior as well as how to categorize behavior into 4 different types and how that can help us target those behaviors for a change by knowing. What category they fall into.

29 "Brandy Allen" (2302283008)
00:04:33.885 --> 00:04:39.645
We're also going to be talking about coercion and punishment and what the effects are. When we use.

30 "Brandy Allen" (2302283008)
00:04:39.700 --> 00:04:45.875
Coercion and punishment, why we should try to avoid using coercion and punishment.

31 "Brandy Allen" (2302283008)
00:04:46.715 --> 00:04:58.925
We're going to talk about 10 examples of coercion that we all use, but we should try to avoid and we're going to be talking about how to improve our interactions and improve behaviors of others.

32 "Brandy Allen" (2302283008)
00:05:02.034 --> 00:05:15.894
So, let's let's get a little conversation going here. Um, when we talk about behavior, a lot of times, we might say that we want to stamp out a specific behavior, which means to get rid of that behavior.

33 "Brandy Allen" (2302283008)
00:05:17.814 --> 00:05:29.814
Have you guys ever tried to stamp out a bad behavior, or a bad habit of
someone else? What are some of the techniques that you might have used in
the past?

34 "Brandy Allen" (2302283008)
00:05:30.174 --> 00:05:37.074
And how did those techniques work for you? You can feel free to put that
in the chat box just.

35 "Brandy Allen" (2302283008)
00:05:37.339 --> 00:05:51.149
Back in your experience either, um, as someone who interacts with
clients, or as a parent, maybe trying to stamp out the behavior of your,
you know, an undesirable behavior of your child.

36 "Brandy Allen" (2302283008)
00:05:51.149 --> 00:06:00.569
Tell me some of the techniques that you've used to try to get rid of
those undesirable behaviors.

37 "Brandy Allen" (2302283008)
00:06:01.884 --> 00:06:03.264
Welcome Shannon.

38 "Brandy Allen" (2302283008)
00:06:20.569 --> 00:06:35.369
Anyone have an example of how you might have tried to stamp out a
behavior.

39 "Brandy Allen" (2302283008)
00:06:35.369 --> 00:06:38.459
An undesirable behaviour of someone else.

40 "Brandy Allen" (2302283008)
00:06:52.404 --> 00:06:55.554
I'm sure you're all typing away and that lag is getting me again.

41 "Brandy Allen" (2302283008)
00:07:13.709 --> 00:07:18.509
So, Jodi says that she works with a lot of undesirable behavior.

42 "Brandy Allen" (2302283008)
00:07:18.509 --> 00:07:29.069
And she normally tries to remove the attention from that behavior. That
is a great plan. That's a lot of what we're going to be talking about
today. Jodi, thank you for sharing.

43 "Brandy Allen" (2302283008)
00:07:29.069 --> 00:07:37.679
Becky says she's used things like threats or taking items away. That
might be important to that individual.

44 "Brandy Allen" (2302283008)
00:07:38.964 --> 00:07:53.604
Camilla says that she likes differential reinforcement so basically not
paying attention to that inappropriate behavior and giving positive
reinforcement for other more preferred

45 "Brandy Allen" (2302283008)
00:07:53.634 --> 00:07:54.774
behaviors.

46 "Brandy Allen" (2302283008)
00:07:54.989 --> 00:08:07.049
Um, yeah, very good. Very good. Those are those are very good examples of
using that positive behavior, support strategies.

47 "Brandy Allen" (2302283008)
00:08:10.464 --> 00:08:24.324
Theresa says that she talks about good behaviors and she praises them for
those when they are practiced, you guys are already on board with what we
are going to be talking about today. So thank you very much for sharing.
I appreciate that.

48 "Brandy Allen" (2302283008)
00:08:26.334 --> 00:08:39.894
Let's go ahead and jump on in here. So, in talking about positive
behavior, support or PBS, the definition of PBS is to increase the
quality of life through the science of behavior.

49 "Brandy Allen" (2302283008)
00:08:40.974 --> 00:08:44.844
The science of behavior or behavior analysis has.

50 "Brandy Allen" (2302283008)
00:08:44.869 --> 00:08:54.494
It's been around since the 940 s there have been hundreds of thousands of
studies done, demonstrating the principles and techniques of behavior
analysis.

51 "Brandy Allen" (2302283008)
00:08:54.524 --> 00:09:04.814
There have been so many programs and treatment projects, school, wide PBS
training correct? pbs training correct

52 "Brandy Allen" (2302283008)
00:09:04.869 --> 00:09:14.129
The alarms all based around the principals and techniques that were
developed through that behavior of science.

53 "Brandy Allen" (2302283008)
00:09:14.844 --> 00:09:26.604
For that science of behavior excuse me when we think about PBS, PBS uses
that public health model to structure its interventions um,

54 "Brandy Allen" (2302283008)

00:09:26.634 --> 00:09:30.894
specifically using the triangle that is demonstrated on this slide.

55 "Brandy Allen" (2302283008)
00:09:32.574 --> 00:09:39.623
My team that I work for, focuses on the bottom of this triangle, the green section,

56 "Brandy Allen" (2302283008)
00:09:40.104 --> 00:09:51.504
that base represents those universal strategies that support quality of life for the entire population and a healthy population only 80 to 90% of people. people

57 "Brandy Allen" (2302283008)
00:09:51.559 --> 00:09:57.779
Will only need these universal strategies to have a high quality of life.

58 "Brandy Allen" (2302283008)
00:09:57.779 --> 00:10:02.249
Now, if we move up to the center of the triangle, the yellow.

59 "Brandy Allen" (2302283008)
00:10:02.249 --> 00:10:09.689
That represents the population that is at risk for poor outcomes. These are.

60 "Brandy Allen" (2302283008)
00:10:10.164 --> 00:10:24.294
These are interventions that might look like an extra scoop of those universal strategies. They're a little bit more targeted interventions that are intended to be short term. And they'll fade out.

61 "Brandy Allen" (2302283008)
00:10:24.324 --> 00:10:29.604
Is that risk decreases for individuals and a healthy population.

62 "Brandy Allen" (2302283008)
00:10:29.689 --> 00:10:34.229
Only 10 to 15% of people will need this level of intervention.

63 "Brandy Allen" (2302283008)
00:10:35.424 --> 00:10:43.974
And then if we go to the top of the triangle, the little red piece, at the very top, that represents those individuals who might be in crisis,

64 "Brandy Allen" (2302283008)
00:10:44.244 --> 00:10:54.144
who need short term intensive supports in the general population, probably 5% or fewer people might need this. this

65 "Brandy Allen" (2302283008)
00:10:54.254 --> 00:11:05.504

Level of intervention, today's content during this training is going to be focused on the bottom of the triangle, the green section, or those universal supports.

66 "Brandy Allen" (2302283008)
00:11:06.494 --> 00:11:14.144
We really want to express to you. You know, these universal supports can help anyone and everyone have a higher.

67 "Brandy Allen" (2302283008)
00:11:14.229 --> 00:11:22.859
Quality of life, um, the strategies that we talk about today, they're not specific for any population or.

68 "Brandy Allen" (2302283008)
00:11:22.859 --> 00:11:28.229
About they're really about the way that we treat people across the board.

69 "Brandy Allen" (2302283008)
00:11:28.229 --> 00:11:31.589
These are good universal strategies. Good for everyone.

70 "Brandy Allen" (2302283008)
00:11:36.834 --> 00:11:49.884
All right, so if we think about using these good, positive, kind strategies, this positive behavior support all the time, it really is a focus on being kind and carrying all the time.

71 "Brandy Allen" (2302283008)
00:11:50.634 --> 00:11:55.374
We want to make sure that we don't respond with.

72 "Brandy Allen" (2302283008)
00:11:55.399 --> 00:12:02.309
Version or say things that might create a worsening situation for someone.

73 "Brandy Allen" (2302283008)
00:12:02.309 --> 00:12:09.119
Um, it also means when we're using positive behavior support that we are not providing.

74 "Brandy Allen" (2302283008)
00:12:09.119 --> 00:12:13.679
We're sending consequences or punishment for learning.

75 "Brandy Allen" (2302283008)
00:12:16.374 --> 00:12:28.854
We really need to make sure that we are focusing on what is being done. Well, rather than providing a negative consequence, when things aren't being done the way we want them to.

76 "Brandy Allen" (2302283008)
00:12:29.249 --> 00:12:36.479

Um, so what can be really difficult about positive behavior support, is that.

77 "Brandy Allen" (2302283008)
00:12:36.479 --> 00:12:39.719
Sometimes people don't understand that.

78 "Brandy Allen" (2302283008)
00:12:39.719 --> 00:12:44.039
We can change behavior.

79 "Brandy Allen" (2302283008)
00:12:44.039 --> 00:12:51.324
By focusing on the positive and that we don't necessarily need to provide that extra negative punishment.

80 "Brandy Allen" (2302283008)
00:12:51.384 --> 00:13:03.894
Um, I'm sure that a lot of us have been raised in that way that if we don't punish a negative behavior, what are we doing to change that behavior? Right? Using that kindness and.

81 "Brandy Allen" (2302283008)
00:13:04.039 --> 00:13:14.579
Hearing all the time, it really means that we have to keep our cool that we don't take things personally or respond emotionally.

82 "Brandy Allen" (2302283008)
00:13:14.579 --> 00:13:29.549
Um, even if they do hurt our feelings, or, you know, we just have to take it not personally and we want to try not to do things to get even with others or to try to hurt them back. Um.

83 "Brandy Allen" (2302283008)
00:13:29.994 --> 00:13:44.814
When we think about that positive approach, a lot of people think that by not offering that negative consequence to punish undesirable behavior that we're letting people get away with doing whatever they want.

84 "Brandy Allen" (2302283008)
00:13:45.834 --> 00:13:49.404
And that's really not the case. It's just recognizing.

85 "Brandy Allen" (2302283008)
00:13:49.549 --> 00:13:58.529
The way that you react to behavior can in itself, change behavior and and recognizing that people respond better.

86 "Brandy Allen" (2302283008)
00:13:58.529 --> 00:14:04.139
To positive statements, then they do to negative statements.

87 "Brandy Allen" (2302283008)
00:14:04.974 --> 00:14:12.894

So, it's really hard. It can really be hard to respond with that kindness and caring all the time.

88 "Brandy Allen" (2302283008)
00:14:14.064 --> 00:14:24.114
Even those of us who teach this find it difficult sometimes not to react with that gut reaction that negative response. Sometimes.

89 "Brandy Allen" (2302283008)
00:14:24.139 --> 00:14:35.459
It really does take mindfulness to control how you react and what you choose to focus on and recognize in someone else's behavior.

90 "Brandy Allen" (2302283008)
00:14:35.459 --> 00:14:43.469
We even have, like, in our society, like, we have been trained, um.

91 "Brandy Allen" (2302283008)
00:14:43.469 --> 00:14:48.449
To value that negative punishment or to see that is normal.

92 "Brandy Allen" (2302283008)
00:14:48.449 --> 00:14:54.959
It's in movies and music and video games and our, our.

93 "Brandy Allen" (2302283008)
00:14:54.959 --> 00:15:05.369
Penal system, like, in the jails with law enforcement, there's always that issue of that there needs to be some type of punishment and.

94 "Brandy Allen" (2302283008)
00:15:05.369 --> 00:15:17.909
Adopting a positive behavior response means that we focus more on what is being done. Well, rather than what is not being done. Well.

95 "Brandy Allen" (2302283008)
00:15:17.909 --> 00:15:27.839
So, let's talk a little bit about behavior. Does anyone in the chat box want to give me a definition of behavior.

96 "Brandy Allen" (2302283008)
00:15:36.689 --> 00:15:40.439
Feel free I'd love to get 2 or 3 responses.

97 "Brandy Allen" (2302283008)
00:16:06.539 --> 00:16:13.319
Sheryl says anything that can be seen named and counted.

98 "Brandy Allen" (2302283008)
00:16:19.919 --> 00:16:23.939
I have a feeling that a lot of you are familiar with the choice.

99 "Brandy Allen" (2302283008)
00:16:23.939 --> 00:16:31.049

Jody says everything we do is behavior.

100 "Brandy Allen" (2302283008)
00:16:31.049 --> 00:16:43.919
Yes, he says behavior is a physical response to any.

101 "Brandy Allen" (2302283008)
00:16:44.184 --> 00:16:58.944
Like that I've got Becky and

102 "Brandy Allen" (2302283008)
00:16:58.944 --> 00:17:03.414
Moslem saying that behavior is actions for anything.

103 "Brandy Allen" (2302283008)
00:17:03.919 --> 00:17:15.929
That can be observed and measure perfect. All right.

104 "Brandy Allen" (2302283008)
00:17:15.929 --> 00:17:19.049
Thank you for your participation.

105 "Brandy Allen" (2302283008)
00:17:19.049 --> 00:17:29.099
Um, so those are all very good responses to the definition of behavior.

106 "Brandy Allen" (2302283008)
00:17:29.099 --> 00:17:42.779
Now, the true definition of behavior, which a couple of you had on that
previous slide is anything a person does that can be seen counted. We
often say that.

107 "Brandy Allen" (2302283008)
00:17:42.779 --> 00:17:57.594
We put behavior to the advanced test, which means if a dead man can do
it, then it's not considered a behavior, anything that a person does that
can be seen and counted would be considered behavior.

108 "Brandy Allen" (2302283008)
00:18:02.969 --> 00:18:15.119
So, knowing what the definition of behavior is, can you guys give me some
examples of behavior and feel free to type those in the chat box? We're
going to make a list here.

109 "Brandy Allen" (2302283008)
00:18:15.119 --> 00:18:23.249
Of behaviors, and again, behavior is anything that can be seen, or
counted.

110 "Brandy Allen" (2302283008)
00:18:27.324 --> 00:18:41.664
Says smiling my chat box to work here.

111 "Brandy Allen" (2302283008)

00:18:41.969 --> 00:18:46.559
Jody says yawning, we've got slamming doors.

112 "Brandy Allen" (2302283008)
00:18:46.559 --> 00:18:50.249
Yeah.

113 "Brandy Allen" (2302283008)
00:19:01.349 --> 00:19:06.569
We've got spitting punching throwing date.

114 "Brandy Allen" (2302283008)
00:19:14.489 --> 00:19:19.829
Got yelling singing or signing. That's a good 1.

115 "Brandy Allen" (2302283008)
00:19:24.479 --> 00:19:27.569
Pouting throwing a tantrum.

116 "Brandy Allen" (2302283008)
00:19:35.339 --> 00:19:40.079
Right. That's a good 1. right? Guys have got a good list here.

117 "Brandy Allen" (2302283008)
00:19:40.079 --> 00:19:53.999
Okay, so again, behavior is anything that a person does that can be seen,
or counted. Um, if we look at our list here.

118 "Brandy Allen" (2302283008)
00:19:53.999 --> 00:20:00.659
Would you say that we have more positive behaviors or negative behaviors?

119 "Brandy Allen" (2302283008)
00:20:05.909 --> 00:20:15.714
1, more in the chat box there. Yeah. It looks like most everybody agrees
that we probably have more negative behavior and positive.

120 "Brandy Allen" (2302283008)
00:20:16.164 --> 00:20:25.824
Um, and actually that tends to be the case when we talk about behavior,
uh, simply because when we say the word behavior, it has.

121 "Brandy Allen" (2302283008)
00:20:25.909 --> 00:20:28.139
Bit of a negative connotation.

122 "Brandy Allen" (2302283008)
00:20:28.644 --> 00:20:41.934
And we tend to think more about undesirable behaviors than desirable
behavior. It is important to remember though that behavior is anything
that can be seen, or accounted.

123 "Brandy Allen" (2302283008)
00:20:42.324 --> 00:20:47.904

And so behavior can be positive or negative. We do have a couple.

124 "Brandy Allen" (2302283008)
00:20:48.139 --> 00:20:57.329
Of more positive ones in here smiling is a behavior. Yawning isn't
necessarily an undesirable behavior.

125 "Brandy Allen" (2302283008)
00:20:57.329 --> 00:21:03.509
Um, singing is not undesirable as long as it's done at the right time.
Right?

126 "Brandy Allen" (2302283008)
00:21:03.509 --> 00:21:11.819
Um, yeah, thinking obviously, is not a behavior. I wouldn't.

127 "Brandy Allen" (2302283008)
00:21:11.819 --> 00:21:20.579
I would question thinking on being an action that we could see or
account. What do you guys think about that? 1.

128 "Brandy Allen" (2302283008)
00:21:20.579 --> 00:21:24.899
Would it be considered a behavior that we could see or count.

129 "Brandy Allen" (2302283008)
00:21:33.204 --> 00:21:47.754
Now, I see 1 now, it could be a behavior when we think about behaviors
too. We also have to think about the context of where that behavior is
occurring or how that behavior is occurring.

130 "Brandy Allen" (2302283008)
00:21:48.714 --> 00:21:52.734
And so, things like singing, that could be a positive.

131 "Brandy Allen" (2302283008)
00:21:53.089 --> 00:21:55.139
Be there, but if we.

132 "Brandy Allen" (2302283008)
00:21:55.139 --> 00:22:06.414
Said someone was singing in the grocery store at the top of their lungs.
Well, maybe that's not necessarily a desirable behavior. Right? That
could be a negative behavior.

133 "Brandy Allen" (2302283008)
00:22:07.554 --> 00:22:13.104
So we'll talk a little more about context as we go on but.

134 "Brandy Allen" (2302283008)
00:22:13.409 --> 00:22:21.179
You have to remember, like, when and how the behavior is being done and
the context in which that occurs.

135 "Brandy Allen" (2302283008)
00:22:21.179 --> 00:22:25.799
Can help you decide if it's desirable or undesirable behavior.

136 "Brandy Allen" (2302283008)
00:22:25.799 --> 00:22:32.249
Thank you so much for your list, though. You guys had a really great list.

137 "Brandy Allen" (2302283008)
00:22:35.939 --> 00:22:40.019
We'll probably refer back to this a few times throughout the training.

138 "Brandy Allen" (2302283008)
00:22:40.019 --> 00:22:45.209
When we talk about behavior, it is very.

139 "Brandy Allen" (2302283008)
00:22:45.209 --> 00:22:56.069
Good to think about behavior as specific actions rather than categories. I know that we had 1 category on our list.

140 "Brandy Allen" (2302283008)
00:22:56.069 --> 00:23:06.659
Um, where we had throwing a tantrum, so the word tantrum is actually we call it a big old category word.

141 "Brandy Allen" (2302283008)
00:23:06.659 --> 00:23:10.769
Because what looks like a tantrum to me.

142 "Brandy Allen" (2302283008)
00:23:10.794 --> 00:23:20.154
Might not look the same to someone else and so it would be better to break that word tantrum down into more specific behaviors.

143 "Brandy Allen" (2302283008)
00:23:20.634 --> 00:23:28.584
Um, can you guys think of what specific behaviors might happen during a tantrum and put those in the chat box?

144 "Brandy Allen" (2302283008)
00:23:43.979 --> 00:23:48.359
So, we've got yelling definitely yelling. Kidding? Yeah.

145 "Brandy Allen" (2302283008)
00:23:55.769 --> 00:23:59.639
Yeah, the majority are already on the list. You're right.

146 "Brandy Allen" (2302283008)
00:23:59.639 --> 00:24:03.389
Um, kicking your feet throwing the.

147 "Brandy Allen" (2302283008)

00:24:03.389 --> 00:24:16.554
Yeah, so see, we have all of those behaviors, those specific behaviors that could be lumped into the word tantrum. That's what makes it a big old category word.

148 "Brandy Allen" (2302283008)
00:24:16.944 --> 00:24:23.244
Um, we need to be careful when we're describing behavior that we are using those specific actions that.

149 "Brandy Allen" (2302283008)
00:24:23.389 --> 00:24:27.569
Can see and count rather than using a category.

150 "Brandy Allen" (2302283008)
00:24:28.464 --> 00:24:42.864
The example that we had on our slide here is instead of saying rude. We can break that down into specific behaviors, such as staring cutting in line or saying, look at that person. What are they thinking?

151 "Brandy Allen" (2302283008)
00:24:43.674 --> 00:24:44.184
Um.

152 "Brandy Allen" (2302283008)
00:24:44.519 --> 00:24:56.909
Yeah, so the reason that we want to be very specific, when we describe behavior is to make sure that we all mean the same thing when we talk about and look for it.

153 "Brandy Allen" (2302283008)
00:24:57.444 --> 00:25:06.294
It helps us explain more clearly what's going on and it helps us to define more effective targets for behavior change.

154 "Brandy Allen" (2302283008)
00:25:06.984 --> 00:25:16.734
We can actually think about the strategies that could be implemented to change behavior. If we know what that specific behavior is.

155 "Brandy Allen" (2302283008)
00:25:16.909 --> 00:25:22.619
We're looking for.

156 "Brandy Allen" (2302283008)
00:25:22.619 --> 00:25:31.739
So, let's talk a little bit about those 4 categories of behavior that I referenced at the beginning. Um.

157 "Brandy Allen" (2302283008)
00:25:31.739 --> 00:25:36.359
There are 4 different types of behavior.

158 "Brandy Allen" (2302283008)

00:25:36.359 --> 00:25:45.929
Um, lumped into 2 different bigger categories, so there's 2 types of
desirable behavior and 2 types of undesirable behavior.

159 "Brandy Allen" (2302283008)
00:25:48.354 --> 00:25:57.354
So, the desirable behaviors, the 1st, 1 is considered significant. These
are those behaviors that are important.

160 "Brandy Allen" (2302283008)
00:25:57.894 --> 00:26:05.844
They're often the ones that we're trying to teach someone or help someone
do at the right times or maybe more frequently than.

161 "Brandy Allen" (2302283008)
00:26:05.929 --> 00:26:15.209
They do currently, um, these are often times tied to those life skills
that people need to have a high quality of life.

162 "Brandy Allen" (2302283008)
00:26:15.209 --> 00:26:27.839
Can you guys think of any examples of significant, desirable behaviors
things that you might want to target, or focus on that are going to
increase that quality of life?

163 "Brandy Allen" (2302283008)
00:26:27.839 --> 00:26:31.079
Feel free to just put those in the chat box.

164 "Brandy Allen" (2302283008)
00:26:55.974 --> 00:27:07.314
I have some comments in the chat box that my my sound is kind of coming
in and out. Um, I apologize for that. I'll try to speak up a little bit.
I'm not sure if it's Webex or if it's.

165 "Brandy Allen" (2302283008)
00:27:07.399 --> 00:27:14.999
Just me having a softer tone of voice so I'll try to make sure that I'm
speaking loudly enough that it picks it up.

166 "Brandy Allen" (2302283008)
00:27:18.234 --> 00:27:25.794
All right, so an example of a significant desirable behavior, Jodi says
the ability to work a job. Yeah.

167 "Brandy Allen" (2302283008)
00:27:26.004 --> 00:27:35.424
So, I mean, also included in that if we were to break that down a little
bit more, Jody, it might be completing a job application. Um.

168 "Brandy Allen" (2302283008)
00:27:35.759 --> 00:27:46.379
Being able to interview and obtain a job, right as well as learning those
job skills that are necessary to keep that job.

169 "Brandy Allen" (2302283008)
00:27:46.379 --> 00:27:55.169
Shannon says the ability to cook. Yes, that would be a significant
desirable behavior.

170 "Brandy Allen" (2302283008)
00:27:55.169 --> 00:28:09.119
Following a recipe. Exactly. Any self care behaviors like brushing their
teeth showering that hygiene. Definitely. Those are significant desirable
behaviors.

171 "Brandy Allen" (2302283008)
00:28:09.119 --> 00:28:12.449
Thank you for those examples.

172 "Brandy Allen" (2302283008)
00:28:12.449 --> 00:28:21.839
I'm moving on to the just okay behaviors. Just okay. Behaviors are there
are things that we want to see.

173 "Brandy Allen" (2302283008)
00:28:22.524 --> 00:28:34.764
But we often overlook them unless someone is not doing them, it might be
things like walking versus running in public spaces, closing the outside
door.

174 "Brandy Allen" (2302283008)
00:28:34.764 --> 00:28:41.784
When you come in in the winter time, we're closing yeah. The outside door
making sure that.

175 "Brandy Allen" (2302283008)
00:28:42.734 --> 00:28:54.734
You push in your chair, when you get up from the table things like that
things that really are only noticed when they don't happen, but there's
still desirable behaviors that we want to see occur.

176 "Brandy Allen" (2302283008)
00:28:55.334 --> 00:29:01.394
Can you guys think of any other just okay behaviors things we kind of
take for granted.

177 "Brandy Allen" (2302283008)
00:29:21.774 --> 00:29:35.994
Okay, then I was confused on your saying there for a 2nd, saying Gleason,
thank you using your manners is definitely 1 of those just okay.
Behaviors that we often overlook, but we notice when they're not done
right?

178 "Brandy Allen" (2302283008)
00:29:36.654 --> 00:29:39.504
Talking could be adjust. Okay. Behavior.

179 "Brandy Allen" (2302283008)
00:29:40.789 --> 00:29:49.259
Do we want to encourage someone to be verbal but if they don't speak, we
notice when they don't speak versus when they do right?

180 "Brandy Allen" (2302283008)
00:29:49.259 --> 00:29:55.259
Teresa says, rinsing your dishes after putting them in the sink.

181 "Brandy Allen" (2302283008)
00:29:55.259 --> 00:30:04.139
Yeah, exactly. Things that we notice when it doesn't happen when the food
is all stuck on all the plates, because they weren't rents. Right?

182 "Brandy Allen" (2302283008)
00:30:04.139 --> 00:30:07.979
Very good examples.

183 "Brandy Allen" (2302283008)
00:30:08.214 --> 00:30:18.294
All right, let's move on to the undesirable behaviors. There are again, 2
categories of undesirable. The 1st, category is serious.

184 "Brandy Allen" (2302283008)
00:30:18.534 --> 00:30:27.804
These are the behaviors that cause real dangerous situations. These are
things that cause physical harm.

185 "Brandy Allen" (2302283008)
00:30:27.979 --> 00:30:36.239
To either oneself to other people, or to property, or they could be
things that are illegal.

186 "Brandy Allen" (2302283008)
00:30:36.239 --> 00:30:41.579
Can you guys think of any examples of serious behaviors?

187 "Brandy Allen" (2302283008)
00:30:41.579 --> 00:30:52.139
I've got elope mint yes. For sure.

188 "Brandy Allen" (2302283008)
00:30:52.139 --> 00:30:56.519
S, I D. can can you elaborate on that? 1 Camilla.

189 "Brandy Allen" (2302283008)
00:31:03.209 --> 00:31:06.749
So, farming for sure is a serious behavior.

190 "Brandy Allen" (2302283008)
00:31:06.749 --> 00:31:11.159
Yeah, Camilla self injury is behavior. Exactly.

191 "Brandy Allen" (2302283008)

00:31:11.159 --> 00:31:22.739
Yeah, it could be stealing. It could be that property damage agression towards others. Yes. Driving while impaired that serious behavior.

192 "Brandy Allen" (2302283008)
00:31:23.394 --> 00:31:32.574
Yes, you guys have very good examples of Sirius Sirius behavior does indicate that we always need to intervene because of course, our,

193 "Brandy Allen" (2302283008)
00:31:32.634 --> 00:31:38.514
our upmost priority is to maintain the safety of those individuals that we serve.

194 "Brandy Allen" (2302283008)
00:31:38.849 --> 00:31:49.079
And others that are around them, right? So if serious behavior is occurring, we do need to intervene.

195 "Brandy Allen" (2302283008)
00:31:49.079 --> 00:31:57.059
The other type of undesirable behavior that we're going to talk about is that annoying junk behavior.

196 "Brandy Allen" (2302283008)
00:31:57.059 --> 00:32:11.454
So, junk behavior is behavior that is undesirable, but it's not dangerous. It's really just in waiting things like burping and public interrupting others, things like that.

197 "Brandy Allen" (2302283008)
00:32:11.484 --> 00:32:16.584
Can you guys think of any other examples of junk behavior that you might have encountered?

198 "Brandy Allen" (2302283008)
00:32:29.724 --> 00:32:43.494
Flicking fingers. Yeah, my son is a percussionist, and he is forever tapping on things and it drives me crazy.

199 "Brandy Allen" (2302283008)
00:32:46.649 --> 00:32:58.314
So, we've got talking yeah, like talking at an inappropriate time, or an inappropriate volume things like that dealing with your mouth open. I hear that 1 a lot.

200 "Brandy Allen" (2302283008)
00:32:59.634 --> 00:33:02.184
Any sounds people make with their mouse.

201 "Brandy Allen" (2302283008)
00:33:02.999 --> 00:33:11.009
Interrupting? Yes, that's a jump behavior. Rolling your eyes also junk behavior.

202 "Brandy Allen" (2302283008)
00:33:11.009 --> 00:33:16.139
Clicking tongues yes.

203 "Brandy Allen" (2302283008)
00:33:16.139 --> 00:33:24.539
That's getting or urinating on oneself or physical touch from staff that
could be junk behavior. Um.

204 "Brandy Allen" (2302283008)
00:33:24.539 --> 00:33:37.649
Depending on the context of how that's occurring and, like, what might be
contaminated by that action that could also bleed over into serious.

205 "Brandy Allen" (2302283008)
00:33:37.649 --> 00:33:40.889
Cursing definitely junk behavior.

206 "Brandy Allen" (2302283008)
00:33:40.889 --> 00:33:52.379
Yeah, so you guys have some really great examples of all 4 categories of
those behaviors. So the 2 desirable significant and just okay and then
the undesirable.

207 "Brandy Allen" (2302283008)
00:33:52.379 --> 00:33:58.979
To serious and then that annoying junk behavior.

208 "Brandy Allen" (2302283008)
00:33:59.604 --> 00:34:12.864
So, you always need to remember that whether a behavior is considered
desirable or undesirable depends on the context in which that behavior
occurs and we've hit on this just a little bit,

209 "Brandy Allen" (2302283008)
00:34:13.884 --> 00:34:17.634
especially for the junk category. Um.

210 "Brandy Allen" (2302283008)
00:34:18.029 --> 00:34:29.429
What is going on in that particular situation at that time? What's going
on around that behavior? Can determine whether it would be considered
junk.

211 "Brandy Allen" (2302283008)
00:34:29.634 --> 00:34:36.534
Or something else, right for example, crying might be desirable if your
pet just died,

212 "Brandy Allen" (2302283008)
00:34:37.284 --> 00:34:47.244
but maybe not so much if you're crying and there's no logical reason for
you to be crying at that moment, that might be a junk behavior. Right?

213 "Brandy Allen" (2302283008)
00:34:47.549 --> 00:35:01.409
So just remember, we always have to look at what's going on around that
behavior to decide whether it belongs in that desirable or undesirable
category.

214 "Brandy Allen" (2302283008)
00:35:01.409 --> 00:35:15.809
Also, remember that those significant desirable behaviors are the
behaviors that we're trying to increase these are the behaviors that are
going to help people succeed in their environment. Um.

215 "Brandy Allen" (2302283008)
00:35:15.809 --> 00:35:24.599
Let's see here. Did we have any significant desirable behaviors on our
list earlier?

216 "Brandy Allen" (2302283008)
00:35:29.189 --> 00:35:32.759
I think smiling could be 1 for sure.

217 "Brandy Allen" (2302283008)
00:35:32.759 --> 00:35:35.759
That's a significant desirable behavior.

218 "Brandy Allen" (2302283008)
00:35:35.759 --> 00:35:42.179
Um, that might be the only 1 that we had on there that was.

219 "Brandy Allen" (2302283008)
00:35:42.179 --> 00:35:45.809
Significantly desirable.

220 "Brandy Allen" (2302283008)
00:35:48.474 --> 00:36:02.153
We just really want to make sure that we are recognizing those
significant, desirable behaviors. These are the ones that we really want
to try to increase or get people to do if they're not currently doing
them.

221 "Brandy Allen" (2302283008)
00:36:03.384 --> 00:36:05.544
These are the skills that are gonna be.

222 "Brandy Allen" (2302283008)
00:36:06.254 --> 00:36:12.314
For their survival and success in any situation, for example,

223 "Brandy Allen" (2302283008)
00:36:12.314 --> 00:36:22.454
significant behaviors in a movie theater might be whispering so that only
the person you're with can hear you making sure that you say sitting in
your seat.

224 "Brandy Allen" (2302283008)
00:36:22.769 --> 00:36:33.959
Making sure that you use the restroom, as you need to, in the store
significant behaviors would be paying only for the things that.

225 "Brandy Allen" (2302283008)
00:36:33.959 --> 00:36:42.029
Only leaving the store with things that you paid for and paying for
things before you use them.

226 "Brandy Allen" (2302283008)
00:36:42.029 --> 00:36:48.419
So, we, we always want to make sure that we recognize those significant
desirable behaviors.

227 "Brandy Allen" (2302283008)
00:36:48.419 --> 00:37:03.029
Just okay, behaviors again, are those behaviors that are common they're
often overlooked. We take them for granted. We usually only notice them
when they don't happen.

228 "Brandy Allen" (2302283008)
00:37:03.714 --> 00:37:12.534
Some other examples of just okay, behaviors might be someone is sitting
down quietly watching TV. They're not disturbing anyone.

229 "Brandy Allen" (2302283008)
00:37:13.344 --> 00:37:19.974
Maybe they're walking down the hallway rather than running using an
inside voice.

230 "Brandy Allen" (2302283008)
00:37:20.219 --> 00:37:26.879
Taking turns when they play a game or smiling at you, when you come in.

231 "Brandy Allen" (2302283008)
00:37:26.879 --> 00:37:30.419
Those could be just okay behaviors.

232 "Brandy Allen" (2302283008)
00:37:31.194 --> 00:37:40.614
Those junk behaviors are the behaviors that we usually spend all of our
time and energy trying to stop and they tend to upset us the most.

233 "Brandy Allen" (2302283008)
00:37:41.814 --> 00:37:50.094
You guys can you guys give me a definition of junk behavior in the chat
box? Write down what you think the.

234 "Brandy Allen" (2302283008)
00:37:50.444 --> 00:37:52.454
Mission is of junk behavior.

235 "Brandy Allen" (2302283008)
00:38:11.760 --> 00:38:25.500
I've got a couple in here, um, really annoying, but not causing problems
for other people.

236 "Brandy Allen" (2302283008)
00:38:25.500 --> 00:38:30.030
Yes, behavior that cannot cause harm to others.

237 "Brandy Allen" (2302283008)
00:38:30.030 --> 00:38:41.790
Yeah, it's non harmful, but it could be annoying behaviors that are
annoying, but not harmful. Yep, exactly. Unwanted throw away behaviors.
That's a good 1. Cynthia.

238 "Brandy Allen" (2302283008)
00:38:41.790 --> 00:38:46.350
All right. Very good.

239 "Brandy Allen" (2302283008)
00:38:46.350 --> 00:38:51.240
So, the actual definition of junk behavior is.

240 "Brandy Allen" (2302283008)
00:38:51.505 --> 00:39:06.235
Behavior that's undesirable annoying, but it's not physically harmful to
self others, property and it's not illegal. We, we often have to think
about junk behavior being age or functional level.

241 "Brandy Allen" (2302283008)
00:39:06.235 --> 00:39:11.215
Typical. For example, a typical 8 year old is.

242 "Brandy Allen" (2302283008)
00:39:11.240 --> 00:39:24.825
Probably gonna laugh when someone brbs or burt's, they're going to burp
and fart with peers and they're gonna think it's hilarious. Right? But
that's pretty typical behavior for an 8 year old. Right?

243 "Brandy Allen" (2302283008)
00:39:24.855 --> 00:39:29.685
If we have a 20 year old who is engaging in that same behavior.

244 "Brandy Allen" (2302283008)
00:39:30.060 --> 00:39:37.920
That's probably a lot of junk behavior like that that could actually fall
into, like, some.

245 "Brandy Allen" (2302283008)
00:39:37.920 --> 00:39:43.440
Undesirable behavior that we need to target, right? If it's beyond that H
level.

246 "Brandy Allen" (2302283008)

00:39:43.440 --> 00:39:46.530
Um, so.

247 "Brandy Allen" (2302283008)
00:39:48.055 --> 00:39:57.835
The thing to remember, is that just because that behavior is typical for an age group doesn't mean it's desirable or it's any less annoying,

248 "Brandy Allen" (2302283008)
00:39:58.165 --> 00:40:06.085
but it helps us know that that kind of action is not unusual for the age group or the functional level. The.

249 "Brandy Allen" (2302283008)
00:40:06.530 --> 00:40:21.465
Of junk behavior can be very useful to us, because it helps us prioritize our concerns and responses to that junk behavior. We can save our energy and our frustration about those junk behaviors. If we.

250 "Brandy Allen" (2302283008)
00:40:22.530 --> 00:40:26.340
If we really think it needs to be addressed, we can take it.

251 "Brandy Allen" (2302283008)
00:40:26.340 --> 00:40:40.285
To a more long term teaching approach and recognize that it takes a while to change behavior, but we have time to do that because junk behavior isn't really causing any harm to anyone. Right?

252 "Brandy Allen" (2302283008)
00:40:41.065 --> 00:40:44.665
At least not immediately. It's something that we can target.

253 "Brandy Allen" (2302283008)
00:40:44.910 --> 00:40:50.250
Perhaps, but we know that we have time to try to implement that change.

254 "Brandy Allen" (2302283008)
00:40:50.250 --> 00:41:00.750
And again, we can also recognize that sometimes that junk behavior is just age typical or it's functional level. Typical for that individual.

255 "Brandy Allen" (2302283008)
00:41:00.750 --> 00:41:10.950
And that can help us know whether we need to address it right now. Or if we need to wait until it if that behavior continues and becomes a problem.

256 "Brandy Allen" (2302283008)
00:41:16.015 --> 00:41:24.115
So, let's talk about some common junk behaviors that you all have seen. I know we had some examples earlier of junk behavior.

257 "Brandy Allen" (2302283008)

00:41:24.955 --> 00:41:32.785
Is there anything in particular that gets on your nerves a junk behavior
that you have a hard time trying.

258 "Brandy Allen" (2302283008)
00:41:33.150 --> 00:41:38.460
Either to address, or to not address to not give it attention.

259 "Brandy Allen" (2302283008)
00:41:42.655 --> 00:41:53.245
Jody says crying. Yeah, that 1 can be hard because you don't want to be
seen as being too cold. If they're having an emotional response.

260 "Brandy Allen" (2302283008)
00:41:53.455 --> 00:41:57.835
But at the same time, you recognize that that can be manipulative
behavior.

261 "Brandy Allen" (2302283008)
00:41:58.380 --> 00:42:06.720
Any other junk behaviors that you guys have a hard time dealing with.

262 "Brandy Allen" (2302283008)
00:42:06.720 --> 00:42:11.100
Either not responding to or.

263 "Brandy Allen" (2302283008)
00:42:11.100 --> 00:42:15.000
Responding to in a coercive way sometimes.

264 "Brandy Allen" (2302283008)
00:42:16.495 --> 00:42:28.015
That chewing your chewing food with your mouth open. That's a big 1 for a
lot of people. sheryl's is always making excuses for their own behavior.

265 "Brandy Allen" (2302283008)
00:42:28.105 --> 00:42:31.645
Yeah, that's that's a good junk behavior that maybe you want to target.

266 "Brandy Allen" (2302283008)
00:42:31.980 --> 00:42:37.770
Causing can be another junk behavior.

267 "Brandy Allen" (2302283008)
00:42:37.770 --> 00:42:40.045
Yeah, those are all really good examples.

268 "Brandy Allen" (2302283008)
00:42:40.555 --> 00:42:54.985
We're going to talk a little bit later about some of the coercive
reactions that we have a lot of times towards jump behavior and maybe
that will help you to understand some better ways to respond to that junk

269 "Brandy Allen" (2302283008)

00:42:54.985 --> 00:42:55.705
behavior.

270 "Brandy Allen" (2302283008)
00:43:00.180 --> 00:43:08.520
Judy says that crying is actually something the person does of the past time.

271 "Brandy Allen" (2302283008)
00:43:08.520 --> 00:43:12.870
Being yelled at across the room that can be annoying. Yes.

272 "Brandy Allen" (2302283008)
00:43:12.870 --> 00:43:22.860
Just remember that junk behavior is definitely annoying. Um, we have a few more examples on this slide here that testing.

273 "Brandy Allen" (2302283008)
00:43:22.945 --> 00:43:32.605
Threatening they have not going to work or not being respectful could be junk behavior, slamming door, screaming, name,

274 "Brandy Allen" (2302283008)
00:43:32.605 --> 00:43:42.805
calling saying mean things I do want to bring up on this list. They have these 2 examples where they say not going to work.

275 "Brandy Allen" (2302283008)
00:43:42.860 --> 00:43:53.790
And not being respectful when we talk about someone, not doing something, we are not.

276 "Brandy Allen" (2302283008)
00:43:53.790 --> 00:44:03.055
Being specific in describing the behavior that is occurring by using the word, not in front of a behavior.

277 "Brandy Allen" (2302283008)
00:44:03.685 --> 00:44:13.525
We're actually turning that into 1 of those big old category works. So, if I was not going to work.

278 "Brandy Allen" (2302283008)
00:44:13.790 --> 00:44:23.100
What could I be doing instead? Do you guys have any examples? You can throw them in the chat box what could I be doing if I was not going to work?

279 "Brandy Allen" (2302283008)
00:44:30.570 --> 00:44:33.840
I could be sleeping. Yeah, I could be sleeping in late.

280 "Brandy Allen" (2302283008)
00:44:37.380 --> 00:44:45.300

Any other ideas I could be shopping I could be, I could be watching Netflix.

281 "Brandy Allen" (2302283008)
00:44:45.300 --> 00:44:59.910
I could be on vacation there there are a 1Million things that you could put in there that I could be doing instead of going to work. Um, so when we describe behavior, you just need to be really careful that we're.

282 "Brandy Allen" (2302283008)
00:44:59.910 --> 00:45:07.650
We don't use the word not in front of the behavior. We really want to describe what is being done.

283 "Brandy Allen" (2302283008)
00:45:07.650 --> 00:45:17.340
So, if someone is not being respectful, that's kind of like the example that we had earlier about someone who was being rude.

284 "Brandy Allen" (2302283008)
00:45:17.340 --> 00:45:25.710
How could we define? Not being respectful? What is that individual doing? That is not respectful.

285 "Brandy Allen" (2302283008)
00:45:25.795 --> 00:45:33.565
Maybe they are calling names maybe they are not looking at you when you speak to them.

286 "Brandy Allen" (2302283008)
00:45:34.045 --> 00:45:45.505
Um, there are lots of things that someone could be doing instead of not doing something. So, just remember that, um, when you describe the behavior.

287 "Brandy Allen" (2302283008)
00:45:45.710 --> 00:45:53.550
Try and try not to use that not in front of the behavior and actually describe what is happening.

288 "Brandy Allen" (2302283008)
00:45:58.650 --> 00:46:08.490
All right, so here's the big question, right? Why do people have junk behavior? Why do people curse it?

289 "Brandy Allen" (2302283008)
00:46:08.490 --> 00:46:13.500
Other people what could be some reasons.

290 "Brandy Allen" (2302283008)
00:46:13.500 --> 00:46:17.550
Just type in the chat box, why might somebody curse that someone.

291 "Brandy Allen" (2302283008)

00:46:27.540 --> 00:46:38.280
It was done to them, right? Yeah, they're upset. They're mad too.
Frustrated. Their feelings are hurt. Yeah. They're going to express that
emotion through those curse words. Right?

292 "Brandy Allen" (2302283008)
00:46:38.280 --> 00:46:43.410
Yeah, maybe that's what they heard and so they're going to repeat it.

293 "Brandy Allen" (2302283008)
00:46:43.410 --> 00:46:54.355
Exactly, they need help and they use those words to emphasize that they
really need something. They're frustrated. It's a learned behavior for
sure. Yeah.

294 "Brandy Allen" (2302283008)
00:46:54.685 --> 00:46:59.485
There's lots of reasons that people could have junk behaviors. Um.

295 "Brandy Allen" (2302283008)
00:46:59.820 --> 00:47:08.190
As we go through today's training, we have a special tool that we use to
address. Drunk behavior is called pivot.

296 "Brandy Allen" (2302283008)
00:47:08.190 --> 00:47:13.680
We'll get into that a little bit later and practice it, but.

297 "Brandy Allen" (2302283008)
00:47:13.680 --> 00:47:18.990
When you observe someone having junk behaviour, um.

298 "Brandy Allen" (2302283008)
00:47:18.990 --> 00:47:28.675
A lot of people think that we are telling them to ignore junk behavior
and that is that is really not very effective.

299 "Brandy Allen" (2302283008)
00:47:28.915 --> 00:47:38.095
So the tool that we are going to go over, that pivot tool can really help
you be more effective than ignoring. Um.

300 "Brandy Allen" (2302283008)
00:47:38.995 --> 00:47:47.245
Using that pivot tool can really help turn around the junk behavior
because junk behavior a lot of times is for attention. Right?

301 "Brandy Allen" (2302283008)
00:47:47.815 --> 00:47:58.045
And so in using that pivot tool, we're not taking our attention away from
the individual. We're just taking our attention away from the junk
behavior.

302 "Brandy Allen" (2302283008)

00:47:58.410 --> 00:48:07.170
Um, so it's a very subtle tool. We're going to go over it in a little
bit, but I hope that you'll find it useful when we do.

303 "Brandy Allen" (2302283008)
00:48:07.170 --> 00:48:19.170
It's always important to remember that there are reasons behind junk
behavior and if we can find out what those reasons are, then we're
probably going to be more likely to change that behavior.

304 "Brandy Allen" (2302283008)
00:48:23.370 --> 00:48:36.295
And this is just a reminder that undesirable behavior is not junk
behavior when it causes, or could cause physical damage to oneself to
others to property.

305 "Brandy Allen" (2302283008)
00:48:36.715 --> 00:48:42.955
Or if the behavior is illegal, these are all considered serious.

306 "Brandy Allen" (2302283008)
00:48:43.370 --> 00:48:51.285
Desirable behaviors, and we must intervene because the person's safety
and the safety of others is our 1st concern.

307 "Brandy Allen" (2302283008)
00:48:51.705 --> 00:49:01.695
Those serious behaviors are dangerous and they must be interrupted and
actions taken by us to make sure that things are safe for everyone.

308 "Brandy Allen" (2302283008)
00:49:06.655 --> 00:49:18.385
So, what should we do when we have serious behavior occurring we're about
to happen. There is a safety crisis plan.

309 "Brandy Allen" (2302283008)
00:49:18.595 --> 00:49:24.445
This QR code is going to give you more information about those crisis
cycles and state.

310 "Brandy Allen" (2302283008)
00:49:24.770 --> 00:49:31.320
This is planning if you're unsure, or you don't know about safety crisis
plans.

311 "Brandy Allen" (2302283008)
00:49:31.320 --> 00:49:37.020
Feel free to scan that QR code and you can get some more information
about that.

312 "Brandy Allen" (2302283008)
00:49:37.020 --> 00:49:48.690
We also have another training that is done by our tiered supports team
called mental health, Mondays, the safety crisis.

313 "Brandy Allen" (2302283008)
00:49:48.690 --> 00:49:52.110
Training plan, um.

314 "Brandy Allen" (2302283008)
00:49:52.110 --> 00:49:56.970
It's actually available on our website. You can go and watch that
training.

315 "Brandy Allen" (2302283008)
00:49:56.970 --> 00:50:03.960
And those mental health Mondays can help you with safety crisis planning.
If you have individuals who may need that.

316 "Brandy Allen" (2302283008)
00:50:08.545 --> 00:50:20.365
Another resource for you to know about is 988. this is the number in
Missouri where you can call if there is serious behavior that is
happening or about to happen.

317 "Brandy Allen" (2302283008)
00:50:20.365 --> 00:50:27.775
If you call 988, they can give you support and resources to help you.
support and resources to help you

318 "Brandy Allen" (2302283008)
00:50:27.800 --> 00:50:31.290
To work through that crisis.

319 "Brandy Allen" (2302283008)
00:50:31.290 --> 00:50:36.690
That QR code will give you more information about 9 date in Missouri.

320 "Brandy Allen" (2302283008)
00:50:43.495 --> 00:50:56.395
All right, so this slide just again goes over those 4 categories of
behavior, the 2 types of desirable behaviors significant, and just okay
with some examples.

321 "Brandy Allen" (2302283008)
00:50:56.425 --> 00:51:00.535
Some of these examples were ones that you all shared with me earlier. So
that's.

322 "Brandy Allen" (2302283008)
00:51:00.710 --> 00:51:06.330
Awesome. And then on the undesirable side, we have the serious behaviors.

323 "Brandy Allen" (2302283008)
00:51:06.330 --> 00:51:11.280
And the junk behaviors again, with some examples.

324 "Brandy Allen" (2302283008)

00:51:11.280 --> 00:51:19.170
Hello.

325 "Brandy Allen" (2302283008)
00:51:19.170 --> 00:51:26.370
All right, let's go ahead and jump into our fundamental facts that can help us understand behavior.

326 "Brandy Allen" (2302283008)
00:51:26.370 --> 00:51:34.080
The 1st fact, here, the behavior is always right given the person's environment or history.

327 "Brandy Allen" (2302283008)
00:51:35.455 --> 00:51:44.425
This basically means that we are probably going to behave in the same way, given our particular environment and our history.

328 "Brandy Allen" (2302283008)
00:51:45.565 --> 00:51:53.635
We have to make efforts to understand that a person is not wilfully doing something against us or to be bad.

329 "Brandy Allen" (2302283008)
00:51:54.080 --> 00:51:59.985
They've learned to do the behaviors they do from their experiences from watching others,

330 "Brandy Allen" (2302283008)
00:51:59.985 --> 00:52:13.425
do them they're telling us that something is wrong in their world and life and we have to understand that and we need to be teaching modeling and encouraging more desirable behaviors.

331 "Brandy Allen" (2302283008)
00:52:13.800 --> 00:52:25.950
Those behaviors that a person has communicate what they have learned to do to get what they need. Um, and we need to recognize that.

332 "Brandy Allen" (2302283008)
00:52:26.575 --> 00:52:39.925
Almost all of the behaviors that we're concerned about come because of that learning or experience of a person. Some of those behaviors are automatic. Like, we all breathe.

333 "Brandy Allen" (2302283008)
00:52:40.045 --> 00:52:45.925
We all digest or food. Those are things that just happen. Automatically. We have.

334 "Brandy Allen" (2302283008)
00:52:45.950 --> 00:53:00.825
To have the understanding and approach that behaviors can also come from that environment from the learning and history of that person and the

more that we can know about those things the more we can do to help that person change their

335 "Brandy Allen" (2302283008)
00:53:00.825 --> 00:53:02.325
behaviors in the future.

336 "Brandy Allen" (2302283008)
00:53:02.700 --> 00:53:14.250
If we have that approach and we use positive ways to change behavior. We have a much better chance of success.

337 "Brandy Allen" (2302283008)
00:53:14.250 --> 00:53:21.270
You guys agree with that 1.

338 "Brandy Allen" (2302283008)
00:53:21.270 --> 00:53:24.660
That behaviour is always correct.

339 "Brandy Allen" (2302283008)
00:53:37.200 --> 00:53:47.970
Let's see a couple of yeses in there. Yeah, thank you for that. Yeah, I, I think it's good to remember that. Um.

340 "Brandy Allen" (2302283008)
00:53:47.970 --> 00:53:53.640
Behavior is a lot of times just someone simply communicating what their needs are.

341 "Brandy Allen" (2302283008)
00:53:53.640 --> 00:53:57.240
And they're doing that in the ways that they have learned.

342 "Brandy Allen" (2302283008)
00:53:57.240 --> 00:54:02.760
From their life history and experiences.

343 "Brandy Allen" (2302283008)
00:54:02.760 --> 00:54:07.320
All right, so our 2nd, fundamental fact is that.

344 "Brandy Allen" (2302283008)
00:54:07.320 --> 00:54:12.570
Consequences meaning anything that occurs after a behavior.

345 "Brandy Allen" (2302283008)
00:54:12.570 --> 00:54:22.440
Can strengthen or weekend that behavior and the only way to know the effects of a consequence are by what happens to that behavior in the future.

346 "Brandy Allen" (2302283008)
00:54:24.325 --> 00:54:38.725

We talk about consequences. We mentioned this earlier about how sometimes we have negative consequences and sometimes we have positive consequences. We can offer either, but.

347 "Brandy Allen" (2302283008)
00:54:39.030 --> 00:54:50.070
The only way that we can know when a consequences is working is by what happens to that behavior after we've offered that positive or negative consequence.

348 "Brandy Allen" (2302283008)
00:54:53.970 --> 00:55:02.310
Yeah, Jodie definitely says that it's communicating an unmet need. Right? Behavior is always communicating and unmet need.

349 "Brandy Allen" (2302283008)
00:55:05.395 --> 00:55:08.305
All right, let's see here.

350 "Brandy Allen" (2302283008)
00:55:08.575 --> 00:55:22.285
So the purpose of going over the consequences is that we need to understand what consequences a person will work to obtain, like, to meet the expectation. What.

351 "Brandy Allen" (2302283008)
00:55:22.310 --> 00:55:37.305
It is valuable enough to that individual to allow them to meet the expectation that's set forth and hopefully we are offering the right positive consequences to get that individual to work

352 "Brandy Allen" (2302283008)
00:55:37.305 --> 00:55:41.655
towards that desired behavior and earn that positive consequence.

353 "Brandy Allen" (2302283008)
00:55:42.310 --> 00:55:48.870
But it's a lot of trial and error, and it takes time.

354 "Brandy Allen" (2302283008)
00:55:48.870 --> 00:55:59.220
That's our next fundamental fact that it takes time for changes in the environment to change behavior. We have to be consistent.

355 "Brandy Allen" (2302283008)
00:55:59.220 --> 00:56:09.355
Patient, and when we implement a plan, we should try to keep that plan going for at least a couple of weeks to see if it's working.

356 "Brandy Allen" (2302283008)
00:56:10.015 --> 00:56:18.955
Remember the only way that we can know what that consequences is working is if it changed the behavior. Well, it takes time for us to see if that behavior changed.

357 "Brandy Allen" (2302283008)
00:56:19.220 --> 00:56:33.315
So we want to make sure we implement that plan for at least a couple of weeks if we can collect some data around that. And whether that behavior that we've targeted is changing even better, if it's working, keep doing it.

358 "Brandy Allen" (2302283008)
00:56:33.735 --> 00:56:37.635
If it's not, you probably want to tweak your plan and try again.

359 "Brandy Allen" (2302283008)
00:56:44.820 --> 00:56:50.010
Right so fundamental fact, number 4.

360 "Brandy Allen" (2302283008)
00:56:50.010 --> 00:56:57.060
I love this 1 past behavior is the best predictor of future behavior. Um.

361 "Brandy Allen" (2302283008)
00:56:57.060 --> 00:57:07.290
Remember past experiences, if it didn't work the last time you want to change the strategy, and we want to try to anticipate problems and prevent them.

362 "Brandy Allen" (2302283008)
00:57:08.755 --> 00:57:23.335
I love this 1 and I use this example, a lot of past behaviors, the best predictor of future behavior. We are all creatures of habit. Um, we do what is comfortable and what we have learned to do.

363 "Brandy Allen" (2302283008)
00:57:23.935 --> 00:57:26.815
I will tell you that I drive the same route to work.

364 "Brandy Allen" (2302283008)
00:57:27.205 --> 00:57:40.195
Every single day, I will tell you that when I'm in a class, I sit in the same seat, because it's comfortable it feels uncomfortable to get out of your comfort zone. Right?

365 "Brandy Allen" (2302283008)
00:57:41.155 --> 00:57:46.825
And so that has behavior being the best predictor of future behavior is so so true.

366 "Brandy Allen" (2302283008)
00:57:47.090 --> 00:57:57.420
So remember that it takes time and it's uncomfortable to change our behavior. So we need to recognize that when we're trying to target.

367 "Brandy Allen" (2302283008)
00:57:57.420 --> 00:58:11.760

Changing someone else's behavior. All right. Our fundamental fact, number 5, is that giving negative or coercive punishment?

368 "Brandy Allen" (2302283008)
00:58:11.760 --> 00:58:19.470
Are punishing consequences typically results in mini problems, including more undesirable behaviors.

369 "Brandy Allen" (2302283008)
00:58:19.470 --> 00:58:32.550
We should try to avoid using negative coercive and punishing consequences as much as we can we should be focusing more on what is being done. Well.

370 "Brandy Allen" (2302283008)
00:58:32.550 --> 00:58:43.380
Rather than what is not being done? Well, fundamental fact number 6.

371 "Brandy Allen" (2302283008)
00:58:43.380 --> 00:58:57.745
And the long run behavior responds better to positive consequences. This is what I just said, we should be recognizing those desirable behaviors and providing positive consequences as often as possible.

372 "Brandy Allen" (2302283008)
00:58:58.500 --> 00:59:05.730
We're going to talk a little bit more about coercion in just a few minutes and those effects of coercion.

373 "Brandy Allen" (2302283008)
00:59:06.175 --> 00:59:19.405
But just an example, has anyone ever worked for a demanding a negative boss? Of course, that wouldn't be the person you worked for now. But did you like it?

374 "Brandy Allen" (2302283008)
00:59:19.525 --> 00:59:24.535
Did you work as hard as you could for that demanding and negative boss?

375 "Brandy Allen" (2302283008)
00:59:24.990 --> 00:59:31.710
If you have a comparison of a better boss who is more a positive and encouraging.

376 "Brandy Allen" (2302283008)
00:59:31.710 --> 00:59:41.670
Which 1, did you give your best effort for? Was it the more positive encouraging 1 or was it the demanding boss?

377 "Brandy Allen" (2302283008)
00:59:41.670 --> 00:59:44.970
And you can feel free to put that in the chat box if you'd like.

378 "Brandy Allen" (2302283008)
00:59:44.970 --> 00:59:54.750

I know I can guarantee that I enjoy working for a more positive,
encouraging boss a whole lot more than those who are demanding a
negative.

379 "Brandy Allen" (2302283008)
01:00:07.405 --> 01:00:12.475
All right, so let's go ahead and move on here.

380 "Brandy Allen" (2302283008)
01:00:13.195 --> 01:00:27.205
We're gonna be talking about using that universal positive approach and
how that can set the foundation for all the interventions that we might
need to put in place. Remember, it's not about trying to fix people.

381 "Brandy Allen" (2302283008)
01:00:27.260 --> 01:00:31.440
It's about trying to increase their quality of life.

382 "Brandy Allen" (2302283008)
01:00:34.885 --> 01:00:48.985
So, to effectively change behaviors, we need to always be teaching,
finding and paying more attention to desirable behaviors. Instead of
undesirable behaviors. That is the very.

383 "Brandy Allen" (2302283008)
01:00:49.320 --> 01:01:00.930
Basis of positive behaviour support we're gonna be putting our focus on
what is being done. Well, rather than undesirable behaviors.

384 "Brandy Allen" (2302283008)
01:01:00.930 --> 01:01:09.390
So, let's talk a little bit about target behaviors. These are those
behaviors that you want to teach.

385 "Brandy Allen" (2302283008)
01:01:09.390 --> 01:01:13.008
That you want to increase, or you want to replay.

386 "Brandy Allen" (2302283008)
01:01:13.265 --> 01:01:23.405
Undesirable behaviors, we want to put our focus on the desirable
alternative behaviors. We call it to do language.

387 "Brandy Allen" (2302283008)
01:01:24.245 --> 01:01:32.675
So remember earlier I said, we, we talk about stamping out undesirable
behaviors. Well, instead of just getting rid of an.

388 "Brandy Allen" (2302283008)
01:01:33.000 --> 01:01:45.490
Desirable behavior. What do we want to replace that behavior with?
Instead of the undesirable what is the desirable we want to make sure
that we let people know what that is?

389 "Brandy Allen" (2302283008)
01:01:45.490 --> 01:02:00.190
We want to strengthen and increase those desirable behaviors and in doing
so, and recognizing those desirable behaviors we are going to weaken and
decrease those undesirable behaviors.

390 "Brandy Allen" (2302283008)
01:02:05.440 --> 01:02:09.910
So, when we want to motivate desirable behavior, um.

391 "Brandy Allen" (2302283008)
01:02:09.910 --> 01:02:24.185
Again, we talked about this earlier that sometimes when we put the focus
on these positive practices, people don't understand that we're not
letting people get away with things. If we don't punish them.

392 "Brandy Allen" (2302283008)
01:02:24.935 --> 01:02:26.705
We're actually focusing.

393 "Brandy Allen" (2302283008)
01:02:27.065 --> 01:02:33.965
On putting more emphasis on those desirable and healthy behaviors.

394 "Brandy Allen" (2302283008)
01:02:34.205 --> 01:02:47.015
We are putting our emotion and our words, and our reactions and attention
on the good things, rather than the undesirable things if we have to
interrupt or.

395 "Brandy Allen" (2302283008)
01:02:47.040 --> 01:02:52.060
React to undesirable behavior. We need to do that with this little.

396 "Brandy Allen" (2302283008)
01:02:52.925 --> 01:03:06.515
Emphasis attention, reaction, emotion on that undesirable as possible.
Try to limit your eye contact, limit your touch. If you have to address
those undesirable behaviors.

397 "Brandy Allen" (2302283008)
01:03:07.870 --> 01:03:16.660
Okay.

398 "Brandy Allen" (2302283008)
01:03:16.660 --> 01:03:21.070
I'm looking through here, um.

399 "Brandy Allen" (2302283008)
01:03:21.070 --> 01:03:31.090
It wants me to do some, uh, some role play here. So let's say that you
have someone, um.

400 "Brandy Allen" (2302283008)

01:03:31.775 --> 01:03:45.125
Who who fails to use a tissue? They have a runny nose, and they often
failed to use the tissue. So, instead of making a big deal about it and
going oh gross get a tissue here.

401 "Brandy Allen" (2302283008)
01:03:45.155 --> 01:03:47.645
Here's the tissue for your nose like.

402 "Brandy Allen" (2302283008)
01:03:47.950 --> 01:04:01.780
That's calling attention to the undesirable behavior, right? If we were
to react and the more positive behavior support wake, we might just grab
a tissue and say, here's the tissue for your nose.

403 "Brandy Allen" (2302283008)
01:04:01.780 --> 01:04:12.100
And go on, um, we are still addressing the undesirable behavior, but
we're not calling so much attention to it.

404 "Brandy Allen" (2302283008)
01:04:12.100 --> 01:04:17.740
Okay.

405 "Brandy Allen" (2302283008)
01:04:17.740 --> 01:04:22.810
We do not want to focus on undesirable or inappropriate behaviors.

406 "Brandy Allen" (2302283008)
01:04:22.810 --> 01:04:29.200
Instead we want to focus on the desirable or healthy behavior that we
want people to do.

407 "Brandy Allen" (2302283008)
01:04:29.200 --> 01:04:42.880
Remember our list that we made earlier and how the majority of our list
was undesirable behaviors. We want to try to turn that focus around.

408 "Brandy Allen" (2302283008)
01:04:42.880 --> 01:04:46.390
More towards the desirable and healthy behaviors.

409 "Brandy Allen" (2302283008)
01:04:50.920 --> 01:04:55.990
Again, it takes time to change people's behaviors.

410 "Brandy Allen" (2302283008)
01:04:55.990 --> 01:05:05.170
And it really requires a change in your focus while you're interacting
with them. There is a great mindfulness that comes with.

411 "Brandy Allen" (2302283008)
01:05:05.170 --> 01:05:10.180
Trying to maintain a positive reaction to.

412 "Brandy Allen" (2302283008)
01:05:10.180 --> 01:05:24.245
Undesirable behavior and recognizing that your reactions to those
desirable or undesirable behaviors really can make a huge difference in
increasing or decreasing those behaviors.

413 "Brandy Allen" (2302283008)
01:05:25.145 --> 01:05:30.005
It really is a true practice of mindfulness. And how you react that.

414 "Brandy Allen" (2302283008)
01:05:30.180 --> 01:05:37.900
Cause that behavior change and remember it does take time you're looking
for improvement.

415 "Brandy Allen" (2302283008)
01:05:37.900 --> 01:05:42.069
Not perfection you have to be patient.

416 "Brandy Allen" (2302283008)
01:05:42.069 --> 01:05:46.509
And just keep doing what, you know, will work in the long run.

417 "Brandy Allen" (2302283008)
01:05:50.109 --> 01:05:55.269
So, we're going to go ahead and jump into coercion and its effects.

418 "Brandy Allen" (2302283008)
01:05:55.269 --> 01:05:58.539
Um, let's see here.

419 "Brandy Allen" (2302283008)
01:05:58.539 --> 01:06:11.289
So, coercion is typically a way that we punish others. It's either the
use of force, verbal or physical to create a worsening.

420 "Brandy Allen" (2302283008)
01:06:11.289 --> 01:06:19.029
To stop her control behavior so basically kind of that negative
punishment idea.

421 "Brandy Allen" (2302283008)
01:06:19.324 --> 01:06:31.774
Verbal coercion can be a form of put down or a show of disrespect and
usually, when we use coercion, it's a habitual reaction. It's kind of a
gut reaction.

422 "Brandy Allen" (2302283008)
01:06:32.074 --> 01:06:34.624
It's not taking that moment.

423 "Brandy Allen" (2302283008)
01:06:34.959 --> 01:06:39.849

To think about how you react and how that could affect the behavior.

424 "Brandy Allen" (2302283008)
01:06:39.849 --> 01:06:46.989
We have a very coercive culture. Everybody uses coercion.

425 "Brandy Allen" (2302283008)
01:06:46.989 --> 01:06:59.889
We're human, we all have those gut instinct reactions sometimes. So we're
not picking on anybody when we talk about coercion. It's a problem for
everybody.

426 "Brandy Allen" (2302283008)
01:06:59.889 --> 01:07:13.239
But the more that we can avoid coercion, the better off, all of us will
be the stronger relationships you're going to build with others when you
can avoid those coercive reactions.

427 "Brandy Allen" (2302283008)
01:07:13.239 --> 01:07:23.589
But as I said earlier, we had, we live in a society that has been built
on coercion. Um.

428 "Brandy Allen" (2302283008)
01:07:24.094 --> 01:07:37.804
It's very ingrained in us. It seems natural and that's why it's really
hard to change and it takes some dedicated effort and continued effort
and improving and not responding with those gut reactions.

429 "Brandy Allen" (2302283008)
01:07:40.359 --> 01:07:45.279
So, coercion often means.

430 "Brandy Allen" (2302283008)
01:07:45.279 --> 01:07:50.109
Um, that we're trying to teach that individual by punishing them.

431 "Brandy Allen" (2302283008)
01:07:50.109 --> 01:08:04.839
Um, and that hurts our relationship with the other person when we use
punishment or coercion often, we're not teaching the behavior that we
want that to do alternative behavior. We're actually.

432 "Brandy Allen" (2302283008)
01:08:04.839 --> 01:08:11.229
Modeling motivating and teaching behaviors that we don't want, because
people are going to.

433 "Brandy Allen" (2302283008)
01:08:11.229 --> 01:08:19.449
Do what we do, right? They learn what they live. And so when we use
coercion, you're going to see those coercive.

434 "Brandy Allen" (2302283008)

01:08:19.449 --> 01:08:24.399
Behaviors from the individuals that you're using them with, we're
modeling that.

435 "Brandy Allen" (2302283008)
01:08:24.399 --> 01:08:28.689
Um.

436 "Brandy Allen" (2302283008)
01:08:28.689 --> 01:08:35.679
Yeah, we just need to we need to recognize that this type of.

437 "Brandy Allen" (2302283008)
01:08:35.679 --> 01:08:45.609
Punishment this type of if you do something bad, I'm going to do
something bad back to you doesn't work to change behavior.

438 "Brandy Allen" (2302283008)
01:08:45.609 --> 01:08:49.839
And that's what we've been shown a lot in our society. Um.

439 "Brandy Allen" (2302283008)
01:08:49.839 --> 01:08:55.659
And honestly, from the behaviour analysis aspect, it doesn't work.

440 "Brandy Allen" (2302283008)
01:08:56.164 --> 01:09:02.884
Let's talk about our, our justice system, and the fact that we have
recidivism,

441 "Brandy Allen" (2302283008)
01:09:02.884 --> 01:09:13.714
both in the juvenile justice and adult justice systems we have that
coercive response where someone breaks the law and then they go to jail.
Well.

442 "Brandy Allen" (2302283008)
01:09:14.049 --> 01:09:20.169
Did they learn to change their behavior and using that negative
punishment? Um.

443 "Brandy Allen" (2302283008)
01:09:20.169 --> 01:09:24.819
Obviously, not considering that 70% or more.

444 "Brandy Allen" (2302283008)
01:09:24.819 --> 01:09:28.929
Of individuals who have been in prison, go back to prison.

445 "Brandy Allen" (2302283008)
01:09:28.929 --> 01:09:35.379
So that type of negative discipline system is not working, right?

446 "Brandy Allen" (2302283008)

01:09:35.704 --> 01:09:46.294
If we look at our school systems, and the ones who have adopted a more
positive behavior, support approach, we find that they have better
outcomes.

447 "Brandy Allen" (2302283008)
01:09:46.384 --> 01:09:54.244
They have reduced office referrals and suspensions higher graduation
rates and better academic performance.

448 "Brandy Allen" (2302283008)
01:09:55.379 --> 01:10:00.759
Simply by using that positive behavior, support approach.

449 "Brandy Allen" (2302283008)
01:10:00.759 --> 01:10:08.169
So these are all really good reasons why we should adopt that positive
behavior support model.

450 "Brandy Allen" (2302283008)
01:10:08.169 --> 01:10:22.479
Um, so, in thinking about fostering discipline, I know most of us think
of discipline as, like a punishment. Right? Like, discipline is usually.

451 "Brandy Allen" (2302283008)
01:10:22.479 --> 01:10:31.839
Understood to mean, like a strict punishment or those negative
consequences, but really the word discipline.

452 "Brandy Allen" (2302283008)
01:10:32.074 --> 01:10:43.774
Is something that is taught so, math, science, English, those are all
disciplines if we're using punishment as our discipline,

453 "Brandy Allen" (2302283008)
01:10:44.134 --> 01:10:48.454
we're just teaching modeling and motivating more punishment.

454 "Brandy Allen" (2302283008)
01:10:49.929 --> 01:10:58.029
So, we're not teaching individuals what we want them to be doing. We're
motivating them to also be coercive.

455 "Brandy Allen" (2302283008)
01:11:03.999 --> 01:11:12.099
So, let's talk a little bit about these 10 examples of coercion. Um.

456 "Brandy Allen" (2302283008)
01:11:12.099 --> 01:11:26.014
These examples of coercion actually came from Dr, Glen LinkedIn and his
book, the power of positive parenting, and he outlined these to help
people recognize these common coercive habits.

457 "Brandy Allen" (2302283008)

01:11:26.974 --> 01:11:31.924
This is not an all inclusive list. This is just a list of the most.

458 "Brandy Allen" (2302283008)
01:11:32.099 --> 01:11:37.389
Ways that people use conversion, um.

459 "Brandy Allen" (2302283008)
01:11:37.389 --> 01:11:49.659
And there are some other references related to CO version that you guys
can look at, that will be listed in the reference section of this
PowerPoint.

460 "Brandy Allen" (2302283008)
01:11:49.659 --> 01:12:01.509
So, let's jump into the 1st, 1 here, questioning questioning is asking
questions that you don't really want an answer for.

461 "Brandy Allen" (2302283008)
01:12:01.509 --> 01:12:06.159
They're meant to embarrass or make someone feel guilty or dumb.

462 "Brandy Allen" (2302283008)
01:12:07.564 --> 01:12:21.274
I think of it as, like, your kiddo comes in late from curfew, and you ask
them all those questions. Where have you been? Do you know how worried I
was? Why didn't you call me? You're just firing questions at them.

463 "Brandy Allen" (2302283008)
01:12:21.454 --> 01:12:23.674
You don't really need an answer to them.

464 "Brandy Allen" (2302283008)
01:12:24.009 --> 01:12:38.019
Yeah, what do you think you are doing? That's a perfect example. Jody
yeah. All those questions that we don't really want an answer to we just
want to make them feel bad. That is a form of coercion.

465 "Brandy Allen" (2302283008)
01:12:38.019 --> 01:12:43.569
It a lot of these conversions put a power play.

466 "Brandy Allen" (2302283008)
01:12:43.569 --> 01:12:52.689
In place with you above the individual, you know, you're asserting your
control and your power over them trying to make them feel bad.

467 "Brandy Allen" (2302283008)
01:12:56.139 --> 01:13:01.869
So, the next conversion that we use a lot of times is arguing.

468 "Brandy Allen" (2302283008)
01:13:01.869 --> 01:13:08.439

Of course, that's trying to convince somebody that their point of view is
wrong.

469 "Brandy Allen" (2302283008)
01:13:08.439 --> 01:13:20.469
Or why they should feel the way you do about something. And a lot of
times when we argue it's challenging that person's point of view in a
coercive confrontational way.

470 "Brandy Allen" (2302283008)
01:13:22.654 --> 01:13:35.854
The biggest thing to remember about arguing is that it takes 2 people to
argue and so if you can set your mind, not to engage an argument, then
there's no power struggle.

471 "Brandy Allen" (2302283008)
01:13:37.114 --> 01:13:40.294
It's easier. It doesn't hurt your relationship.

472 "Brandy Allen" (2302283008)
01:13:40.494 --> 01:13:54.234
Just not engage in an argument often times when we argue there is no
compromise. There is no changing someone else's mind for point of view.

473 "Brandy Allen" (2302283008)
01:13:55.014 --> 01:14:00.294
It's really just an argument is a situation where both people end up
feeling worse.

474 "Brandy Allen" (2302283008)
01:14:00.469 --> 01:14:08.439
So, it's considered a conversion, we should try not to engage in it. Um.

475 "Brandy Allen" (2302283008)
01:14:08.439 --> 01:14:16.509
Usually, even if you do change someone else's point of view, nobody feels
good about it.

476 "Brandy Allen" (2302283008)
01:14:18.604 --> 01:14:32.224
The 3rd coercion is sarcasm or teasing. This is 1 of my favorite wants to
use where you say the opposite of what you mean or you make fun of
someone either malicious layer playfully. Um.

477 "Brandy Allen" (2302283008)
01:14:32.559 --> 01:14:37.389
The, the concern with using sarcasm is that.

478 "Brandy Allen" (2302283008)
01:14:37.389 --> 01:14:41.019
It's humiliating, um.

479 "Brandy Allen" (2302283008)
01:14:41.019 --> 01:14:50.074

When we use sarcasm, we're saying the opposite of what we mean, but we're also making fun of the individual at the same time. So it can be humiliating.

480 "Brandy Allen" (2302283008)
01:14:50.104 --> 01:15:00.784
It can make their life a little bit worse, especially for those of us who work with individuals with, or they may not.

481 "Brandy Allen" (2302283008)
01:15:01.019 --> 01:15:11.394
Understand that we're using that sarcasm and teasing they may be taking what you say at face value and they don't recognize they are actually making fun of them.

482 "Brandy Allen" (2302283008)
01:15:12.414 --> 01:15:18.774
So we want to make sure that we avoid sarcasm and teasing as much as we can.

483 "Brandy Allen" (2302283008)
01:15:19.744 --> 01:15:32.374
And I think that's really hard in our society because I think especially in the U. S. we think of sarcasm and teasing as that quick wit, it's very valued.

484 "Brandy Allen" (2302283008)
01:15:32.824 --> 01:15:39.064
We see it in movies. We see it in everything that sarcasm. And so it can be really hard to.

485 "Brandy Allen" (2302283008)
01:15:39.089 --> 01:15:45.849
Not fall into that trap of using sarcasm, but it really it really can.

486 "Brandy Allen" (2302283008)
01:15:45.849 --> 01:15:52.449
For your relationship with others when you use sarcasm and teasing a lot.

487 "Brandy Allen" (2302283008)
01:15:52.449 --> 01:15:57.159
The next 1 that we have to talk about is force.

488 "Brandy Allen" (2302283008)
01:15:57.159 --> 01:16:11.944
Um, verbal or physical force is considered a coercion. That's when you either make someone do something that they don't want to do with your words or by physically making them to that thing.

489 "Brandy Allen" (2302283008)
01:16:12.784 --> 01:16:16.894
Once again, this is that powerplay struggle. You are.

490 "Brandy Allen" (2302283008)

01:16:17.159 --> 01:16:21.459
Above that person, making them do something they don't want to do.

491 "Brandy Allen" (2302283008)
01:16:23.674 --> 01:16:35.704
Verbal force can be loud and close physical force can fall on the side of abuse. And so you want to make sure especially if you work.

492 "Brandy Allen" (2302283008)
01:16:36.759 --> 01:16:43.089
With individuals who might have or DD that.

493 "Brandy Allen" (2302283008)
01:16:43.089 --> 01:16:51.759
We are trained in safe crisis management techniques, and that we are only using that physical force.

494 "Brandy Allen" (2302283008)
01:16:51.759 --> 01:16:57.129
While using those safe crisis management techniques, um.

495 "Brandy Allen" (2302283008)
01:16:57.129 --> 01:17:01.629
And ensuring that that everyone is safe so.

496 "Brandy Allen" (2302283008)
01:17:02.824 --> 01:17:17.194
Again, verbal and physical aggression, and when I say this, it sounds a lot more serious than it might look like in real life. An example that I have of verbal force might be telling my daughter to do the dishes.

497 "Brandy Allen" (2302283008)
01:17:17.254 --> 01:17:18.724
Like, do the dishes right now.

498 "Brandy Allen" (2302283008)
01:17:19.624 --> 01:17:34.474
That is a directive, but it's verbal force. It's telling her to do something that she may not want to do right now. Okay. It's disrespectful. It creates a worsening for her. It puts that power play.

499 "Brandy Allen" (2302283008)
01:17:34.779 --> 01:17:45.699
In there that I'm above her, and I'm going to make her do some things she doesn't want to do. Another example of physical force might be putting your child in time out.

500 "Brandy Allen" (2302283008)
01:17:45.699 --> 01:17:56.199
You know, maybe my daughter didn't do the dishes when I wanted her to. So I told her to go to her room and she didn't want to. So I took her arm and I walked her back to her room.

501 "Brandy Allen" (2302283008)

01:17:56.199 --> 01:18:07.209
Well, that was physical force that was forcing her to do something
against her will, that is coercive, and it can hurt your relationship.

502 "Brandy Allen" (2302283008)
01:18:11.254 --> 01:18:21.274
Another type of coercion is threats this is where you remind someone, or
you pointed out the bad events that will follow if they continue to have
undesirable behavior.

503 "Brandy Allen" (2302283008)
01:18:22.234 --> 01:18:27.184
I'm sure if you're a parent, you've probably used this thoughts are
often.

504 "Brandy Allen" (2302283008)
01:18:27.209 --> 01:18:41.814
Done on the spur of the moment, they're not thought out and if you try to
follow through on the threats that you made in the moment, a lot of
times, it makes your life much more difficult because you didn't really
think that through.

505 "Brandy Allen" (2302283008)
01:18:41.844 --> 01:18:44.304
You just said something in the moment, right?

506 "Brandy Allen" (2302283008)
01:18:46.054 --> 01:18:57.334
Um, there are more positive and effective ways of reminding people about
the consequences of their behavior.

507 "Brandy Allen" (2302283008)
01:18:58.114 --> 01:19:04.504
If we focus on the good things that might happen when they meet
expectations. So, instead of.

508 "Brandy Allen" (2302283008)
01:19:04.589 --> 01:19:12.039
If you don't get your homework done on time, then you're not going to get
your video game time tonight.

509 "Brandy Allen" (2302283008)
01:19:12.039 --> 01:19:15.849
If we rephrase that, we could say something like.

510 "Brandy Allen" (2302283008)
01:19:15.849 --> 01:19:25.749
When your homework is done on time, you're going to get those extra 15
minutes of video game time. It's saying exactly the same thing, but.

511 "Brandy Allen" (2302283008)
01:19:25.749 --> 01:19:34.989

1 was said in a negative coercive way, and the other was said in that more positive way, demonstrating what happens if they meet the expectation.

512 "Brandy Allen" (2302283008)
01:19:41.199 --> 01:19:44.199
Right.

513 "Brandy Allen" (2302283008)
01:19:44.199 --> 01:19:52.149
Let's do I'm probably boring. You all talking at you so let's do a little chat box interaction here.

514 "Brandy Allen" (2302283008)
01:19:54.754 --> 01:20:09.214
So, let's say if I said something like, it's almost time to leave, you want to arrive on time is that a more positive statement or a more negative statement?

515 "Brandy Allen" (2302283008)
01:20:11.799 --> 01:20:18.399
So, it's almost time to leave you want to arrive on time.

516 "Brandy Allen" (2302283008)
01:20:18.399 --> 01:20:21.549
Is that a positive way to state that or a negative.

517 "Brandy Allen" (2302283008)
01:20:36.579 --> 01:20:41.199
I see a positive in there. Nobody says negative.

518 "Brandy Allen" (2302283008)
01:20:41.199 --> 01:20:49.059
Deletions as positive, negative, negative, maybe they don't want to be on time. That's that's good.

519 "Brandy Allen" (2302283008)
01:20:49.059 --> 01:20:59.884
Wait to say it, I would say that that 1 is probably more a more positive way to say it, because you're motivating them to be on time.

520 "Brandy Allen" (2302283008)
01:21:00.034 --> 01:21:09.004
So if we say it's almost time to leave you want to arrive on time. We're letting them know that. That is the expectation.

521 "Brandy Allen" (2302283008)
01:21:09.059 --> 01:21:19.329
Right that they arrive on time instead of saying, it's almost time to leave. You're going to be late that's reminding them of like, what the bad thing is that could happen. Right?

522 "Brandy Allen" (2302283008)
01:21:19.329 --> 01:21:28.449

Let's try another 1 if I say if you don't get in the car, I'm going to make you listen to talk radio.

523 "Brandy Allen" (2302283008)
01:21:28.449 --> 01:21:31.959
Is that more positive or negative?

524 "Brandy Allen" (2302283008)
01:21:37.629 --> 01:21:49.749
Yeah, I see a negative and there's some negatives. Yeah, that 1 is definitely a threat, right? Like, if you don't get in the car, it's bad thing that you don't like, is going to happen.

525 "Brandy Allen" (2302283008)
01:21:49.749 --> 01:21:55.359
So, if I were to say that in a more positive way.

526 "Brandy Allen" (2302283008)
01:21:55.359 --> 01:22:06.849
To motivate them to meet the expectation, can you guys think of a way that you might say that instead of saying, if you don't get in the car, I'm going to make you listen to talk radio.

527 "Brandy Allen" (2302283008)
01:22:06.849 --> 01:22:13.149
How can you rephrase that to make it a more positive motivating statement?

528 "Brandy Allen" (2302283008)
01:22:33.149 --> 01:22:40.449
Yeah, Sheryl says that if we get in the car quickly, you can pick the radio station.

529 "Brandy Allen" (2302283008)
01:22:40.449 --> 01:22:55.144
Yeah, yeah, Jody says the same thing. Once we're in the car, then you can choose the radio station. Yeah, that would be the exact way that we could put that in a more positive motivating way to meet the expectation. Very good. Thank you. Guys.

530 "Brandy Allen" (2302283008)
01:22:55.449 --> 01:22:59.529
Hello.

531 "Brandy Allen" (2302283008)
01:22:59.554 --> 01:23:11.884
All right, so let's talk about our next type of coercion criticism criticism is when you don't like what someone is doing, or how they're doing it and you make sure they know it.

532 "Brandy Allen" (2302283008)
01:23:12.304 --> 01:23:19.414
A lot of times when we use criticism, it is done in a teaching manner. Um, maybe we're trying to teach.

533 "Brandy Allen" (2302283008)
01:23:19.529 --> 01:23:26.499
And the skill, and we don't like how they did it. So we're going to teach
them how to do it the way we would do it.

534 "Brandy Allen" (2302283008)
01:23:26.499 --> 01:23:34.659
However, that approach can often get you into a bad spot. Um, it's it's
really hard.

535 "Brandy Allen" (2302283008)
01:23:34.659 --> 01:23:43.239
When someone says, no, that's not right like, let me show you how to do
it the correct way. It makes you feel bad right?

536 "Brandy Allen" (2302283008)
01:23:43.239 --> 01:23:54.429
Some better ways to phrase that when you're trying to help, someone could
be. I've got a suggestion that might help. Um, would you mind if I showed
you.

537 "Brandy Allen" (2302283008)
01:23:55.204 --> 01:24:05.194
Or can I help I might have a better solution, or even, you know, somebody
told me the other day that this might work and then explain it to them.

538 "Brandy Allen" (2302283008)
01:24:05.884 --> 01:24:13.714
So, instead of using that criticism to let them know what they did wrong,
you can phrase it in a more helpful manner.

539 "Brandy Allen" (2302283008)
01:24:14.429 --> 01:24:20.919
And show them in that more positive way it avoids that coercion.

540 "Brandy Allen" (2302283008)
01:24:20.919 --> 01:24:24.489
You also need to remember it.

541 "Brandy Allen" (2302283008)
01:24:24.489 --> 01:24:38.409
That your tone of voice and your body language play a big part and
whether what you say and how you say it is coercion. If I said the same
if I said the same thing.

542 "Brandy Allen" (2302283008)
01:24:38.409 --> 01:24:41.679
Like, you know, the other day someone told me this might work.

543 "Brandy Allen" (2302283008)
01:24:41.974 --> 01:24:51.274
That's kind of coercive, right? Like, if I use that exasperated tone, and
I roll my eyes and I, that's not going to go over.

544 "Brandy Allen" (2302283008)
01:24:51.274 --> 01:24:57.064
Well, but if I said it in the more positive helpful manner, it avoids
that coercive.

545 "Brandy Allen" (2302283008)
01:25:03.759 --> 01:25:08.109
All right, this is another coercion that we like to talk about. Despair.

546 "Brandy Allen" (2302283008)
01:25:08.109 --> 01:25:17.079
Is when you say an act is if you don't know what to do, you're giving up
you're hopeless. Um, think about.

547 "Brandy Allen" (2302283008)
01:25:17.079 --> 01:25:23.079
Like, throwing your arms up and saying, I just don't know what to do with
you anymore. I give up.

548 "Brandy Allen" (2302283008)
01:25:23.079 --> 01:25:37.179
Like, I do this a lot of times with my daughter, this is 1 of my
favorites when I ask her to do something, and she refuses and refuses and
refuses until I just give up and I do it myself.

549 "Brandy Allen" (2302283008)
01:25:37.179 --> 01:25:45.579
Well, I just reinforced her behavior because I gave her exactly what she
wanted, which was getting out of the tour.

550 "Brandy Allen" (2302283008)
01:25:45.579 --> 01:25:56.319
But I also gave her a more coercive message in that. She wasn't important
enough to follow through.

551 "Brandy Allen" (2302283008)
01:25:56.319 --> 01:26:02.799
With that task to teach her how to do that task um, I'm probably.

552 "Brandy Allen" (2302283008)
01:26:02.799 --> 01:26:09.039
Giving her a, for self esteem, because.

553 "Brandy Allen" (2302283008)
01:26:09.039 --> 01:26:12.339
I didn't make her do that.

554 "Brandy Allen" (2302283008)
01:26:12.604 --> 01:26:24.484
That sure that task in a positive way, to let her know that she could be
successful. So, despair is not motivating someone to do better.

555 "Brandy Allen" (2302283008)

01:26:25.144 --> 01:26:28.234
It gives the message that you've given up on them.

556 "Brandy Allen" (2302283008)
01:26:28.569 --> 01:26:40.479
You don't know what to do with them and that you're pretty sure their behavior is never going to change. This. Bear can also make that person give up on themselves.

557 "Brandy Allen" (2302283008)
01:26:40.479 --> 01:26:48.009
So, we really want to try to avoid despair as much as possible.

558 "Brandy Allen" (2302283008)
01:26:48.009 --> 01:26:59.949
Another coercion that we talk about is lecture logic. This 1 is my husband's favorite. It's where you talk about what should be done you talk too much.

559 "Brandy Allen" (2302283008)
01:26:59.949 --> 01:27:03.639
Or you repeat something that the other person already knows.

560 "Brandy Allen" (2302283008)
01:27:03.639 --> 01:27:09.729
Um, this 1 can be compared to Charlie Brown's teacher.

561 "Brandy Allen" (2302283008)
01:27:09.729 --> 01:27:20.014
Um, if you guys have watched Charlie Brown, and you know that when she talks its, that won't want want, right? Like, that's what your kids are doing.

562 "Brandy Allen" (2302283008)
01:27:20.044 --> 01:27:29.644
If you're lecture and logic on them, it's going in 1 ear and out the other because they're, they're not.

563 "Brandy Allen" (2302283008)
01:27:29.729 --> 01:27:31.539
1 bit focused on it.

564 "Brandy Allen" (2302283008)
01:27:33.304 --> 01:27:46.204
So, if you need to teach somebody, you want to try to do it either before that problem behavior occurs again, but typically not right after the problem behavior has occurred,

565 "Brandy Allen" (2302283008)
01:27:47.014 --> 01:27:51.484
we want to keep our teaching short and sweet. We want to teach, by example.

566 "Brandy Allen" (2302283008)

01:27:51.539 --> 01:27:57.519
And model the behavior that we want to see.

567 "Brandy Allen" (2302283008)
01:27:59.404 --> 01:28:05.014
We're getting to the end of our list here, taking away is another version
this 1.

568 "Brandy Allen" (2302283008)
01:28:05.014 --> 01:28:17.284
I think everyone has probably used, or hadn't used on them limiting
access to or removing things like privileges, possessions, access to
phone community.

569 "Brandy Allen" (2302283008)
01:28:17.519 --> 01:28:21.159
The money and it's done as a punishment.

570 "Brandy Allen" (2302283008)
01:28:21.159 --> 01:28:31.299
This creates again that that power play where you're in control of this
person, and you can take things away from them that are valuable.

571 "Brandy Allen" (2302283008)
01:28:31.299 --> 01:28:38.139
Um, and it really does hurt your relationship a lot of times when you use
taking away.

572 "Brandy Allen" (2302283008)
01:28:38.139 --> 01:28:52.359
Individuals don't necessarily relate their behavior to the item or
privilege that was taking away. So it's not really teaching what to do
instead.

573 "Brandy Allen" (2302283008)
01:28:52.359 --> 01:29:02.284
So this is 1 that we should try to avoid as much as possible. And also,
if we work with adults, taking away, can be an infringement of their
rights.

574 "Brandy Allen" (2302283008)
01:29:02.314 --> 01:29:11.524
So, we need to make sure that we're not just using it as a punishment
that if we're taking away from an adult, it truly is a safety concern.

575 "Brandy Allen" (2302283008)
01:29:16.384 --> 01:29:26.794
All right, the last coercion that we're going to talk about today is
talking about a person's bad behavior while the person can hear you
again.

576 "Brandy Allen" (2302283008)
01:29:27.034 --> 01:29:33.694

This is that power struggle if you above the person talking about their poor behavior.

577 "Brandy Allen" (2302283008)
01:29:34.239 --> 01:29:39.279
It creates a worsening for them. It can be embarrassing.

578 "Brandy Allen" (2302283008)
01:29:41.104 --> 01:29:56.044
It's disrespectful to say, undesirable things about them when they can hear you, you're putting them down you're being disrespectful, you're hurting your relationship with that individual. A lot of times in our field.

579 "Brandy Allen" (2302283008)
01:29:56.074 --> 01:29:58.354
This happens during shift change.

580 "Brandy Allen" (2302283008)
01:29:59.279 --> 01:30:05.109
When we're updating that next shift of staff about what has happened during the day.

581 "Brandy Allen" (2302283008)
01:30:05.109 --> 01:30:11.529
And maybe that individual can hear you, and the negative things that you're saying about their behavior that day.

582 "Brandy Allen" (2302283008)
01:30:11.529 --> 01:30:15.789
We really want to try to avoid that as much as possible.

583 "Brandy Allen" (2302283008)
01:30:21.159 --> 01:30:33.429
All right, I'm going to go back to the list of old, 10 Co versions and, as I said earlier, we are all human, we all use coercion.

584 "Brandy Allen" (2302283008)
01:30:37.239 --> 01:30:43.629
Um, but what are your, maybe 1 or 2 that, you know, are your fallbacks mm.

585 "Brandy Allen" (2302283008)
01:30:43.629 --> 01:30:50.139
For me, it is definitely the sarcasm and teasing and the despair.

586 "Brandy Allen" (2302283008)
01:30:50.139 --> 01:30:56.649
Do you guys have any that you noticed that you use more frequently than others?

587 "Brandy Allen" (2302283008)
01:31:03.099 --> 01:31:11.199
I've got a couple lecture logic and criticism as teaching.

588 "Brandy Allen" (2302283008)
01:31:16.539 --> 01:31:21.609
Lecture logic.

589 "Brandy Allen" (2302283008)
01:31:21.609 --> 01:31:27.579
I think that's a big 1 that lecture logic.

590 "Brandy Allen" (2302283008)
01:31:27.579 --> 01:31:36.369
Arguing questioning threats for my kids for sure. Lecture logic, taking
away.

591 "Brandy Allen" (2302283008)
01:31:36.369 --> 01:31:48.339
Yeah, lecture logic is a big 1, I think, because we, we all like to
explain why we're doing what we're doing right? And we don't always need
to.

592 "Brandy Allen" (2302283008)
01:31:48.339 --> 01:31:57.069
And I notice when my husband uses lecture logic, a lot of times he uses
it as a way.

593 "Brandy Allen" (2302283008)
01:31:57.069 --> 01:32:04.659
Like, he uses his own experiences and mistakes to try to teach our kids.
What not to do. Um.

594 "Brandy Allen" (2302283008)
01:32:04.659 --> 01:32:12.489
And sometimes they just don't care, they need to make their own mistakes
to learn. And so they're not listening to what he says.

595 "Brandy Allen" (2302283008)
01:32:16.239 --> 01:32:26.109
Thank you for sharing that hopefully after today's training, you can try
to avoid using those conversions a little more.

596 "Brandy Allen" (2302283008)
01:32:27.064 --> 01:32:39.214
Let's talk a little bit about the effects of coercion when we use
coercion. We say that it ages us individuals that we use coercion with
will try to avoid us.

597 "Brandy Allen" (2302283008)
01:32:39.604 --> 01:32:46.084
They will try to get even with us, or they will try to escape from us.
They.

598 "Brandy Allen" (2302283008)
01:32:46.109 --> 01:32:56.469

Often learn the coercive behavior that we're using, they're going to mimic that behavior. You'll hear them say the same phrases and words that we use.

599 "Brandy Allen" (2302283008)
01:32:57.874 --> 01:33:08.974
And when you're coercive with individuals, sometimes they'll behave less confidently around you. And I think a lot of times that is related to that power struggle, it's you above them.

600 "Brandy Allen" (2302283008)
01:33:09.304 --> 01:33:16.294
And so they don't feel free to be their true selves with you because they're afraid of the.

601 "Brandy Allen" (2302283008)
01:33:16.469 --> 01:33:22.929
The worst of consequences that might happen. Um.

602 "Brandy Allen" (2302283008)
01:33:22.929 --> 01:33:32.104
Another thing that happens when we use coercion, especially if the majority of our attention is only given to undesirable behaviors,

603 "Brandy Allen" (2302283008)
01:33:32.614 --> 01:33:41.584
they might be relying on your response to undesirable behavior to get their need for attention met. And so.

604 "Brandy Allen" (2302283008)
01:33:41.979 --> 01:33:49.299
They're not having enough moments of positive recognition so they're gonna get recognition for doing the wrong thing.

605 "Brandy Allen" (2302283008)
01:33:49.299 --> 01:33:56.049
Okay.

606 "Brandy Allen" (2302283008)
01:33:56.049 --> 01:34:05.859
So, if you think about it, when are you more likely to be coercive, or have a coercive gut reaction response.

607 "Brandy Allen" (2302283008)
01:34:05.859 --> 01:34:19.509
They've got a few examples here, like, when you're tired, hungry or uncomfortable, you've had a bad day frustrated or overexcited when someone else has just been coercive with, you.

608 "Brandy Allen" (2302283008)
01:34:19.509 --> 01:34:24.339
When we encounter our pet peeves or that junk behavior, right?

609 "Brandy Allen" (2302283008)

01:34:24.339 --> 01:34:33.009
Um, or when we're used to using undesirable behaviors because of our own
past experiences.

610 "Brandy Allen" (2302283008)
01:34:34.054 --> 01:34:47.674
I know that I am typically very coercive if I have had a bad day, or if I
am hungry, I just want people to leave me alone. And so I might respond
in a coercive way.

611 "Brandy Allen" (2302283008)
01:34:48.064 --> 01:34:52.684
But it can be very helpful to you to recognize when you're more likely.

612 "Brandy Allen" (2302283008)
01:34:53.009 --> 01:35:01.569
To have a coercive response, and that can help you plan and practice
other ways to respond in the future.

613 "Brandy Allen" (2302283008)
01:35:06.669 --> 01:35:14.169
And remember that coercion produces short term compliance, followed by
long term problems.

614 "Brandy Allen" (2302283008)
01:35:14.169 --> 01:35:19.449
If we think back to that slide just a couple slides ago. Um.

615 "Brandy Allen" (2302283008)
01:35:19.684 --> 01:35:34.264
People are probably going to respond in the way that you want when you
use coercion, but you're going to see those other results. They're going
to try to avoid you in the future. They're going to be afraid of you. Um.

616 "Brandy Allen" (2302283008)
01:35:34.599 --> 01:35:41.044
They're going to mimic your coercive behaviors because that's what you're
teaching them.

617 "Brandy Allen" (2302283008)
01:35:41.404 --> 01:35:50.254
So, remember that when we use conversion, even though it works in the
moment, it's not likely to be successful long term.

618 "Brandy Allen" (2302283008)
01:35:50.619 --> 01:35:55.959
Is not effective in changing behavior long term.

619 "Brandy Allen" (2302283008)
01:35:59.109 --> 01:36:09.339
So, if we're not using coercion and we're not using those negative
consequences, what should we be doing? Right?

620 "Brandy Allen" (2302283008)

01:36:09.339 --> 01:36:15.879
Um, this slide has a few questions that you should consider.

621 "Brandy Allen" (2302283008)
01:36:15.879 --> 01:36:22.899
In making a plan about how to respond to undesirable behaviors.

622 "Brandy Allen" (2302283008)
01:36:22.899 --> 01:36:32.859
So, if we look at the 1st question, we have what that or we're sending situation occurred, that triggered the undesirable behavior.

623 "Brandy Allen" (2302283008)
01:36:32.859 --> 01:36:36.189
Um, so.

624 "Brandy Allen" (2302283008)
01:36:36.604 --> 01:36:39.874
Maybe we have an example here that I'll share with you,

625 "Brandy Allen" (2302283008)
01:36:39.904 --> 01:36:54.244
we have an individual name Joe 2 times a shirt around her neck when she's just regulated or upset when that happens a support staff gets called and sometimes she ends up in restraints.

626 "Brandy Allen" (2302283008)
01:36:54.934 --> 01:37:03.334
So, let's see here, what matter worsening situation occurred that triggered that undesirable behavior.

627 "Brandy Allen" (2302283008)
01:37:03.484 --> 01:37:14.314
Well, typically, Joe has that behavior when she gets in a fight with her roommate, and then she'll tie something around her neck. It also happens. Sometimes when staff are.

628 "Brandy Allen" (2302283008)
01:37:14.489 --> 01:37:19.599
Busy and they're short with her then she'll tie that shirt around her neck.

629 "Brandy Allen" (2302283008)
01:37:19.599 --> 01:37:29.349
So, what pay off this Joe getting from these undesirable behaviors? Well, just getting a lot of attention.

630 "Brandy Allen" (2302283008)
01:37:29.349 --> 01:37:32.469
Including touch from that behavior.

631 "Brandy Allen" (2302283008)
01:37:32.469 --> 01:37:41.074

Sometimes she and her roommate make up after she ties something around her neck staff will rub Joe's back.

632 "Brandy Allen" (2302283008)
01:37:41.224 --> 01:37:52.384
It'll shower her with lots of reassurance and sometimes the staff will take it upon themselves to repair Joe and her roommates relationship. So she's getting a lot of attention.

633 "Brandy Allen" (2302283008)
01:37:52.469 --> 01:38:01.929
Pay off from that undesirable behavior when that matter, we're sending situation occurs at other times. Um.

634 "Brandy Allen" (2302283008)
01:38:01.929 --> 01:38:07.809
Does she sometimes do the desirable behavior? And if so what would that be?

635 "Brandy Allen" (2302283008)
01:38:09.124 --> 01:38:21.874
Well, sometimes Joe will cry and request to talk with staff in similar situations. What happens when she uses those desirable behaviors?

636 "Brandy Allen" (2302283008)
01:38:22.204 --> 01:38:27.784
Well, usually staff tell her that she has to wait a few minutes, which often ends up being more like.

637 "Brandy Allen" (2302283008)
01:38:27.809 --> 01:38:31.179
15+minutes, um.

638 "Brandy Allen" (2302283008)
01:38:31.179 --> 01:38:42.909
What do others get out of the desirable behavior? Well, when Joe's crying, a lot of times her peers will tell her to get away because she's being annoying.

639 "Brandy Allen" (2302283008)
01:38:42.909 --> 01:38:47.589
Okay, um, so what does Joe need to learn to do?

640 "Brandy Allen" (2302283008)
01:38:48.394 --> 01:38:56.794
Joe might benefit from learning ways where she can make up with her roommate, like, apologizing for her part in the argument,

641 "Brandy Allen" (2302283008)
01:38:57.094 --> 01:39:04.564
trying to come to some kind of compromise with her roommates or recognizing when people need space.

642 "Brandy Allen" (2302283008)

01:39:04.839 --> 01:39:09.129
What needs to change in the environment?

643 "Brandy Allen" (2302283008)
01:39:09.129 --> 01:39:19.989
Including the responses and interactions of others to prevent undesirable
and promote desirable behaviors. What do you guys think should happen.

644 "Brandy Allen" (2302283008)
01:39:19.989 --> 01:39:23.019
Um, can you put in the chat box?

645 "Brandy Allen" (2302283008)
01:39:23.019 --> 01:39:27.580
What what do you think this app should do?

646 "Brandy Allen" (2302283008)
01:39:27.580 --> 01:39:36.040
To respond to that behavior, how could they change what they're currently
doing?

647 "Brandy Allen" (2302283008)
01:39:36.040 --> 01:39:41.470
So that maybe that pay off isn't quite as big for Joe.

648 "Brandy Allen" (2302283008)
01:40:16.415 --> 01:40:19.385
Yeah, Felicia says give her less attention for sure.

649 "Brandy Allen" (2302283008)
01:40:19.410 --> 01:40:27.880
Sure, Jodie says don't give attention to the behavior just help fix the
shirt without comment. Yeah, that could be a a good.

650 "Brandy Allen" (2302283008)
01:40:27.880 --> 01:40:33.700
Example, yeah, like, maybe taking away the garment and.

651 "Brandy Allen" (2302283008)
01:40:33.700 --> 01:40:44.680
Until she's cold, not giving her all of that attention and rubbing her
back and all of that when she's having the undesirable behavior.

652 "Brandy Allen" (2302283008)
01:40:44.680 --> 01:40:52.240
For sure those are great examples.

653 "Brandy Allen" (2302283008)
01:40:52.240 --> 01:40:55.420
Okay.

654 "Brandy Allen" (2302283008)
01:40:55.420 --> 01:41:01.330
Oh, right. Uh, let's see here.

655 "Brandy Allen" (2302283008)
01:41:01.330 --> 01:41:05.440
So, what else could she do or what else can staff do to help her?

656 "Brandy Allen" (2302283008)
01:41:05.440 --> 01:41:12.520
They could build a more positive relationship with her when she's asking
for that positive attention.

657 "Brandy Allen" (2302283008)
01:41:12.520 --> 01:41:18.580
Meet her need, maybe not put her off for 15 or 20 minutes.

658 "Brandy Allen" (2302283008)
01:41:18.580 --> 01:41:30.040
Or, at least reassure her in the meantime that yes, I recognize that. You
want to talk with me and I'll be with you as soon as I can.

659 "Brandy Allen" (2302283008)
01:41:30.040 --> 01:41:34.930
Here are the steps to begin building a relationship.

660 "Brandy Allen" (2302283008)
01:41:34.930 --> 01:41:38.680
With anyone, um, and this is a.

661 "Brandy Allen" (2302283008)
01:41:38.680 --> 01:41:52.145
We promote this a lot in our tools of choice curriculum that building
those positive relationships with others will really help you change
behavior because if you have a positive relationship with someone,

662 "Brandy Allen" (2302283008)
01:41:52.415 --> 01:41:56.975
they're much more likely to react to your interventions.

663 "Brandy Allen" (2302283008)
01:41:57.250 --> 01:42:02.440
In a more positive way, then if you have a more negative relationship
with them.

664 "Brandy Allen" (2302283008)
01:42:02.440 --> 01:42:13.300
So the steps to building relationships would be moving towards the person
and remaining within arm's reach, touching them. If it's appropriate.

665 "Brandy Allen" (2302283008)
01:42:13.300 --> 01:42:19.090
Make sure that, you know, they're okay with touches and that we're using
appropriate touches.

666 "Brandy Allen" (2302283008)
01:42:19.090 --> 01:42:23.080

He's a caring facial expression and tone of voice.

667 "Brandy Allen" (2302283008)
01:42:23.080 --> 01:42:26.830
Have relaxed body language.

668 "Brandy Allen" (2302283008)
01:42:27.335 --> 01:42:39.005
We want to ask open ended questions like, what, how could you questions
that are going to promote conversation and we want to make sure that we
use empathy statements,

669 "Brandy Allen" (2302283008)
01:42:39.215 --> 01:42:46.805
say something that shows that you care about them. You could relate to
their situation, or you can understand how they.

670 "Brandy Allen" (2302283008)
01:42:46.830 --> 01:42:50.050
They feel in that particular situation.

671 "Brandy Allen" (2302283008)
01:42:50.050 --> 01:43:00.790
And we also want to use encouragement so we want to recognize what that
person has done. Well, and why that's beneficial for them.

672 "Brandy Allen" (2302283008)
01:43:01.085 --> 01:43:16.025
Want to listen more than we talk, avoid reacting to junk behavior and
avoid being coercive. So the biggest steps to building a relationship are
using these steps 67 and 8 we call them.

673 "Brandy Allen" (2302283008)
01:43:16.025 --> 01:43:20.765
O. E. so open ended questions and. and

674 "Brandy Allen" (2302283008)
01:43:20.790 --> 01:43:34.090
Empathy and encouragement now, the steps to building a relationship don't
always have to happen in this order they can happen, you know, out of
order.

675 "Brandy Allen" (2302283008)
01:43:34.090 --> 01:43:46.660
They could be repeated during an interaction. Some of them could be
missed during an interaction. But these are the basic steps to build a
positive relationship with someone.

676 "Brandy Allen" (2302283008)
01:43:48.575 --> 01:44:00.755
When we talk about empathy, we're talking about being able to take the
perspective of that other person. Um, and let them know that we
understand we want to use emotion words.

677 "Brandy Allen" (2302283008)
01:44:01.085 --> 01:44:06.095
Um, and be a mirror reflecting those emotion words back to the individual.

678 "Brandy Allen" (2302283008)
01:44:06.670 --> 01:44:19.355
A lot of times those empathy statements start with things like, I can tell that you're feeling blank or you seem blank and we're going to put any motion word in those blanks.

679 "Brandy Allen" (2302283008)
01:44:20.255 --> 01:44:26.465
We don't always have to agree with how that person is feeling. We just have to let them know that we.

680 "Brandy Allen" (2302283008)
01:44:26.670 --> 01:44:37.300
Understand that how their feeling makes sense given their environment or the context in what has happened to them.

681 "Brandy Allen" (2302283008)
01:44:37.300 --> 01:44:51.730
Using empathy, lets them know that their feelings matter to us. It doesn't mean that we agree or we approve necessarily just let them know that we understand how they're feeling.

682 "Brandy Allen" (2302283008)
01:44:55.090 --> 01:45:05.860
Using encouragement statements is about being able to communicate how that person's own behavior has improved their situation.

683 "Brandy Allen" (2302283008)
01:45:06.785 --> 01:45:10.895
So we want to say something to let them know that we believe in them.

684 "Brandy Allen" (2302283008)
01:45:12.185 --> 01:45:23.195
We believe that they can continue to create more improvements in their life based on their behaviors, and that we are there to help them. Um.

685 "Brandy Allen" (2302283008)
01:45:23.560 --> 01:45:35.860
So, using encouragement statements, helps the person learn the bigger lesson that their behavior can do good things for them.

686 "Brandy Allen" (2302283008)
01:45:35.860 --> 01:45:40.780
It shows the person have their behavior, made their life better.

687 "Brandy Allen" (2302283008)
01:45:40.780 --> 01:45:45.070
Helps them meet a goal help them live up to their life values.

688 "Brandy Allen" (2302283008)
01:45:45.070 --> 01:45:53.830
So, for example, um, I know that you studied really hard for that test
and you got a good grade because you studied so hard.

689 "Brandy Allen" (2302283008)
01:45:53.830 --> 01:46:02.620
You finished your drawers early and you had more time to watch TV way to
go.

690 "Brandy Allen" (2302283008)
01:46:02.620 --> 01:46:11.015
You might need to ask an open ended question or 2 to find something about
the situation, or the person's behavior that will be,

691 "Brandy Allen" (2302283008)
01:46:11.045 --> 01:46:22.595
or is good for them and will help them in the future encouragement is
really about recognizing something that they've done. Well, and letting
that individual know why it was good for them.

692 "Brandy Allen" (2302283008)
01:46:25.835 --> 01:46:37.895
So, let's practice this just a little bit. We have awesome Alex, who just
passed his g. E. D. case study for hours preparing for the test.

693 "Brandy Allen" (2302283008)
01:46:38.195 --> 01:46:45.155
You're walking down the hall, and he rushes over to show his score to
you. If we were going to use.

694 "Brandy Allen" (2302283008)
01:46:45.330 --> 01:46:54.940
E, an open ended question, empathy and encouragement. What might we say
to Alex when he runs up to us?

695 "Brandy Allen" (2302283008)
01:47:03.700 --> 01:47:16.150
They leave the PowerPoint will be available on the website after today's
presentation it's actually being recorded so you should be able to access
it.

696 "Brandy Allen" (2302283008)
01:47:16.150 --> 01:47:21.280
Yeah, so Felicia got a good open ended question for us. She says, what do
you have there?

697 "Brandy Allen" (2302283008)
01:47:21.280 --> 01:47:24.550
So, we might ask Alex.

698 "Brandy Allen" (2302283008)
01:47:24.550 --> 01:47:32.680

What do you have there? And Alex might say it's my. I got I got it back
and I passed so.

699 "Brandy Allen" (2302283008)
01:47:32.680 --> 01:47:37.450
If you were to give him an empathy statement, what what might that be.

700 "Brandy Allen" (2302283008)
01:47:47.260 --> 01:47:49.895
We want to reflect back his emotion.

701 "Brandy Allen" (2302283008)
01:47:59.885 --> 01:48:05.255
Yeah Cheryl says you look so proud of yourself with a big smile at him,
right?

702 "Brandy Allen" (2302283008)
01:48:05.500 --> 01:48:09.280
Yeah, we're reflecting back how he feels he's so proud.

703 "Brandy Allen" (2302283008)
01:48:09.280 --> 01:48:19.030
And then if we were to do encouragement, we've got a couple of good
encouragement statements in here. So, Shannon says way to go Alex, I'm so
proud of you.

704 "Brandy Allen" (2302283008)
01:48:20.075 --> 01:48:31.805
And then Cheryl. Oh, sorry. Felicia says that's amazing. You work so
hard. Yeah, those are good encouragement statements to make those
encouragement statements even more effective.

705 "Brandy Allen" (2302283008)
01:48:31.865 --> 01:48:38.975
You could say something like you studied so hard, and you passed your
test. That's amazing. I knew you could do it.

706 "Brandy Allen" (2302283008)
01:48:39.030 --> 01:48:45.220
Um, so just be very specific when you give those encouragement
statements.

707 "Brandy Allen" (2302283008)
01:48:45.220 --> 01:48:50.590
Yes, has got a good empathy in there. You look really happy.
Congratulations.

708 "Brandy Allen" (2302283008)
01:48:50.590 --> 01:48:56.740
That's great. You must be so proud. Yeah, you guys have got that down
very good.

709 "Brandy Allen" (2302283008)
01:48:56.740 --> 01:49:04.690

Let's try 1 more of those so we've got scenario to we have coworker,
Carl, who.

710 "Brandy Allen" (2302283008)
01:49:04.690 --> 01:49:10.930
You are walking into the break room with your lunch Carl sees you smiles
and says hi.

711 "Brandy Allen" (2302283008)
01:49:10.930 --> 01:49:18.610
And then he moved some papers aside and lets you sit down. So how might
you start that interaction?

712 "Brandy Allen" (2302283008)
01:49:18.610 --> 01:49:26.920
Just having a little stay close, positive interaction with Carl. If you
were to use the.

713 "Brandy Allen" (2302283008)
01:49:26.920 --> 01:49:33.550
An open ended question, empathy and encouragement.

714 "Brandy Allen" (2302283008)
01:49:33.550 --> 01:49:36.580
What might you say 1st to Carl?

715 "Brandy Allen" (2302283008)
01:49:36.580 --> 01:49:51.130
Yeah, Cynthia says Thank you for making room at your table.

716 "Brandy Allen" (2302283008)
01:49:57.430 --> 01:50:02.710
And then you can follow that with an open ended question. How is your day
then?

717 "Brandy Allen" (2302283008)
01:50:06.430 --> 01:50:15.760
Cheryl gave me all 3. she said, thanks for making space for me. You look
happy what's new with you today?

718 "Brandy Allen" (2302283008)
01:50:15.760 --> 01:50:21.970
So, she's got the empathy, the open ended question and then she
recognized what he did. Well.

719 "Brandy Allen" (2302283008)
01:50:23.405 --> 01:50:34.745
Hi, it's nice to see you. How are you doing? Yeah, those are all great.
You recognize what he did? Well, he moved his papers aside and made a
space for you. That's great.

720 "Brandy Allen" (2302283008)
01:50:35.555 --> 01:50:41.585

You could also extend that encouragement statement to say. I, I'm really excited that we have a chance to catch up.

721 "Brandy Allen" (2302283008)
01:50:41.970 --> 01:50:46.030
Yeah, very good job guys.

722 "Brandy Allen" (2302283008)
01:50:46.030 --> 01:50:54.970
Let's move on to that tool that I talked about earlier that we use with junk behavior.

723 "Brandy Allen" (2302283008)
01:50:54.970 --> 01:50:58.660
Pivot around junk behavior.

724 "Brandy Allen" (2302283008)
01:51:01.235 --> 01:51:14.285
So we talked a little bit earlier about how junk behavior can pay off for an individual. Maybe they're getting attention that they need when they have junk behavior.

725 "Brandy Allen" (2302283008)
01:51:14.560 --> 01:51:20.800
Maybe, they're getting you to convert them. They just want to see your reaction.

726 "Brandy Allen" (2302283008)
01:51:20.800 --> 01:51:24.820
Maybe they get a version.

727 "Brandy Allen" (2302283008)
01:51:24.820 --> 01:51:35.470
Motivated negative attention, so they might see you angry or shocked or hurt or afraid to get you to give in to them. A lot of times junk behavior.

728 "Brandy Allen" (2302283008)
01:51:35.470 --> 01:51:38.560
Can be that repetitive, you know.

729 "Brandy Allen" (2302283008)
01:51:38.560 --> 01:51:48.430
Shall we go yet mom, mom shall we go yet? Is it time yet? Are you ready? Let's go, right? Like, they just use that junk behavior to get you to give in.

730 "Brandy Allen" (2302283008)
01:51:48.430 --> 01:51:57.550
They can also use junk behavior to make you go away so that you don't react to that junk behavior.

731 "Brandy Allen" (2302283008)
01:51:57.550 --> 01:52:01.600

To get you to do something for them. Um.

732 "Brandy Allen" (2302283008)
01:52:01.600 --> 01:52:05.290
Jump behavior is just what people do.

733 "Brandy Allen" (2302283008)
01:52:05.290 --> 01:52:10.660
Or it's a delaying tactics so that they can avoid or escape for a little
while.

734 "Brandy Allen" (2302283008)
01:52:10.660 --> 01:52:24.310
So, there are lots of reasons why people have junk behavior again. Junk
behavior is that annoying behavior, but it doesn't put anybody or
anything at risk.

735 "Brandy Allen" (2302283008)
01:52:24.310 --> 01:52:31.330
We do have to remember that a lot of times serious behavior starts with
junk behavior.

736 "Brandy Allen" (2302283008)
01:52:31.330 --> 01:52:38.110
And it can escalate to that serious behavior when others react to the
junk.

737 "Brandy Allen" (2302283008)
01:52:38.110 --> 01:52:45.550
So, remember the effect of conversions avoid escape or gate even.

738 "Brandy Allen" (2302283008)
01:52:45.550 --> 01:52:50.495
That's 1 reason why junk behaviors my escalate to serious behaviors.

739 "Brandy Allen" (2302283008)
01:52:50.975 --> 01:53:02.195
Um, and sometimes even when we're not purposely coercive others
experience our actions as Co version, and we can tell that by their
reaction.

740 "Brandy Allen" (2302283008)
01:53:02.530 --> 01:53:11.710
So, remember that responding to junk might reinforce junk and the result
would be.

741 "Brandy Allen" (2302283008)
01:53:11.710 --> 01:53:21.490
Maybe that that jump behavior is going to happen more or we have stronger
junk behaviors, because we ended advertently reinforced it.

742 "Brandy Allen" (2302283008)
01:53:25.150 --> 01:53:32.890
So, if we talk about that pivot tool, there are 3 ways to pivot um.

743 "Brandy Allen" (2302283008)
01:53:32.975 --> 01:53:47.795
Number 1, when you use pivot is that you're not going to react to junk
behavior with your tone of voice, your facial expression, your body
language. We're not going to say anything about the junk behavior when we
use that pivot tool.

744 "Brandy Allen" (2302283008)
01:53:48.935 --> 01:53:51.035
We can pivot to another person.

745 "Brandy Allen" (2302283008)
01:53:51.370 --> 01:53:57.670
We can pivot to inactivity, or we can pivot on the person. Um.

746 "Brandy Allen" (2302283008)
01:53:57.670 --> 01:54:09.245
An example of what each might look like, if you were to pivot on the
person, you're just going to continue interacting with that person as if
the junk behavior is not even occurring.

747 "Brandy Allen" (2302283008)
01:54:10.175 --> 01:54:17.345
We're going to actively notice what they are doing well, which might
include their just okay. Behaviors.

748 "Brandy Allen" (2302283008)
01:54:17.670 --> 01:54:21.490
We're not going to give any attention to the junk that's going on.

749 "Brandy Allen" (2302283008)
01:54:22.565 --> 01:54:35.855
If we pivot to an activity, we're going to take something that's nearby
us and we're just going to pivot to that let's say, I have someone over
here who is being very, very loud in their conversation.

750 "Brandy Allen" (2302283008)
01:54:36.095 --> 01:54:41.285
And rather than saying anything to them, I'm just going to pivot away and
I'm going to take a drink of my.

751 "Brandy Allen" (2302283008)
01:54:45.564 --> 01:54:55.585
And when their, their volume has less than a little bit, I'm going to
turn back and I'm going to continue interacting with them recognizing
maybe what they're doing. Well.

752 "Brandy Allen" (2302283008)
01:54:57.250 --> 01:55:02.680
If I were to pivot to another person to kind of the same thing. Um.

753 "Brandy Allen" (2302283008)
01:55:03.335 --> 01:55:17.315

There might be someone nearby that I briefly turn to and engage in a
brief conversation. And then I turned back to the person with junk
behavior and I recognize something that they're doing. Well.

754 "Brandy Allen" (2302283008)
01:55:19.595 --> 01:55:33.245
Ideally, you should pivot back to the person after their junk behavior
has stopped for 10 seconds or more and provide them that reinforcement
either for a desirable or adjust. Okay. Behavior.

755 "Brandy Allen" (2302283008)
01:55:34.780 --> 01:55:47.500
You're going to repeat that pivot as much as necessary for as long as
necessary and you're going to try to stay cool and avoid using.

756 "Brandy Allen" (2302283008)
01:55:47.500 --> 01:55:53.620
So this is an important point is why shouldn't we just ignore junk
behavior?

757 "Brandy Allen" (2302283008)
01:55:53.620 --> 01:56:04.810
Well, when we ignore the behavior that can be seen as coercive, it can be
a reinforcing reaction and it can actually cause that.

758 "Brandy Allen" (2302283008)
01:56:04.810 --> 01:56:09.880
Behavior to increase into what we call a behavior burst.

759 "Brandy Allen" (2302283008)
01:56:09.880 --> 01:56:17.230
If you think about, I always think about like, my kiddos at the grocery
store when they're, they're trying to tell me something. They're like
mom.

760 "Brandy Allen" (2302283008)
01:56:17.230 --> 01:56:25.570
Well, well, well, well, mom, well, I was ignoring them and so their junk
behavior increased, right?

761 "Brandy Allen" (2302283008)
01:56:25.570 --> 01:56:32.620
Because I ignored them when we use the pivot tool, we can actually
increase.

762 "Brandy Allen" (2302283008)
01:56:32.620 --> 01:56:45.185
The individuals desirable and just okay. Behaviors, because we're
recognizing those when we pivot back to them, um, because we're not
giving attention to the undesirable junk behavior.

763 "Brandy Allen" (2302283008)
01:56:45.545 --> 01:56:52.325

Hopefully, we can weekend that behavior. We can prevent that behavior
burst and we can prevent.

764 "Brandy Allen" (2302283008)
01:56:52.620 --> 01:56:57.880
Escalation to serious behavior, because we're not reacting to the junk.

765 "Brandy Allen" (2302283008)
01:57:02.195 --> 01:57:15.185
So, if we do a quick practice on pivot, we have annoying. Addy Addy
frequently picks her nose. She's telling you about this cool package that
she just got.

766 "Brandy Allen" (2302283008)
01:57:15.455 --> 01:57:17.885
And you're in the middle of typing an email.

767 "Brandy Allen" (2302283008)
01:57:19.540 --> 01:57:28.510
So, if you were to pivot on addie's, junk behavior of picking her nose.

768 "Brandy Allen" (2302283008)
01:57:28.510 --> 01:57:33.610
Um, what type of pivot might you use?

769 "Brandy Allen" (2302283008)
01:57:33.610 --> 01:57:39.250
Do you use on the person on another person, or on an activity.

770 "Brandy Allen" (2302283008)
01:57:49.420 --> 01:57:55.355
So Sheryl says she's going to use pivot on the person, and she's just
going to ask Addie, what's your package?

771 "Brandy Allen" (2302283008)
01:57:56.585 --> 01:58:08.675
So she's going to not give any attention to the junk behavior of picking
the nose and she's just going to continue to have a conversation with
Addy. Right. She's going to ask that open ended question.

772 "Brandy Allen" (2302283008)
01:58:09.420 --> 01:58:13.090
Probably give her some empathy and encouragement.

773 "Brandy Allen" (2302283008)
01:58:13.090 --> 01:58:19.750
And just not address the junk behavior.

774 "Brandy Allen" (2302283008)
01:58:20.345 --> 01:58:21.905
In this particular scenario,

775 "Brandy Allen" (2302283008)
01:58:21.905 --> 01:58:36.755

you could also do a pivot on an activity and you could briefly turn your attention away to your typing an email and then after 10 seconds or so when you noticed Addie wasn't picking her nose anymore.

776 "Brandy Allen" (2302283008)
01:58:37.030 --> 01:58:40.780
You can turn back to her and.

777 "Brandy Allen" (2302283008)
01:58:40.780 --> 01:58:46.060
Engage with her, ask for an open ended question, or recognize something that she's doing. Well.

778 "Brandy Allen" (2302283008)
01:58:46.060 --> 01:58:52.120
So those would be a couple of other ways to pivot there.

779 "Brandy Allen" (2302283008)
01:58:52.120 --> 01:58:58.630
We are right at about times, so I'm going to go through and just wrap this up pretty quick.

780 "Brandy Allen" (2302283008)
01:58:59.405 --> 01:59:14.015
We had 1 last tool that we like to talk about, which is stay close, hot, stay close. Hot is very similar to the stay close interaction that we just talked about earlier about building relationships. Um.

781 "Brandy Allen" (2302283008)
01:59:14.675 --> 01:59:29.405
The only thing different about using stay close hot, is that when we use that, we may have to repeat that multiple times to get this individual to de escalate.

782 "Brandy Allen" (2302283008)
01:59:31.325 --> 01:59:42.395
Especially when it's a hot situation, like, they're very close to hitting the top of that crisis cycle. We want to try and bring them back down.

783 "Brandy Allen" (2302283008)
01:59:42.485 --> 01:59:50.885
And so you might want to think about touch and whether that's going to increase or decrease their escalation. If you know that person pretty well.

784 "Brandy Allen" (2302283008)
01:59:52.285 --> 01:59:55.645
Make sure that you listen more than you speak,

785 "Brandy Allen" (2302283008)
01:59:56.395 --> 02:00:10.795
and using those validation and empathy statements in a hot situation can be so so helpful just letting that person know that you recognize how they are feeling and that you understand why they are feeling that way.

786 "Brandy Allen" (2302283008)
02:00:12.695 --> 02:00:26.645
That's the only difference to stay close hot is that we're repeating that
as much as we need to, until that person de escalates, and they're ready
for the next step,

787 "Brandy Allen" (2302283008)
02:00:26.975 --> 02:00:31.175
which would be directing them to an alternative calming behavior.

788 "Brandy Allen" (2302283008)
02:00:31.200 --> 02:00:45.415
Here a calming situation, or assisting them with solving the problem that
got them escalated and you also want to make sure that you're reinforcing
them after the escalation, recognizing what they're doing.

789 "Brandy Allen" (2302283008)
02:00:45.415 --> 02:00:47.214
Well, in that moment.

790 "Brandy Allen" (2302283008)
02:00:51.215 --> 02:01:01.775
All right, so just a couple of slides to give you before we wrap it up.
Here. We do have a podcast that goes over those 10 common conversions.

791 "Brandy Allen" (2302283008)
02:01:02.405 --> 02:01:07.085
You can scan this QR code for more information if you would like that.

792 "Brandy Allen" (2302283008)
02:01:07.720 --> 02:01:22.060
We also offer the full tools of Joyce forces. Those can be signed up for,
on Eventbrite. This is going to be the QR code. That'll get you to those
events and the dates that they're available.

793 "Brandy Allen" (2302283008)
02:01:23.165 --> 02:01:35.555
And we also are offering family coaching workshops, which are 1 hour
evening sessions that go over each of the tools and the tools of choice
curriculum.

794 "Brandy Allen" (2302283008)
02:01:36.515 --> 02:01:40.295
These workshops actually occur twice a month.

795 "Brandy Allen" (2302283008)
02:01:40.570 --> 02:01:50.765
They're just for 1 hour in the evening, and there are 8 total sessions.
So the next series for family coaching workshops will begin on July 13th.

796 "Brandy Allen" (2302283008)
02:01:50.765 --> 02:01:56.165

If you scan that QR code, you should get to information about those as well. well

797 "Brandy Allen" (2302283008)
02:01:57.605 --> 02:02:01.355
Thank you all so much for your participation today.

798 "Brandy Allen" (2302283008)
02:02:01.385 --> 02:02:15.245
I enjoyed having you all you are a great group and I hope this was helpful for you if you have any questions, as I said, the PowerPoint will be posted on the website and you can feel free to contact me as well.

799 "Brandy Allen" (2302283008)
02:02:16.115 --> 02:02:16.535
I'll go ahead.

800 "Brandy Allen" (2302283008)
02:02:16.560 --> 02:02:22.960
And put my email in the chat box for you, but thank you all so much. And I hope you have a good rest of your afternoon.