



SERVING, EMPOWERING AND
SUPPORTING MISSOURIANS
TO LIVE THEIR BEST LIVES.

Tools of Choice Skills

Missouri Tiered Supports
Department of Mental Health | Division of Developmental
Disabilities

Objectives

- 👤 Review Tools of Choice briefly
- 👤 Practice Tools of Choice Skills
- 👤 Practice giving feedback

Tools of Choice

- 👤 An Evidence Based Competency Universal Strategy
- 👤 Stay Close
 - 👤 Random, Routine, Cool and Hot scenarios
- 👤 Positive Consequences
- 👤 Pivot
- 👤 Set Expectations

Stay Close

1. Move toward the person and remain within arms reach.
2. Touch, if it is approved in the setting.
3. Use sincere and appropriate caring facial expression, tone of voice, and relaxed body language.
4. Ask Open-ended positive questions.
5. Use Empathy statements.
6. Use Encouragement.
7. Listen while the person is speaking.
8. Avoid reacting to junk behavior and avoid coercion.

Tips and Tricks on Stay Close

- 👤 Empathy- focus on other person's emotion
 - 👤 (You must feel ____, instead of 'That's happened to me too')
- 👤 Encouragement- their behavior does good things for them
- 👤 Ask more open-ended questions for more information

Stay Close- HOT

1. Move toward the person and remain within arms reach.
2. Touch, if it is approved in the setting.
3. Use sincere and appropriate caring facial expression, tone of voice, and relaxed body language.
4. Ask Open-ended positive questions.
5. Use Empathy statements.
6. Use Encouragement.
7. Listen while the person is speaking.
8. Repeat above until the person is ready for the next step.
9. Guide to a different behavior, a calming situation, or assist with problem solving.
10. Use positive consequences after desired or safe behavior happens.
11. Avoid reacting to junk behavior and avoid coercion.

Positive Consequences

1. Tell the person what behavior you liked.
2. Provide a consequence that matches the value of the behavior.
3. Provide the consequence within 3 seconds of recognizing the behavior if possible.
4. Use sincere and appropriate facial expressions, tone of voice, and body language.
5. Avoid reacting to junk behavior and avoid using coercion.

Pivot

- 👤 Avoid reacting to junk behavior with facial expressions, tone of voice, body language, and avoid saying anything about the junk behavior.
- 👤 Pivot: Actively attend to something desirable
 - 👤 On the person, On another person, or On an activity
- 👤 Pivot Back: Acknowledge desirable behavior of the person within 10 seconds (unless pivot on the person).
- 👤 Repeat as much as necessary for as long as necessary.
- 👤 Stay Cool, avoid coercion.

Set Expectations

- 👤 Set the stage.
- 👤 Begin positively.
- 👤 Give a statement of concern and encouragement.
- 👤 State the expectation-clearly.
- 👤 Briefly explain the benefits to the person, especially if the person asks.

Set Expectations

- 👤 State the consequences for earning and not earning.
- 👤 Negotiate as necessary.
- 👤 Ask the person to restate the expectation and consequences.
- 👤 Acknowledge and praise the person's restatement.
- 👤 Avoid reacting to junk behavior, pivot if necessary, stay cool and avoid coercion.
- 👤 Make sure all stakeholders are aware and agree.
- 👤 Adjust the effort of behavior and consequence for success.

Practice

Stay Close- Cool, Routine, and Random	
1. Moved toward the person and remain within arm's reach	
2. Touched as appropriate to the situation	
3. Used caring facial expressions	
4. Used caring tone of voice (avoiding neutral/monotone)	
5. Maintained relaxed body language	
6. Asked open-ended questions	
7. Used empathy statements	
8. Provided encouragement	
9. Listened- spoke less than the person without interruption	



Practice Feedback

Ask: how it
went

Corrective
Feedback

Positive
Feedback

Ask: what
feedback do
you have for
me?

Resources

Webinars

-  Data Collection: Positive: Negative Observations
-  Coaching: Supervising Using Best Practices

Family Coaching:





2024 Tiered Supports Summit

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Dr. Nicole Kanaman, GoodLife Innovations

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