

A JOURNEY TO COACHING THAT WORKS

A TIERED SUPPORT PRESENTATION GIVEN BY THE TIERED SUPPORT AGENCIES
AND BRT OF ROLLA SATELLITE OFFICE

(YOU MAY WISH TO PRINT THE NOTES FROM THIS PRESENTATION IF YOU PLAN TO
WATCH IT AS A SLIDE SHOW. GO TO FILE/PRINT/ AND SELECT NOTES PAGES
UNDER SETTINGS)

BUILDING A SYSTEM

- Interviewing and Orientation of New Employees
- Writing and Implementing Policy
- Choosing Quality Coaches



THE USE OF POSITIVE-NEGATIVE INTERACTIONS TRACKER

Positive – Negative Interactions Observation Form 2.0 (revised March 2012)

Date: _____ Time: _____ to _____ Setting description (#,): _____ # Individuals: _____ # Staff: _____ Observer: _____	Use Reinforcement (Displayed by Staff/Caregiver)	Stay Close Random, Routine, Cool (Displayed by Staff/Caregiver)	Coercive Contingent Interaction (Displayed by Staff/Caregiver)	Coercive Non-Contingent Interaction (Displayed by Staff/Caregiver)	
			Total _____	Total _____	
	Desirable Behavior (of Individual served)				Total _____
	Undesirable Behavior (of Individual Served)				Total _____
Date: _____ Time: _____ to _____ Setting description (#,): _____ # Individuals: _____ # Staff: _____ Observer: _____	Use Reinforcement (Displayed by Staff/Caregiver)	Stay Close Random, Routine, Cool (Displayed by Staff/Caregiver)	Coercive Contingent Interaction (Displayed by Staff/Caregiver)	Coercive Non-Contingent Interaction (Displayed by Staff/Caregiver)	
			Total _____	Total _____	
	Desirable Behavior (of Individual served)				Total _____
	Undesirable Behavior (of Individual Served)				Total _____

Specific Examples for setting /individual observed

Desirable Behavior – desirable behaviors to increase or teach:

Undesirable Behavior – behaviors to decrease. junk (annoying, not harmful to self properties) and serious behavior (physical damage to self, others, property illegal):

Ratio of Positive to Negative Interactions for Observation 1: (Pos: Neg) _____
 Ratio of Positive to Negative Interactions for Observation 2: (Pos: Neg) _____

HOW NOT TO DO A 10 MINUTE OBSERVATION

- Video presentation here

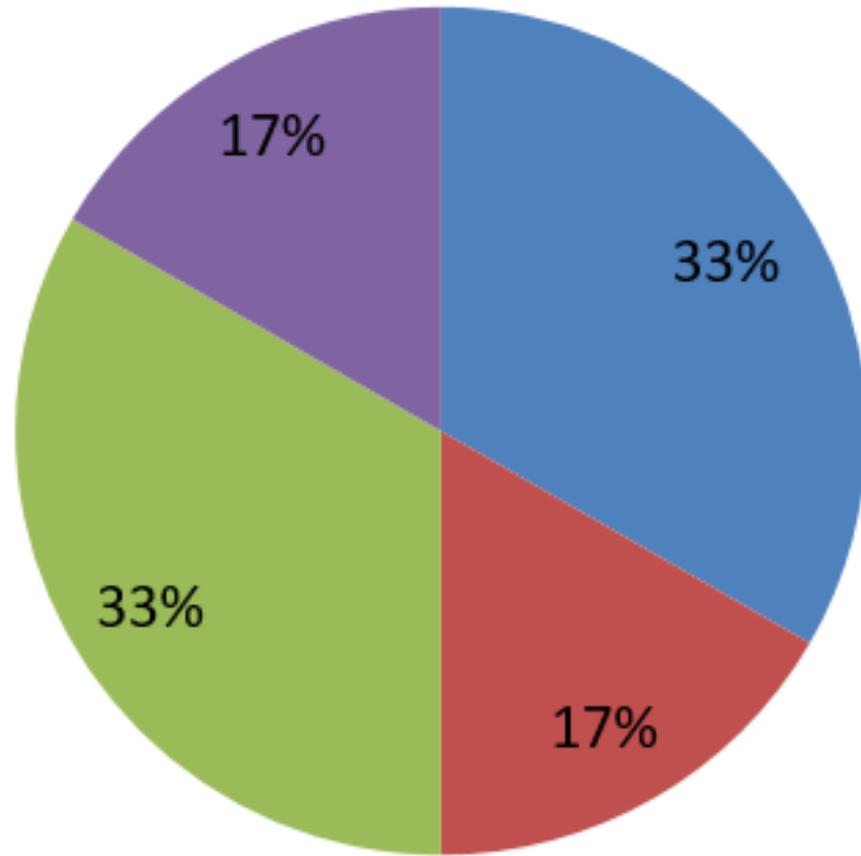
From building a system and using the forms and tools provided in this presentation it is our hope that you have gained some things which may help your team better use and evaluate the data which is readily available in your agency. Coaching with reinforcement is not only a way to encourage staff members but is also a critical piece to living out what we teach in the Tools of Choice curriculum. The tools don't only work with the individuals we support. They work in every aspect of life.



USING THE OBSERVATION FROM PLEASE SCORE THE FOLLOWING VIDEO FOR POSITIVE-NEGATIVE INTERACTIONS OF STAFF TO SUPPORTED INDIVIDUAL

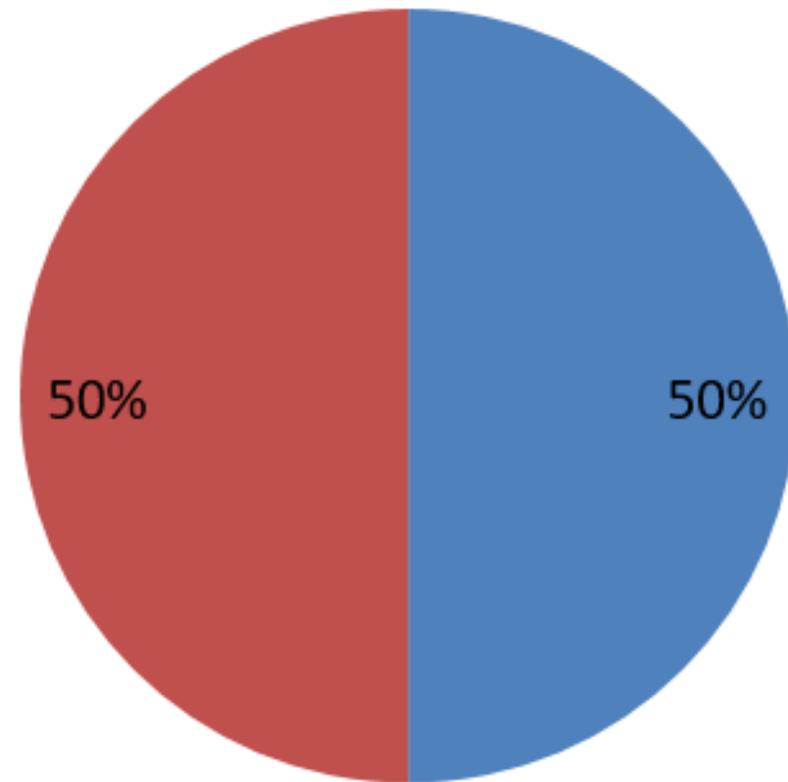
- Video presentation here

Positive vs Negative Interactions



- Observed Stay Close
Random, Routine & Cool
- Observed Reinforcement
- Coercion Observed (Non-Contingent Interaction)
- Coercion Observed (Contingent Interaction)

Ratio of Postive vs Negative for the Month



- Rate of Positives per Minute
- Rate of Negatives per Minute

INDIVIDUAL DESIRABLE/UNDESIRABLE BEHAVIOR TRACKER

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH
6																																		
7		Date	4/1/2015	4/2/2015	4/3/2015	4/4/2015	4/5/2015	4/6/2016	4/7/2016	4/8/2016	4/9/2016	4/10/2016	4/11/2016	4/12/2016	4/13/2016	4/14/2016	4/15/2016	4/16/2016	4/17/2016	4/18/2016	4/19/2016	4/20/2016	4/21/2016	4/22/2016	4/23/2016	4/24/2016	4/25/2016	4/26/2016	4/27/2016	4/28/2016	4/29/2016	4/30/2016	Monthly Totals	
8	Junk Behavior	0	1	0	0	0	0	1	0	0	0	0	2	0	1	0	0	0	1	0	1	0	5	6	4	8	9	5	6	4	6	60		
9	Hitting /Kicking	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	1	2	3	1	3	1	4	19		
10	Striking Objects	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	0	1	0	2	6		
11	Elopement																															0		
12	Believable threats to harm self or others																																0	
13																																		
14	Respect	3	3	2	0	1	0	2	2	2	1	2	1	2	2	1	2	3	1	0	0	0	0	0	1	0	0	0	0	0	0	0	31	
15	Appreciate	4	2	2	1	2	2	2	2	1	2	1	2	0	1	0	5	0	0	0	0	1	1	0	0	1	0	0	1	0	0	0	33	
16	Care	1	2	1	1	1	2	1	2	1	1	2	1	1	1	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	21	
17	Encourage	1	1	2	0	1	1	0	1	0	2	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	
18																																		
19	Pivoting	0	1	0	0	0	1	0	0	0	0	0	2	0	1	0	0	0	1	0	1	0	5	6	4	8	9	5	6	4	6	60		
20	Communication	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	1	2	3	1	3	1	4	19		
21	Spending quality time	1	0	1	1	1	1	0	1	2	2	0	2	0	1	2	2	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	20	
22	Monitor Closley	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	3	1	2	5	1	4	1	6	25		
23	Positive Reinforcement	9	8	7	2	5	5	5	7	4	6	5	5	3	5	1	9	4	1	0	0	1	1	0	2	0	1	0	0	1	0	97		

Graphs

REVIEWING DATA AS A TEAM

- EMTs
- Desirable and Undesirable Behavior Data
- Positive/Negative Interactions Tracker
- Medical/Psychological Information
- Staff Call Outs and Turn Over Information
- ASSET
- Daily Progress Notes
- Annual Trend Reports

THE USE OF REINFORCEMENTS IN COACHING



Recognizing and rewarding desirable employee behavior is the essential key to motivating employees to work more productively:

- *It clearly defines and communicates expected behaviors and strengthens the connection between high performance and rewards.

- *It reinforces an employee's behavior immediately after learning a new technique and promotes quick, thorough learning.

- *It motivates effective workers to continue to do good work.

Lack of reinforcement leads to job dissatisfaction.



*Employees who are rewarded after they successfully perform feel self-confident and become eager to learn new techniques, take advanced training, and accept more responsibility.

* Employees who receive recognition for their achievements are more enthusiastic about their work, more cooperative, and more open to change.



These guidelines will help make your reinforcements most effective:

- * Give the employee concrete, specific information about what he/she did right.
- * Reinforce immediately.
- * Reward the employee as soon as possible after his/her desirable behavior.
- * Show genuine appreciation for the employee's achievement.
- * Frequent, but random, reinforcement is most effective.
- * Reward small increments of improvement.
- * Rewards should be proportionate to the importance of the behavior.
- * Personalize the reinforcement.



VIDEO EXAMPLE OF STAY CLOSE HOT (IMPROVEMENT NEEDED) WITH GENTLE COACHING TO FOLLOW

- Video presentation here

STAY CLOSE HOT DONE WELL WITH COACHING AND REINFORCMENT

- Video presentation here