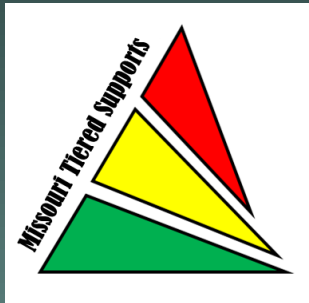# Positive:Negative Observations

A How To Guide

Objectives

- Understand why it is important to gather & analyze +/- data
- Understand who, when, and what you should observe
- Learn how to calculate IOA
- Other tips

The Question:

Are we doing it, and is it working?

To establish a factual basis for making decision

I think the problem is …	BECOMES	The data indicates the problem …

Ella is "uncooperative" in the morning.

The Data Shows

There are little to no positive interactions and a lot of demands

Who are we observing and when should we do it?

Staff

Whole: Data collection on all interactions present within the environment

Isolated: Data collection focused on one person (staff) in the environment

High Risk
A setting where an individual is very likely to engage in undesirable behavior

Low-Risk
A setting where an individual is likely to engage in positive and "just okay" desirable behavior
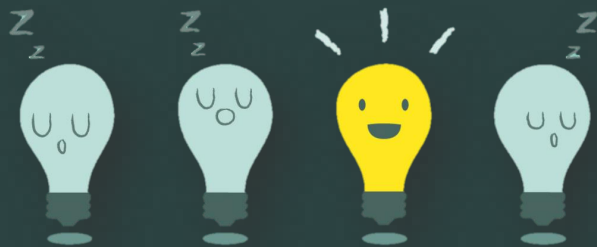
What are we looking for?

"It'll be okay"

It's so much more than what we say

Stay Close

Increasing interaction opportunities with others by using specific skills

- Caring Facial Expression, Tone of Voice, Body Language
- Touch if appropriate
- Ask positive **Open-Ended Questions**
- Provide **Empathy**
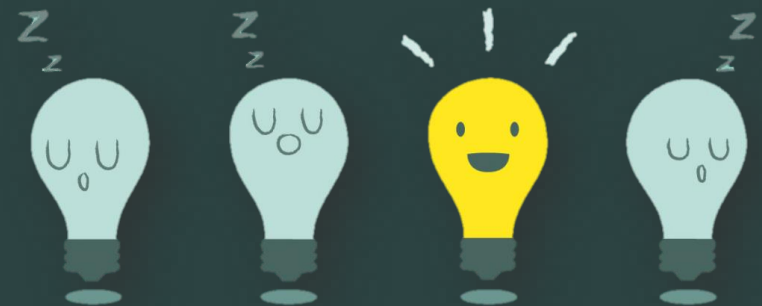- Give **Encouragement**

Positive Consequences
Positive interactions occurring after a desirable behavior

Beyond Tools of Choice
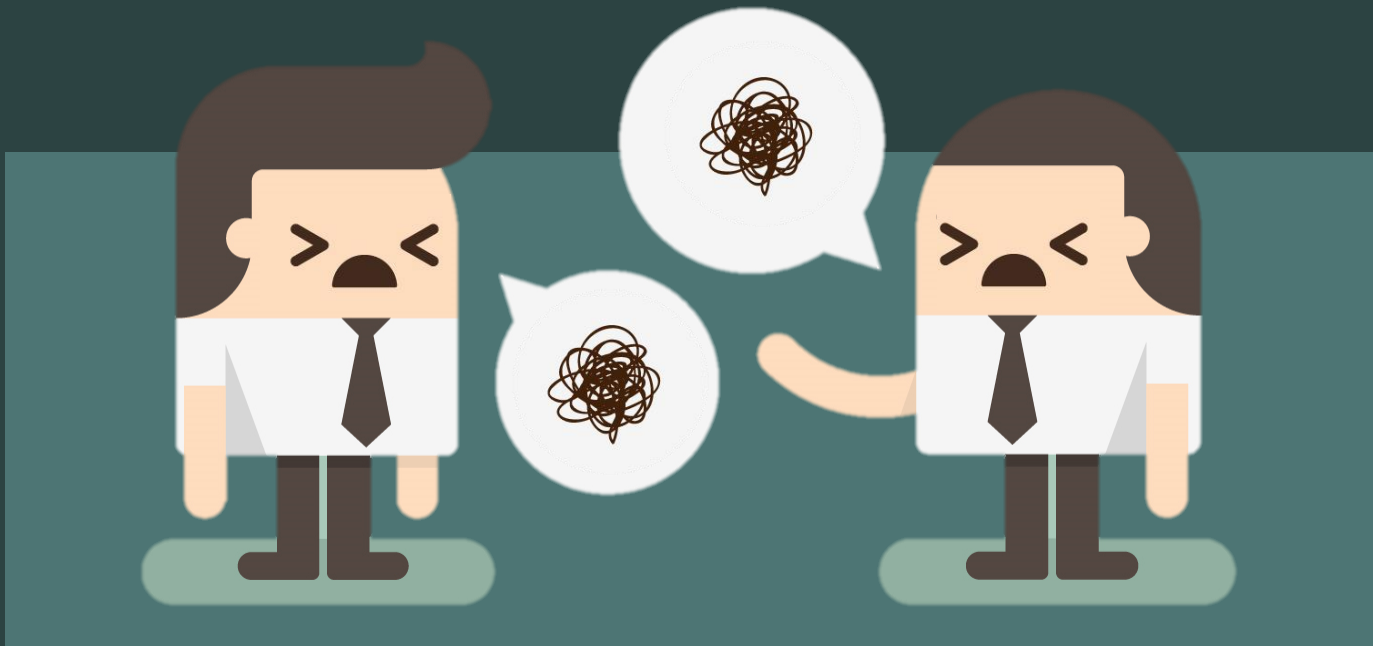Positive, meaningful interactions
- Things that show care for the person
- Person responds positively to

Coercive, social worsening displayed by the caregiver

Coercions

- Questioning*
- Arguing
- Sarcasm/Teasing
- Lecture/Logic
- Criticism
- Despair

- Force
- Threats
- Talking about Bad Behavior
- Take Away

Using the Form

- *Fill in informational section**

| Setting description(#____): _____ _____ # Individuals: ____ # Staff: ____ Staff Trained in ToC: ☐ Y ☐ N Date: _____ Time: ____ to ____ Observer: _____ | Positive Interaction (Displayed by Staff/Caregiver) Total __ | Coercive Interaction (Displayed by Staff/Caregiver) Total __ |

- Take data in 10 minute increments
  - Focus on *staff interactions* and reactions to the individuals in the environment (tally in corresponding box)

Observe and tally for 10 minutes

Setting description(#____):	Positive Interaction (Displayed by Staff/Caregiver)	Coercive Interaction (Displayed by Staff/Caregiver)
_____ _____ # Individuals: _____ # Staff: _____ Staff Trained in ToC: ☐ Y ☐ N Date: _____ Time: _____ to _____ Observer: _____		
	Total ___	Total ___

PRACTICE

Using Coercion

Pivot on another
Person

Checking for Reliability

How to Calculate Agreement

Take the number of agreed upon interactions divided by the highest number of interactions scored.

Agreed Upon Interactions

Highest Number of Interactions

How to calculate Agreed Upon Interactions

Look at how close the scores align.

Observer 1:

Positive Interaction (Displayed by Staff/Caregiver)	Coercive Interaction (Displayed by Staff/Caregiver)
III	II
Total 3	Total 2

Observer 2:

Positive Interaction (Displayed by Staff/Caregiver)		Coercive Interaction (Displayed by Staff/Caregiver)	
II	= 2 positives agreed upon	I	= 1 negative agreed upon
Total 2		Total 1	

Total agreement= 3

How to calculate highest number of interactions

Use the largest number of total observed interactions.

Observer 1:

Positive Interaction (Displayed by Staff/Caregiver)	Coercive Interaction (Displayed by Staff/Caregiver)
III	II
Total 3	Total 2

5

Observer 2:

Positive Interaction (Displayed by Staff/Caregiver)	Coercive Interaction (Displayed by Staff/Caregiver)
II	I
Total 2	Total 1

3

IOA Example

Observer 1:

Positive Interaction (Displayed by Staff/Caregiver)	Coercive Interaction (Displayed by Staff/Caregiver)
III	II
Total 3	Total 2

Observer 2:

Positive Interaction (Displayed by Staff/Caregiver)	Coercive Interaction (Displayed by Staff/Caregiver)
II	I
Total 2	Total 1

IOA= 3/5= 60%

Practice

Highest Number of Interactions

Setting description:
House 1 at Agency R
 	
           # Individuals: 4
               # Staff: 2
Staff Trained in ToC: ☑ Y ☐ N
 	
Date: 10/9/19
Time: 10:00am to 10:10am
 	
Observer: J
	Positive Interaction (Displayed by Staff/Caregiver)
	
	IIIII
	
	Total 5
		Coercive Interaction (Displayed by Staff/Caregiver)
		
		II
		
		Total 2

Setting description:
House 1 at Agency R
 	
           # Individuals: 4
               # Staff: 2
Staff Trained in ToC: ☑ Y ☐ N
 	
Date: 10/9/19
Time: 10:00am to 10:10am
 	
Observer: K
	Positive Interaction (Displayed by Staff/Caregiver)
	
	II
	
	Total 2
		Coercive Interaction (Displayed by Staff/Caregiver)
		
		IIIII
		
		Total 5

Practice

Observer 1:

Positive Interaction (Displayed by Staff/Caregiver)	Coercive Interaction (Displayed by Staff/Caregiver)
6	7
Total 6	Total 7

Observer 2:

Positive Interaction (Displayed by Staff/Caregiver)	Coercive Interaction (Displayed by Staff/Caregiver)
1	7
Total 1	Total 7

What to do if … & Tips

Let's talk about being a fly on the wall.

Give Feedback at the End

- At the end of the observation, give praise for what the staff/caregiver did well!
- Practice alternatives for what did not go well.

For more information check out this webinar: https://www.youtube.com/watch?v=VmqLSewrh1M

- Interruptions
- People enter or leave
- No one is awake, around during your visit
- It has become emotionally charged (Stay Close – HOT)

How to determine the ratio of positive to negatives:

-We are looking for at least 4:1 positive to negatives
- 8:1(ASSET Goal)

Next Steps:

Contact your Regional Agency Tiered Supports Consultant to schedule your in person competency session.

Questions? Contact us!

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