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
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.

There are little to no positive interactions and a lot of demands.
Who are we observing and when should we do it?
Taking Data on Who?

Staff
Whole: Data collection on all interactions present within the environment

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

Which staff do we focus on?
**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’s so much more than what we say

“It’ll be okay”
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**

<table>
<thead>
<tr>
<th>Setting description (#)</th>
<th>Positive Interaction (Displayed by Staff/Caregiver)</th>
<th>Coercive Interaction (Displayed by Staff/Caregiver)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

# Individuals: ____  
# Staff: ____  
Staff Trained in ToC: ☐ Y ☐ N

Date: ________
Time: _____ to _____
Observer: ________

Total _____

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

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<td></td>
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<td></td>
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</tr>
<tr>
<td>Time: _____ to _____</td>
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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:

Observer 2:

Total agreement = 3
How to calculate highest number of interactions

Use the largest number of total observed interactions.

Observer 1:

Observer 2:
IOA Example

Observer 1:

Observer 2:

IOA = \frac{3}{5} = 60\%
## Practice

### Agreed Upon Interactions

#### Highest Number of Interactions

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<tbody>
<tr>
<td># Individuals: 4</td>
<td></td>
<td></td>
</tr>
<tr>
<td># Staff: 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff Trained in ToC: ☑ Y ☐ N</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date: 10/9/19</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time: 10:00am to 10:10am</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Observer: J</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total 5</td>
<td></td>
<td></td>
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<td></td>
</tr>
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<td>Observer: K</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total 2</td>
<td></td>
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Total: 5

Total: 5
Practice

Observer 1:

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<tr>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>Total 6</td>
<td>Total 7</td>
</tr>
</tbody>
</table>

Observer 2:

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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>Total 1</td>
<td>Total 7</td>
</tr>
</tbody>
</table>
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=VmqLSe wrh1M](https://www.youtube.com/watch?v=VmqLSe wrh1M)
What-If’s

- 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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