WEBVTT

1 "Terri Werner" (380173824)
00:00:00.000 --> 00:00:07.650
Name is Terri Warner and welcome to tools for everyone workshop. We're
glad that you're with us today.

2 "Terri Werner" (380173824)
00:00:07.650 --> 00:00:19.709
Um, right now, it looks like we have 1 person joining us today. So so
thank you for being with us. Hopefully we'll have a couple more arrive in
the next few minutes. Um, I am a.

3 "Terri Werner" (380173824)
00:00:19.709 --> 00:00:23.064
Positive support consultant, lead supervisor, uh,

4 "Terri Werner" (380173824)
00:00:23.094 --> 00:00:36.264
for the Department of mental health with the division of developmental
disabilities and I have been teaching tools for since about 2012 and I
just love this training and I hope you do as well.

5 "Terri Werner" (380173824)
00:00:36.264 --> 00:00:39.624
Uh, it's really changed my life for. my life for

6 "Terri Werner" (380173824)
00:00:39.709 --> 00:00:49.350
Better, it's really helped me develop healthier, more successful
relationships with with everyone with my peers.

7 "Terri Werner" (380173824)
00:00:49.350 --> 00:01:03.000
With those I supervise with my family, my children, my grandchildren. So
it is truly a universal strategy tool that every 1 of us can benefit from
using and using every single day.

8 "Terri Werner" (380173824)
00:01:03.475 --> 00:01:14.185
So, if you will, if you'll go ahead and put in chat your name, and the
organization you work with, if you do work, if you're a family member,

9 "Terri Werner" (380173824)
00:01:14.185 --> 00:01:22.885
just go ahead and put your name and where you're from and the chat box is
on the lower right. Hand corner of your screen it says chat.

10 "Terri Werner" (380173824)
00:01:23.000 --> 00:01:28.230
So, if you can find it go ahead and put your information in there.

11 "Terri Werner" (380173824)
00:01:33.240 --> 00:01:37.380

And we will go ahead and get started here in just a few minutes.

12 "Terri Werner" (380173824)
00:01:43.170 --> 00:01:46.380
Right now we have about 3 people, joining us.

13 "Terri Werner" (380173824)
00:01:49.860 --> 00:01:57.870
So, can everyone find the chat box? There's, it says for everyone, or you
can actually send me a personal message.

14 "Terri Werner" (380173824)
00:01:57.870 --> 00:02:00.900
Um, it's up to you, which 1 you use.

15 "Terri Werner" (380173824)
00:02:07.650 --> 00:02:11.490
Okay, welcome. Um, is it.

16 "Terri Werner" (380173824)
00:02:11.490 --> 00:02:15.630
Theresa Theresa Baker from and Theresa.

17 "Terri Werner" (380173824)
00:02:15.630 --> 00:02:21.630
Thank you for being with us today appreciate it.

18 "Terri Werner" (380173824)
00:02:21.630 --> 00:02:25.110
Okay, so we're going to go ahead and get started.

19 "Terri Werner" (380173824)
00:02:25.945 --> 00:02:38.005
All right, so again, the chat box is in the right hand corner of your
screen and today it's going to be a very interactive training today. So
we'll be using the chat to correspond with each other.

20 "Terri Werner" (380173824)
00:02:38.605 --> 00:02:44.905
And also, if you will go ahead and grab some paper to take notes, I'm
hopeful that you'll find some.

21 "Terri Werner" (380173824)
00:02:45.110 --> 00:02:52.710
Information that that you can take back and use after today's training.

22 "Terri Werner" (380173824)
00:02:52.710 --> 00:03:02.460
All right, so so the objectives of today, some of the things that we will
be talking about and learning are, what is positive behavior supports.

23 "Terri Werner" (380173824)
00:03:02.485 --> 00:03:14.245

And, um, it is a universal strategy tool. Like I stated, it's a tool that, um, that every 1 of us can benefit from learning and using on a day to day basis.

24 "Terri Werner" (380173824)
00:03:14.515 --> 00:03:18.025
We're also going to learn about some fundamental facts about behaviors.

25 "Terri Werner" (380173824)
00:03:18.240 --> 00:03:27.325
And how to categorize those behaviors into for specific types and how that helps us target behaviors for positive change.

26 "Terri Werner" (380173824)
00:03:27.745 --> 00:03:36.265
We're also going to be learning about what is conversion and punishment and the effects that are common when we use coercion and punishment.

27 "Terri Werner" (380173824)
00:03:37.015 --> 00:03:39.865
As a way to try and change behavior,

28 "Terri Werner" (380173824)
00:03:40.405 --> 00:03:54.625
we're going to learn about the 10 examples of conversion and why we're going to hopefully minimize the opportunities in which we are coercive with 1 another and instead focus on all those things that we do.

29 "Terri Werner" (380173824)
00:03:54.625 --> 00:03:56.545
That's more desirable. And.

30 "Terri Werner" (380173824)
00:03:56.570 --> 00:04:03.000
That helps us have that good quality of life that we're looking for.

31 "Terri Werner" (380173824)
00:04:03.085 --> 00:04:14.665
Okay, so positive behavior supports, what is it, it's really just about increasing quality of life through the science of behavior so, tools of choice, um,

32 "Terri Werner" (380173824)
00:04:14.695 --> 00:04:22.885
is the is the curriculum that we'll be talking about today and it is a set of research based strategies used to increase quality of life.

33 "Terri Werner" (380173824)
00:04:23.000 --> 00:04:30.269
And decreased problem behaviors by teaching new skills and making changes in a person's environment.

34 "Terri Werner" (380173824)
00:04:30.269 --> 00:04:34.169

Okay, so the science of behavior behavior analysis.

35 "Terri Werner" (380173824)
00:04:34.169 --> 00:04:48.774
Has been investigated and demonstrated since the early 940. S and there's literally hundreds and thousands of of studies and demonstration that these principals are highly effective and they really, truly work.

36 "Terri Werner" (380173824)
00:04:48.774 --> 00:04:54.144
Okay. So positive behavior support uses the public health. the public health

37 "Terri Werner" (380173824)
00:04:54.169 --> 00:05:00.449
Model to structure our interventions. So I'd like for you all to look at the triangle that you see.

38 "Terri Werner" (380173824)
00:05:01.344 --> 00:05:08.664
And the green base of that triangle is what we're going to be spending the focus of our attention on today. Okay.

39 "Terri Werner" (380173824)
00:05:09.084 --> 00:05:16.554
And so the green base represents those universal strategies that support the quality of life for the entire population.

40 "Terri Werner" (380173824)
00:05:16.919 --> 00:05:27.059
Okay, and if you think of our public health model in the green, that's kind of our base again, the public health model I often think of oral health.

41 "Terri Werner" (380173824)
00:05:27.059 --> 00:05:31.439
Okay, um, so when they started putting fluoride in our water.

42 "Terri Werner" (380173824)
00:05:32.124 --> 00:05:46.314
You know, that assisted most of the population and preventing cavities and healthy tea. Right. Okay. So, in our model, when you think of our model, those universal supports that we all need.

43 "Terri Werner" (380173824)
00:05:46.344 --> 00:05:51.354
We all need to be in healthy relationships with other people. We all need to have a.

44 "Terri Werner" (380173824)
00:05:51.439 --> 00:06:06.224
Positive work environment to go to every day. We also need a healthy, positive work environment to come home to every night. Um, we also need to have a community that we can be a part of if we so choose.

45 "Terri Werner" (380173824)
00:06:06.314 --> 00:06:11.024
Okay, so those are some of those universal supports that we all need in
our life to be.

46 "Terri Werner" (380173824)
00:06:11.439 --> 00:06:22.979
Okay, so, and again that represents about 80 to 90, 90% of people will
only need these universal strategies to have that great life.

47 "Terri Werner" (380173824)
00:06:22.979 --> 00:06:27.659
The yellow center represents the population that might be at risk.

48 "Terri Werner" (380173824)
00:06:27.684 --> 00:06:39.144
Report outcomes okay. Um, and the interventions for this population often
look like that extra scoop of support, that they might need on a short
term basis. Okay.

49 "Terri Werner" (380173824)
00:06:39.294 --> 00:06:47.544
So, it's that temporary support that short term and it could be, um,
again, if you look at the public health model, you know, you might have
a.

50 "Terri Werner" (380173824)
00:06:47.659 --> 00:06:52.769
Cavity and you might need that short term intervention from Dennis to
fill that cavity.

51 "Terri Werner" (380173824)
00:06:53.034 --> 00:07:03.234
If you look at positive behavior supports, it could be somebody might
need social skills training. They might need some communication training.
Something of that nature. That's more short term.

52 "Terri Werner" (380173824)
00:07:03.594 --> 00:07:10.044
And again, this represents about 10 to 15% of our population and once
that short term intervention. intervention

53 "Terri Werner" (380173824)
00:07:10.589 --> 00:07:16.919
Then hopefully the university supports will be effective and that's all
they will need.

54 "Terri Werner" (380173824)
00:07:17.544 --> 00:07:31.104
The red category of the triangle that represents about 5% of the
population that might need short term intensive supports. Okay. And
again, it's short term and it's intensive.

55 "Terri Werner" (380173824)
00:07:31.104 --> 00:07:36.834
So the public health model, it could be if you're looking at oral health, it could be. be

56 "Terri Werner" (380173824)
00:07:36.919 --> 00:07:43.454
They might need a root canal. That's more intensive support for us. The positive behavior support model.

57 "Terri Werner" (380173824)
00:07:43.454 --> 00:07:56.894
It could be they might need some sort of crisis intervention because they're in crisis they might need a safety crisis plan. They may need some intervention from the behavior analyst accounts.

58 "Terri Werner" (380173824)
00:07:56.919 --> 00:08:03.479
Slur someone to assist them with those short term intensive support needs.

59 "Terri Werner" (380173824)
00:08:03.479 --> 00:08:13.769
Okay all right. Okay. And and so what makes this approach difficult to accept.

60 "Terri Werner" (380173824)
00:08:13.769 --> 00:08:19.164
So, oftentimes people think, you know,

61 "Terri Werner" (380173824)
00:08:19.224 --> 00:08:29.514
it being kind and caring is what tools of choice is all about and sometimes people think we're letting people get away with those undesired negative behaviors.

62 "Terri Werner" (380173824)
00:08:29.729 --> 00:08:41.964
But that's not true at all, you know, when people are happy, when they're excited or when they're angry and frustrated, you know, focusing on just being kind caring, empathetic,

63 "Terri Werner" (380173824)
00:08:41.964 --> 00:08:49.644
and encouraging can really help that person who might be in that price the situation feel just a little bit better about.

64 "Terri Werner" (380173824)
00:08:49.729 --> 00:08:50.879
Situation.

65 "Terri Werner" (380173824)
00:08:51.114 --> 00:09:05.694

And feel safe in an environment in which they feel supported and valued and accepted. Okay. So being kind and caring is all about helping those individuals that might be having a rough moment at that time.

66 "Terri Werner" (380173824)
00:09:06.084 --> 00:09:10.464
And and, and being present not taking things personally.

67 "Terri Werner" (380173824)
00:09:10.879 --> 00:09:15.959
But just helping that person through that most difficult time that they're experiencing.

68 "Terri Werner" (380173824)
00:09:15.959 --> 00:09:26.489
Which ultimately is going to improve our relationship with that person and make it stronger and better in the future. Okay. So, but it's not easy.

69 "Terri Werner" (380173824)
00:09:26.489 --> 00:09:39.929
Fuller are frustrated and highly angry, you know, it can be very difficult for us to stay calm to say, stay supportive. So, this is something that takes a lot of practice.

70 "Terri Werner" (380173824)
00:09:39.929 --> 00:09:53.279
It doesn't happen overnight, so so positive behavior supports is something that we, we just continuously learn and develop and practice as we move forward. Okay.

71 "Terri Werner" (380173824)
00:09:53.279 --> 00:09:57.899
But try, not to take things personally can be highly effective.

72 "Terri Werner" (380173824)
00:09:58.044 --> 00:10:10.434
All right, so often we think about there must be a worsening consequence for learning and again we're going to learn throughout this training that that's not simply true at all, you know,

73 "Terri Werner" (380173824)
00:10:10.434 --> 00:10:17.244
people respond better to positive consequences than they do those worsening consequences.

74 "Terri Werner" (380173824)
00:10:17.429 --> 00:10:30.329
And so we'll talk a lot about that here in just a little bit also often it's thought that a positive approach is letting people do whatever they want and get away with undesirable behaviors.

75 "Terri Werner" (380173824)
00:10:30.684 --> 00:10:44.964

And what we have learned through this approach is that when people are at their best, that's the time to teach model and reinforce those desired behaviors that's going to improve that quality of life for all. Okay.

76 "Terri Werner" (380173824)
00:10:45.414 --> 00:10:50.094
So, so teaching and modeling and reinforcing and practicing.

77 "Terri Werner" (380173824)
00:10:50.329 --> 00:10:56.249
Are positive behavior supports that's our approach.

78 "Terri Werner" (380173824)
00:10:56.249 --> 00:11:01.979
Okay, so now, what I'd like for you guys to do is I want you to use the chat box and.

79 "Terri Werner" (380173824)
00:11:01.979 --> 00:11:08.219
Kind of help me better. Understand. What is the definition of behavior? What do you guys think?

80 "Terri Werner" (380173824)
00:11:08.219 --> 00:11:15.179
What's the definition of behavior in anybody helped me.

81 "Terri Werner" (380173824)
00:11:19.679 --> 00:11:28.739
Having a hard time finding mine here. Mm. Hmm.

82 "Terri Werner" (380173824)
00:11:32.639 --> 00:11:37.139
Is anybody I'm not finding let's see here.

83 "Terri Werner" (380173824)
00:11:37.139 --> 00:11:41.669
Okay, got it how someone responds and acts very good.

84 "Terri Werner" (380173824)
00:11:41.669 --> 00:11:46.589
Thank you very good. Anybody else.

85 "Terri Werner" (380173824)
00:11:46.589 --> 00:11:49.679
How someone responds and acts excellent.

86 "Terri Werner" (380173824)
00:11:49.679 --> 00:11:58.829
Anyone else have any idea. Okay.

87 "Terri Werner" (380173824)
00:11:58.829 --> 00:12:05.939
So behavior that's great. That's a very good answer behaviors. Anything that can be seen and counted.

88 "Terri Werner" (380173824)
00:12:05.939 --> 00:12:13.529
Again, behavior is anything that can be seen and counted so that's the
definition of behavior.

89 "Terri Werner" (380173824)
00:12:14.364 --> 00:12:19.704
All right, so keep that in mind when we look at our next activity.

90 "Terri Werner" (380173824)
00:12:19.794 --> 00:12:29.964
So now what I want you to do, if you will by using that chat box, if you
will list behaviors, any behavior that you can think of that, you see.

91 "Terri Werner" (380173824)
00:12:30.269 --> 00:12:43.649
You know, maybe on a regular basis at home at work, or in any environment
that you're part of any behaviors. And what I will do is I will write
those behaviors down.

92 "Terri Werner" (380173824)
00:12:43.649 --> 00:12:47.879
Okay, so think of any behaviors that you might see.

93 "Terri Werner" (380173824)
00:13:02.159 --> 00:13:08.309
See, if I can get my work.

94 "Terri Werner" (380173824)
00:13:17.639 --> 00:13:22.439
Anyone coming up with any behaviours. I'm not seeing anything in chat
yet.

95 "Terri Werner" (380173824)
00:13:26.399 --> 00:13:31.019
Smiling okay. Smiling waving.

96 "Terri Werner" (380173824)
00:13:31.019 --> 00:13:34.979
Laughing.

97 "Terri Werner" (380173824)
00:13:34.979 --> 00:13:38.459
Crying screaming.

98 "Terri Werner" (380173824)
00:13:38.459 --> 00:13:42.239
Flapping.

99 "Terri Werner" (380173824)
00:13:42.239 --> 00:13:47.189
Very good. Those are a lot of great behaviors. Okay. Hitting.

100 "Terri Werner" (380173824)
00:13:47.189 --> 00:13:54.359
Spitting.

101 "Terri Werner" (380173824)
00:13:54.359 --> 00:13:57.989
Okay, I think we've got a good list going. All right.

102 "Terri Werner" (380173824)
00:13:57.989 --> 00:14:04.649
Excellent. Okay. Wonderful.

103 "Terri Werner" (380173824)
00:14:04.649 --> 00:14:08.849
Okay, so so let's kind of look at our list here.

104 "Terri Werner" (380173824)
00:14:08.849 --> 00:14:12.179
Um, I'm going to just point out some.

105 "Terri Werner" (380173824)
00:14:12.179 --> 00:14:16.079
So, Katie kicking yelling.

106 "Terri Werner" (380173824)
00:14:16.079 --> 00:14:23.609
And what do you think those behaviors have in common with 1 another.

107 "Terri Werner" (380173824)
00:14:23.609 --> 00:14:29.729
What do you think yelling kicking may be spitting hitting.

108 "Terri Werner" (380173824)
00:14:29.729 --> 00:14:34.589
And what do you think, what do they have in common with 1? 1 another.

109 "Terri Werner" (380173824)
00:14:41.609 --> 00:14:45.689
Anyone they're viewed as a negative. Absolutely.

110 "Terri Werner" (380173824)
00:14:45.689 --> 00:14:52.649
They're viewed as negative very, very good in our society today when we
think of behaviors.

111 "Terri Werner" (380173824)
00:14:52.674 --> 00:15:03.084
Most people think of those undesired behaviors, and that's the focus that
we spend a lot of our time focusing on and paying attention to are those
undesired behaviors.

112 "Terri Werner" (380173824)
00:15:03.294 --> 00:15:12.564

But I want to tell you, I'm pretty impressed with your list today, because you also have put down a lot of those desired behaviors that we want people.

113 "Terri Werner" (380173824)
00:15:12.649 --> 00:15:26.489
To focus more attention on and pay attention to and provide those positive consequences. When you see them by acknowledging them like, smiling, waving, laughing.

114 "Terri Werner" (380173824)
00:15:26.489 --> 00:15:32.939
Um, clapping kissing those are all some desirable behaviors.

115 "Terri Werner" (380173824)
00:15:32.939 --> 00:15:38.819
That, you know, are are hopefully going to improve our quality of life and make things better.

116 "Terri Werner" (380173824)
00:15:38.819 --> 00:15:44.129
Okay, now, contexts plays a role here and we'll talk about that here in a minute.

117 "Terri Werner" (380173824)
00:15:44.129 --> 00:15:49.229
But so excellent, very good. Thank you. Guys for for participating.

118 "Terri Werner" (380173824)
00:15:50.244 --> 00:16:05.124
So, 1 thing that we would need to talk about, it's best to talk about behavior as specific actions, rather than categories. All right so we had we had if you look back, we had some bigger categories, such as tantrum.

119 "Terri Werner" (380173824)
00:16:05.544 --> 00:16:09.024
I don't know about you all, but when I think a tantrum.

120 "Terri Werner" (380173824)
00:16:09.229 --> 00:16:12.659
I think of my grandchild who's 2 years old?

121 "Terri Werner" (380173824)
00:16:12.659 --> 00:16:25.284
The way she demonstrates a tantrum is different than my grandchild, who is 9 years old. So, context plays a role here too, and it's also based in our history with the word tantrum. All right.

122 "Terri Werner" (380173824)
00:16:25.434 --> 00:16:32.634
So it may mean something different to each 1 of us today. All right, so it's going to be really important that we break that.

123 "Terri Werner" (380173824)

00:16:32.659 --> 00:16:39.449
Bigger category word down into specific actions, so we specifically know
what tantrum looks like.

124 "Terri Werner" (380173824)
00:16:39.449 --> 00:16:45.539
In an effort, if we want tantrum over a period of time to decrease.

125 "Terri Werner" (380173824)
00:16:45.539 --> 00:16:59.759
If we're doing a lot of teaching and modeling and reinforcing desired
behavior, we might want to keep data to see. Is it decreasing? Well,
we're not going to be able to do that. If we just use the word tantrum.
So, what does tantrum look like.

126 "Terri Werner" (380173824)
00:16:59.759 --> 00:17:08.309
Is it kicking? Is it yelling? Is it stumping your hands on the ground?
What specifically is happening with that tantrum?

127 "Terri Werner" (380173824)
00:17:08.309 --> 00:17:13.289
Okay, same thing with our word.

128 "Terri Werner" (380173824)
00:17:13.289 --> 00:17:16.949
You know, we had a word route what does that look like.

129 "Terri Werner" (380173824)
00:17:16.949 --> 00:17:26.159
Um, again, you think about context, you know, rude may look differently
if you're in a movie theater, compared to being rude.

130 "Terri Werner" (380173824)
00:17:26.159 --> 00:17:29.489
At work. All right.

131 "Terri Werner" (380173824)
00:17:29.489 --> 00:17:34.319
Um, so we have to think about that and, and specifically what it looks
like.

132 "Terri Werner" (380173824)
00:17:34.319 --> 00:17:40.319
All right, so what is the person actually doing? Make sense?

133 "Terri Werner" (380173824)
00:17:40.319 --> 00:17:47.639
All right awesome guys. Okay, so now.

134 "Terri Werner" (380173824)
00:17:47.639 --> 00:18:01.614

Um, okay sorry so now, what we're going to do is we're gonna talk about, um, uh, when and so we're going to be looking at the different categories of behavior.

So when we see.

And count behaviors, we categorize them into 4 categories.

2, that are desirable and 2 that are undesirable. All right.

And our focus, we're going to challenge you off from today, forward to focus on those desirable behaviors that you want to see more of all.

Right and so the desirable behaviors that we want to focus, most of our attention on are those significant.

Behaviors and the just okay behaviors.

All right, so so we still need to identify individual specific actions to be able to be clear and consistent.

In our responses to those behaviors, so that we can most effectively improve that quality of life that I keep mentioning.

All right so significant desirable behaviors.

Those are behaviors that we want to increase we want to teach we want to model and we definitely want to reinforce those because that's going to improve the quality of life of individuals.

All right, so significantly desirable behaviors. It could be.

146 "Terri Werner" (380173824)
00:19:08.549 --> 00:19:15.299
I'm going to work on time and completing your roles and responsibilities.

147 "Terri Werner" (380173824)
00:19:16.104 --> 00:19:27.114
Associated with your job, that's a significant, desirable behavior that's
going to help us receive that paycheck and hopefully going to help us if
we're interested in being promoted and things of that nature.

148 "Terri Werner" (380173824)
00:19:27.534 --> 00:19:33.684
So I want you all in the chat to think about some significant, desirable
behaviors.

149 "Terri Werner" (380173824)
00:19:33.899 --> 00:19:37.889
That's going to improve the quality, improve that quality of life.

150 "Terri Werner" (380173824)
00:19:37.889 --> 00:19:41.819
For an individual, what are some can you think of any.

151 "Terri Werner" (380173824)
00:19:45.869 --> 00:20:00.264
What are we thinking here guys? Significant desirable behaviors that we
want to increase we want to spend time modeling and teaching these
behaviors exercising. Oh, my goodness. That's an extra 1.

152 "Terri Werner" (380173824)
00:20:00.354 --> 00:20:04.524
excellent. 1 exercising. That's going to improve our health.

153 "Terri Werner" (380173824)
00:20:04.709 --> 00:20:14.129
Our quality of life, our longevity hopefully and so it's really good for
us. Exercising. Eating. Healthy is another 1.

154 "Terri Werner" (380173824)
00:20:14.129 --> 00:20:24.659
Very good. These are excellent. Cleaning keeping a clean house.
Absolutely. We feel better about coming home every single day. If we have
a clean house to come home to.

155 "Terri Werner" (380173824)
00:20:24.659 --> 00:20:27.719
Those are some excellent ideas.

156 "Terri Werner" (380173824)
00:20:27.719 --> 00:20:31.139
That we want to teach and encourage others to demonstrate.

157 "Terri Werner" (380173824)
00:20:31.139 --> 00:20:35.279

Reading others saying hi smiling. Very good. Theresa.

158 "Terri Werner" (380173824)
00:20:35.279 --> 00:20:43.949
You guys are doing awesome. Okay so, let's move on to just okay
behaviors. These are behaviors that we typically take advantage.

159 "Terri Werner" (380173824)
00:20:43.949 --> 00:20:47.459
Because they typically happen for most of us.

160 "Terri Werner" (380173824)
00:20:47.459 --> 00:21:02.159
Most of us, you know, we shut the door, right? When we leave for work
every day or to school, we shut the door. We lock it. But what if we
forget that 1 time we forget to lock that door?

161 "Terri Werner" (380173824)
00:21:02.159 --> 00:21:10.764
You know, people notice when we forget, but all those times that we shut
the door, we locked it successfully. People don't notice it.

162 "Terri Werner" (380173824)
00:21:10.794 --> 00:21:22.074
They don't recognize that they don't encourage it and they don't provide
any positive consequences for that just, OK, behavior. So those are those
behaviors that are typical, but when they.

163 "Terri Werner" (380173824)
00:21:22.159 --> 00:21:36.944
Don't happen people notice. Okay. Um, and so kind of think of that those
just okay behaviors. It could be, you know, if we typically say, please,
and thank you, you know, to others, that might be just adjust. Okay.

164 "Terri Werner" (380173824)
00:21:36.944 --> 00:21:42.134
Behavior. But for those who rarely ever say, please or Thank you.

165 "Terri Werner" (380173824)
00:21:42.159 --> 00:21:52.199
And we need to teach that skill because it hasn't been to learned
behavior that they've learned in their world. Okay, that could be a
significant behavior for them.

166 "Terri Werner" (380173824)
00:21:52.199 --> 00:21:57.749
So, can you guys think of other just okay behaviors that we often take
for granted?

167 "Terri Werner" (380173824)
00:21:57.749 --> 00:22:03.209
That we often really don't pay attention to until they don't happen.

168 "Terri Werner" (380173824)

00:22:03.209 --> 00:22:07.139
What do you guys think? What are just okay behaviors.

169 "Terri Werner" (380173824)
00:22:14.034 --> 00:22:28.314
Anybody have any idea these are a little bit harder aren't they
definitely put dishes in sync dishwasher closing the laundry.

170 "Terri Werner" (380173824)
00:22:28.314 --> 00:22:33.714
Theresa says excellent. You know, I typically do that every single day so
that's just a.

171 "Terri Werner" (380173824)
00:22:33.949 --> 00:22:39.719
Still pay behavior for me, because it's something I typically do. So,
Teresa.

172 "Terri Werner" (380173824)
00:22:39.719 --> 00:22:52.224
So, occasionally, those behaviors still need to be reinforced they still
need to be provided with that positive consequences occasionally to keep
that behavior go alive in the future.

173 "Terri Werner" (380173824)
00:22:52.404 --> 00:22:58.764
All right so we still need to pay attention to it. We still need to
record recognize it on occasion. All right.

174 "Terri Werner" (380173824)
00:22:59.719 --> 00:23:07.019
Now, again, let's look at context here for some people putting dishes in
the dishwasher.

175 "Terri Werner" (380173824)
00:23:07.019 --> 00:23:12.119
Is a significant, desirable behavior, because it's something that they
typically don't do.

176 "Terri Werner" (380173824)
00:23:12.119 --> 00:23:15.449
All right, so trying to think of it that way as well.

177 "Terri Werner" (380173824)
00:23:15.449 --> 00:23:28.679
All right, um, I think we're getting the gist of this so, the undesirable
behaviors that we spend most of our time focusing on are these 2.

178 "Terri Werner" (380173824)
00:23:28.679 --> 00:23:36.779
So, let's talk about serious behaviors. Those are behaviors that are
physically harmful to self others property.

179 "Terri Werner" (380173824)

00:23:36.779 --> 00:23:40.319
And illegal okay. And can be considered illegal.

180 "Terri Werner" (380173824)
00:23:40.319 --> 00:23:47.579
All right, and those are the behaviors that we do need to do something
about. Okay.

181 "Terri Werner" (380173824)
00:23:47.579 --> 00:23:54.839
And because they could cause real danger to sell for others. All right
so, aggression.

182 "Terri Werner" (380173824)
00:23:54.839 --> 00:24:04.434
Um, you know, physically harming self for others that's a that's a type
of of serious behaviors that we need to interrupt and prevent from
happening. Hopefully.

183 "Terri Werner" (380173824)
00:24:04.764 --> 00:24:12.294
Can you guys think of any other serious behaviors that you have seen that
are serious that we do need to interrupt.

184 "Terri Werner" (380173824)
00:24:12.539 --> 00:24:25.049
We need to hopefully use our stakeholders, hot tool that I'll be talking
about later on today to prevent it from happening, running away fighting.
Those are some serious behaviors.

185 "Terri Werner" (380173824)
00:24:25.049 --> 00:24:30.329
Right. Okay. Very, very good. Excellent.

186 "Terri Werner" (380173824)
00:24:30.329 --> 00:24:36.119
So, let's kind of talk about the next category, this category annoying
junk.

187 "Terri Werner" (380173824)
00:24:36.119 --> 00:24:50.064
This 1, right here is where we spend the focus of our attention. It's
annoying. It gets under a scan and happens a lot. It's age typical
functioning level typical, but boy, is it annoying?

188 "Terri Werner" (380173824)
00:24:50.154 --> 00:24:52.404
And, and, and we react to it.

189 "Terri Werner" (380173824)
00:24:52.679 --> 00:24:57.959
Often with pretty coercive ways to get that behavior to stop because it's
so annoying.

190 "Terri Werner" (380173824)
00:24:57.959 --> 00:25:02.609
Okay, so annoying behavior could be burping. It could be.

191 "Terri Werner" (380173824)
00:25:02.609 --> 00:25:09.089
Complaining, um, it could be whiny. It could be spitting.

192 "Terri Werner" (380173824)
00:25:09.089 --> 00:25:14.729
What are some other junk behaviors that that's typical for you? All.

193 "Terri Werner" (380173824)
00:25:14.729 --> 00:25:17.879
Can you think of any typical junk.

194 "Terri Werner" (380173824)
00:25:17.879 --> 00:25:28.319
Remember it's not harmful to sell for others, and it's not against the
law, but it's really annoying.

195 "Terri Werner" (380173824)
00:25:28.319 --> 00:25:35.789
Absolutely Teresa kazeem rolling eyes ignoring. Those are all junk
behaviours. That's not.

196 "Terri Werner" (380173824)
00:25:36.234 --> 00:25:44.844
Harmful to sell for others, but some people cussing that's really
annoying. And they don't like it and they respond negatively to it.

197 "Terri Werner" (380173824)
00:25:44.844 --> 00:25:52.494
When it happens when your husband or significant other rolls their eyes,
it bothers us and we react negatively to it.

198 "Terri Werner" (380173824)
00:25:52.799 --> 00:25:57.839
Okay, excellent. Excellent examples. Thank you for putting those in.

199 "Terri Werner" (380173824)
00:25:57.839 --> 00:26:01.979
Okay, so just just to remember.

200 "Terri Werner" (380173824)
00:26:01.979 --> 00:26:16.679
Whether behaviors desire or undesirable often depends on the context in
which the behavior occurs. I keep referring to context here. So, let's
think of 1 of our words, from our previous list.

201 "Terri Werner" (380173824)
00:26:16.679 --> 00:26:26.849
Somebody put the word in yelling yelling when would yelling, be a
significant, desirable behavior.

202 "Terri Werner" (380173824)
00:26:26.849 --> 00:26:35.669
And you think of any time, and it's based on context context is when the
behavior is happening under what start what circumstances? And.

203 "Terri Werner" (380173824)
00:26:35.669 --> 00:26:40.799
And who is, who is there in within the environment when that behavior is
happening?

204 "Terri Werner" (380173824)
00:26:40.799 --> 00:26:45.149
Okay, so yelling, we could be significant.

205 "Terri Werner" (380173824)
00:26:45.149 --> 00:26:55.469
Yelling for the chiefs at a party, your game, when you're telling someone
to be cautious, keeping them say I love that. 1. those are some really
good ones right?

206 "Terri Werner" (380173824)
00:26:55.469 --> 00:27:03.359
You know, you're yelling out maybe there's a fire. Maybe somebody is
about ready to cross a busy intersection. You're yelling them to stop.

207 "Terri Werner" (380173824)
00:27:03.359 --> 00:27:08.159
Those are excellent ideas when yelling is significantly desirable.

208 "Terri Werner" (380173824)
00:27:08.159 --> 00:27:12.599
When would it be? Just okay just okay. Behavior.

209 "Terri Werner" (380173824)
00:27:12.599 --> 00:27:23.669
It could be what Teresa said up here, yelling for the chiefs at a party
gain. That could be, you know, that could be just okay behavior too, or
significant.

210 "Terri Werner" (380173824)
00:27:23.669 --> 00:27:34.379
To get someone's attention. Absolutely. Just okay. Behavior. When do you
think it would be junk behavior?

211 "Terri Werner" (380173824)
00:27:34.379 --> 00:27:39.089
Junk behavior what do you guys think?

212 "Terri Werner" (380173824)
00:27:43.499 --> 00:27:47.879
Be yelling at a at a.

213 "Terri Werner" (380173824)

00:27:47.879 --> 00:27:53.969
At a pier, raising your voice. Oh, you're so stupid. Why do you act this way?

214 "Terri Werner" (380173824)
00:27:53.969 --> 00:28:02.159
Do not like, what is for dinner yelling? Oh, my God. I hate where you're cooking for dinner again. It's so awful.

215 "Terri Werner" (380173824)
00:28:02.159 --> 00:28:05.849
Absolutely. Okay absolutely.

216 "Terri Werner" (380173824)
00:28:05.849 --> 00:28:12.564
So so there's all kinds of junk behavior when yelling might occur, but again,

217 "Terri Werner" (380173824)
00:28:12.564 --> 00:28:21.324
it's our response to that jump to that junk behavior that might potentially increase the opportunity for serious behavior to occur.

218 "Terri Werner" (380173824)
00:28:21.629 --> 00:28:26.669
Okay, what about Sirius? When would yelling? Be serious?

219 "Terri Werner" (380173824)
00:28:29.759 --> 00:28:34.859
Yelling yelling, be serious. What do you guys think?

220 "Terri Werner" (380173824)
00:28:39.179 --> 00:28:43.169
What, if I what if I yelled at a police officer.

221 "Terri Werner" (380173824)
00:28:43.169 --> 00:28:55.889
Would that be serious? I kind of think it might be. If I yelled if I got it pulled over for a ticket and I started yelling profanity at a police officer that would be serious behavior on my end and I might get.

222 "Terri Werner" (380173824)
00:28:55.889 --> 00:29:02.309
And trouble for that, and possibly arrested. Okay. So that could be when context.

223 "Terri Werner" (380173824)
00:29:02.309 --> 00:29:07.619
Would would be a factor here so you guys are doing great.

224 "Terri Werner" (380173824)
00:29:07.619 --> 00:29:12.179
Um, when it is out of control, when it's toward parents.

225 "Terri Werner" (380173824)
00:29:12.179 --> 00:29:20.189
Okay all right so significant desirable behaviors. Again those are the
behaviors that we're trying to increase.

226 "Terri Werner" (380173824)
00:29:20.604 --> 00:29:29.094
We're trying to teach these behaviors because it's going to increase the
quality of life for that person. It's going to be good for them to learn
these behaviors.

227 "Terri Werner" (380173824)
00:29:29.304 --> 00:29:36.984
All right and hopefully it's going to help them have more successful
relationships, be more success, successful at school.

228 "Terri Werner" (380173824)
00:29:37.679 --> 00:29:40.739
Um, if they're working on the job.

229 "Terri Werner" (380173824)
00:29:40.739 --> 00:29:50.969
If they want to be a part of their community, it will help them have more
success in becoming more a part of their community being active in some
way or another. All right.

230 "Terri Werner" (380173824)
00:29:50.969 --> 00:30:03.599
Okay, so so it could be if you're in a movie theatre and you whisper,
you're whispering. That's a significant desire. Well, behavior that most
of us would very much appreciate right?

231 "Terri Werner" (380173824)
00:30:03.599 --> 00:30:14.429
So, in the store buying things would be a significant, desirable behavior
that's going to improve our likelihood of being invited back into that
store.

232 "Terri Werner" (380173824)
00:30:14.429 --> 00:30:23.279
Right. So, um, so again these are the behaviors that we want to
encourage, we want to increase we want to teach these.

233 "Terri Werner" (380173824)
00:30:23.279 --> 00:30:30.989
Filling out a job job application for some people, you know, showing up
on time for school every single day.

234 "Terri Werner" (380173824)
00:30:30.989 --> 00:30:35.249
Taking your medications learning to cook.

235 "Terri Werner" (380173824)
00:30:35.249 --> 00:30:49.829

Those are some significant, desirable behaviors. So just okay. Behaviors again are those behaviors that are common and we often overlook and and, and many of us take them for granted.

236 "Terri Werner" (380173824)
00:30:49.829 --> 00:30:59.849
And again, we only notice them when they don't happen. So these, I encourage you all to start noticing those just okay. Behaviors that happened.

237 "Terri Werner" (380173824)
00:30:59.849 --> 00:31:07.559
Frequently, but sometimes, you know, because we're not noticing them and we, and again.

238 "Terri Werner" (380173824)
00:31:07.559 --> 00:31:19.409
Um, our society is a pretty coercive society, and we often notice the negative undesired behaviors. If that's all we notice are those undesired behaviors instead of the significant and just okay.

239 "Terri Werner" (380173824)
00:31:19.409 --> 00:31:22.709
The undesired behaviors might happen more.

240 "Terri Werner" (380173824)
00:31:22.709 --> 00:31:26.189
Likely because of their getting attention for it.

241 "Terri Werner" (380173824)
00:31:26.189 --> 00:31:33.119
They're getting our reactions and negative attention is still better than no attention. Right?

242 "Terri Werner" (380173824)
00:31:33.119 --> 00:31:40.829
So, let's beef up our times in which we are providing opportunities to reinforce these just okay. Behaviors.

243 "Terri Werner" (380173824)
00:31:40.829 --> 00:31:43.829
So, annoying junk behaviors again.

244 "Terri Werner" (380173824)
00:31:43.829 --> 00:31:51.599
They get under our skin. They're H, typical they're functioning level. Typical again. My, my, my 8.

245 "Terri Werner" (380173824)
00:31:51.599 --> 00:32:05.154
When my child was 8 years old, he used to fart him and his friends. Oh, my goodness. And it was so annoying. I would take him to soccer games all the time. And they would like fart and burb and boy, I paid attention to it.

246 "Terri Werner" (380173824)
00:32:05.154 --> 00:32:10.914
I reacted to it and let me tell you that junk behavior. It intensified.
It didn't decrease.

247 "Terri Werner" (380173824)
00:32:11.599 --> 00:32:16.109
I thought it was funny. They got a reaction from me, right?

248 "Terri Werner" (380173824)
00:32:16.109 --> 00:32:24.989
So, it, it happened more frequently. All right so so junk behaviors,
their H, typical functioning level typical.

249 "Terri Werner" (380173824)
00:32:24.989 --> 00:32:29.159
But they're not harmful to sell for others or property.

250 "Terri Werner" (380173824)
00:32:29.159 --> 00:32:35.369
Okay, so that's the big thing, but we pay a lot of attention attention to
it. We react to it.

251 "Terri Werner" (380173824)
00:32:35.369 --> 00:32:40.709
And sometimes our reactions can create a series of situations.

252 "Terri Werner" (380173824)
00:32:40.709 --> 00:32:50.759
So, if we tell people, you need to stop cussing, you need to stop
yelling. Oh, my God. You need to stop already. Right now, if you don't
stop right now, I am just going to come unglued.

253 "Terri Werner" (380173824)
00:32:50.759 --> 00:32:58.859
Again, the more we react to it, sometimes that might put that person into
crisis mode.

254 "Terri Werner" (380173824)
00:32:58.859 --> 00:33:08.489
So, we have a tool that we're going to learn about is called the pivot
tool that's going to help us deal with this junk behavior. That's often
annoying and gets under our scan.

255 "Terri Werner" (380173824)
00:33:08.489 --> 00:33:13.319
So, it's coming so again, here's the definition of junk behavior.

256 "Terri Werner" (380173824)
00:33:13.319 --> 00:33:24.449
It's undesirable it's, uh, it's annoying, but the main thing that I want
you all to focus on is junk behavior is not physically harmful to self.
Others are property and it's not illegal.

257 "Terri Werner" (380173824)
00:33:24.449 --> 00:33:31.139
Okay, so kind of keep that in the back of your mind, when we move
forward.

258 "Terri Werner" (380173824)
00:33:31.139 --> 00:33:37.079
So, what are some common junk behaviors that you guys have seen?

259 "Terri Werner" (380173824)
00:33:37.079 --> 00:33:41.339
That really gets under your skin happens a lot.

260 "Terri Werner" (380173824)
00:33:41.339 --> 00:33:44.549
Um, you know, so.

261 "Terri Werner" (380173824)
00:33:44.549 --> 00:33:47.909
If we think about our list, we had several.

262 "Terri Werner" (380173824)
00:33:47.909 --> 00:33:51.689
We had yelling was junk. We had tantrums.

263 "Terri Werner" (380173824)
00:33:51.689 --> 00:33:56.519
We had spitting spitting can be considered junk behavior.

264 "Terri Werner" (380173824)
00:33:56.519 --> 00:34:00.899
Anybody else think of any that we had on our list.

265 "Terri Werner" (380173824)
00:34:00.899 --> 00:34:04.019
I think we had several in there that were potentially.

266 "Terri Werner" (380173824)
00:34:04.019 --> 00:34:07.379
Junk behaviors, and again, you got to think of context here.

267 "Terri Werner" (380173824)
00:34:07.379 --> 00:34:13.739
But potentially, most of the time they're considered junk behaviour.

268 "Terri Werner" (380173824)
00:34:13.739 --> 00:34:21.809
You bet you have any okay.

269 "Terri Werner" (380173824)
00:34:21.809 --> 00:34:27.179
So so here's some, some examples and and some of them you guys came up
with, before.

270 "Terri Werner" (380173824)
00:34:27.179 --> 00:34:33.449
You know, threatening, not being respectful screaming, saying main
things.

271 "Terri Werner" (380173824)
00:34:33.449 --> 00:34:37.949
Those are kind of all junk behaviors.

272 "Terri Werner" (380173824)
00:34:37.949 --> 00:34:44.819
That that we typically see, now, let's talk about this not going to work.

273 "Terri Werner" (380173824)
00:34:44.819 --> 00:34:56.759
Not going to work it's not really behavior. It's it's it's a big old
category kind of a thing. I'm not even sure what that looks like again.
We want to be very specific.

274 "Terri Werner" (380173824)
00:34:56.759 --> 00:35:02.729
What is not going to work? Look like, what are they actually doing
instead of not going to work? What are they doing?

275 "Terri Werner" (380173824)
00:35:02.729 --> 00:35:08.819
All right, not being respectful. What does that look like? How are they
not being respectful.

276 "Terri Werner" (380173824)
00:35:08.819 --> 00:35:20.249
So, let's try and stay away from these don't do this or not instead of
used to do language what is actually being being observed being seen and
where you can count it.

277 "Terri Werner" (380173824)
00:35:20.249 --> 00:35:30.899
Okay, kind of think of that. All right, so so here's some junk behaviors
again that we typically respond to with coercive ways.

278 "Terri Werner" (380173824)
00:35:30.899 --> 00:35:37.559
So, why do you guys think people do jump behavior? Why do they curse at
other people? What are some reasons.

279 "Terri Werner" (380173824)
00:35:37.559 --> 00:35:43.319
Why do people do these things? Any ideas.

280 "Terri Werner" (380173824)
00:35:43.319 --> 00:35:53.909
Put in chat, what do you think might be happening? Why do people
complain? And then another person.

281 "Terri Werner" (380173824)
00:35:53.909 --> 00:35:56.939
Why do they complain about food?

282 "Terri Werner" (380173824)
00:35:56.939 --> 00:36:02.849
Groups peers anyone.

283 "Terri Werner" (380173824)
00:36:07.529 --> 00:36:10.559
Sometimes it's to get attention, right?

284 "Terri Werner" (380173824)
00:36:10.559 --> 00:36:15.449
Remember negative attention is better than no attention.

285 "Terri Werner" (380173824)
00:36:15.449 --> 00:36:19.679
Whatsoever so sometimes it's, it's just to get a reaction from, you.

286 "Terri Werner" (380173824)
00:36:19.679 --> 00:36:29.759
Sometimes, it's habitual, they've been doing this behavior for for a long
periods of time. Maybe they learned this junk behavior from other people
in their.

287 "Terri Werner" (380173824)
00:36:29.759 --> 00:36:33.209
You know, in their background.

288 "Terri Werner" (380173824)
00:36:33.209 --> 00:36:38.969
And and it, it's just become habitual other times it's to.

289 "Terri Werner" (380173824)
00:36:38.969 --> 00:36:44.339
Escape or avoid something that they don't want to do, like chores or
homework.

290 "Terri Werner" (380173824)
00:36:44.339 --> 00:36:47.879
So, they do it to get out of something.

291 "Terri Werner" (380173824)
00:36:47.879 --> 00:36:54.179
All right, sometimes it's to get attention or not attention, but to.

292 "Terri Werner" (380173824)
00:36:54.179 --> 00:37:00.089
Uh, maybe have you feel sorry for them or notice them.

293 "Terri Werner" (380173824)
00:37:00.089 --> 00:37:11.069

All right, so there's a lot of different reasons why people demonstrate junk behaviors, and we'll learn a little bit more about that as we go forward.

294 "Terri Werner" (380173824)
00:37:11.069 --> 00:37:15.239
So, undesirable behavior, that's not chunk behavior.

295 "Terri Werner" (380173824)
00:37:15.239 --> 00:37:23.369
Again, and that's that serious behavior that we talk about and that's behavior that could cause physical harm to self.

296 "Terri Werner" (380173824)
00:37:23.369 --> 00:37:28.104
Others property, or it could also be illegal.

297 "Terri Werner" (380173824)
00:37:28.314 --> 00:37:43.104
All right so some, some examples are hitting with floors, throwing a chair, stealing banging head with force and you guys also came up with many on our list earlier. Somebody put kicking kicking someone else could be.

298 "Terri Werner" (380173824)
00:37:43.369 --> 00:37:47.039
Here's behavior. All right kicking a, um.

299 "Terri Werner" (380173824)
00:37:47.039 --> 00:37:52.379
Football, you know, a significant, desirable behavior. If you're in a football game.

300 "Terri Werner" (380173824)
00:37:52.379 --> 00:38:03.989
All right, so so all of those things could be serious behaviors, and they need to be interrupted and dealt with because of the safety concerns for everyone involved.

301 "Terri Werner" (380173824)
00:38:03.989 --> 00:38:08.549
All right. Okay.

302 "Terri Werner" (380173824)
00:38:08.549 --> 00:38:16.080
So, does anybody else have anything they want to mention about serious behaviors?

303 "Terri Werner" (380173824)
00:38:16.080 --> 00:38:30.810
So, we have a tool called stateless hot that we're going to talk about here. Here briefly that's going to helpfully, prevent that series behavior from happening. It's called steakhouse hot. So stay tuned for that. 1.

304 "Terri Werner" (380173824)
00:38:30.810 --> 00:38:38.430
All right, so what should we do in serious behavior is happening or about
to happen again? We want to prevent it.

305 "Terri Werner" (380173824)
00:38:38.430 --> 00:38:41.910
Or interrupt prevent it is the.

306 "Terri Werner" (380173824)
00:38:41.910 --> 00:38:44.695
That will be teaching you or interrupting.

307 "Terri Werner" (380173824)
00:38:44.845 --> 00:38:52.585
We also encourage people that have a history of demonstrating serious
behaviors that they have a safety crisis plan in place,

308 "Terri Werner" (380173824)
00:38:52.765 --> 00:39:01.885
because that's going to help us understand what we can do to support that
person more successfully and hopefully prevent that serious group
behavior from.

309 "Terri Werner" (380173824)
00:39:01.910 --> 00:39:08.910
Happening we need to know what the triggers are. What typically they do
when certain things happen.

310 "Terri Werner" (380173824)
00:39:08.910 --> 00:39:18.210
What supports they need from us? What has helped them in the past be
successful so, if you will, if you go ahead and get your phone out.

311 "Terri Werner" (380173824)
00:39:18.210 --> 00:39:31.050
Here's our QR code, and it will take you to the site that that will help
you better understand about safety crisis planning how to write 1, what
needs to be in a safety crisis plan and all that good stuff.

312 "Terri Werner" (380173824)
00:39:34.980 --> 00:39:41.130
Okay, um, this is another excellent. Uh, um.

313 "Terri Werner" (380173824)
00:39:41.130 --> 00:39:46.020
Uh, option for people that might be, um, in crisis.

314 "Terri Werner" (380173824)
00:39:46.020 --> 00:39:59.670
You know, it's called the 908 8 number, and I want to tell you this is an
outstanding resource for, for many people within our community who are
facing crisis situations. Um, there's help.

315 "Terri Werner" (380173824)
00:39:59.815 --> 00:40:14.725
Over the phone that they can, they call this number, and there's someone
who is highly trained and supportive to help that person. They also have
a mobile unit that they can come to your home and assist you as needed.

316 "Terri Werner" (380173824)
00:40:14.935 --> 00:40:18.865
So, this is an outstanding service. And if you're not familiar with it.

317 "Terri Werner" (380173824)
00:40:19.140 --> 00:40:28.680
Again, get your phone out, take the take the picture of this QR code and
it's going to provide you with lots and lots of information on this
outstanding resource.

318 "Terri Werner" (380173824)
00:40:28.680 --> 00:40:33.360
All right, so again, here are the examples of those.

319 "Terri Werner" (380173824)
00:40:33.360 --> 00:40:39.360
4 categories of behavior that we need to kind of be familiar with.

320 "Terri Werner" (380173824)
00:40:39.360 --> 00:40:43.500
And again, our focus, our challenge to you today.

321 "Terri Werner" (380173824)
00:40:43.500 --> 00:40:51.780
Are focusing more on those significant, desirable behaviors and those
just okay. Behaviors it's going to increase that quality of life.

322 "Terri Werner" (380173824)
00:40:51.780 --> 00:40:59.340
For that person. All right. Okay. So instead of what we call stamping out
or trying to get rid of.

323 "Terri Werner" (380173824)
00:40:59.340 --> 00:41:05.070
By punishing somebody, or spending a lot of focus on these.

324 "Terri Werner" (380173824)
00:41:05.070 --> 00:41:09.360
Our efforts our challenge is to teach.

325 "Terri Werner" (380173824)
00:41:09.360 --> 00:41:18.930
Role model and reinforce these behaviors by practicing and providing
feedback and opportunities to continue to learn and grow.

326 "Terri Werner" (380173824)
00:41:18.930 --> 00:41:32.040

Okay all right so the fundamental facts of behavior, these are the cornerstones of positive behavior supports that. We'll be talking about.

327 "Terri Werner" (380173824)
00:41:32.040 --> 00:41:46.530
All right. Okay so 1 is behavior is always right correct given the person's environment in history and that's a very difficult, fundamental fact for many of us to understand, but.

328 "Terri Werner" (380173824)
00:41:46.530 --> 00:41:56.310
What this means is behavior is always right given the person's environment and history is that we would most likely act the same way in a particular environment.

329 "Terri Werner" (380173824)
00:41:56.310 --> 00:42:04.080
If we had the same learning histories, physiology, genetics, trauma history as that person.

330 "Terri Werner" (380173824)
00:42:04.080 --> 00:42:11.340
So people don't choose to demonstrate undesirable behaviors. They're not wilfully being bad.

331 "Terri Werner" (380173824)
00:42:11.340 --> 00:42:19.830
They're just doing what they have learned from past experiences from the people that they were around when they were growing up.

332 "Terri Werner" (380173824)
00:42:19.830 --> 00:42:32.820
Okay, so watching others being around certain people again, they developed habits and learn behavioral responses to deal with different things within their environment.

333 "Terri Werner" (380173824)
00:42:32.820 --> 00:42:41.640
So so again, and oftentimes people are telling us that something's wrong. something's not right in their world.

334 "Terri Werner" (380173824)
00:42:41.640 --> 00:42:46.320
And so what we need to do again is be kind caring.

335 "Terri Werner" (380173824)
00:42:46.320 --> 00:42:57.420
Encouraging and empathetic, and helping those people deal with those difficult situations. So we can change the environment if we change our reaction to that person.

336 "Terri Werner" (380173824)
00:42:57.420 --> 00:43:02.370
Okay, and and what they're going through, so being kind and caring.

337 "Terri Werner" (380173824)
00:43:02.370 --> 00:43:16.560
Focusing on teaching and reinforcing desired behaviors will ultimately
change the environment and will change the behavior of that person over a
period of time. Okay. So, again, another thing that we talk about is
context.

338 "Terri Werner" (380173824)
00:43:16.560 --> 00:43:27.570
So the way I behave, when I'm around, my peer group that I hang out with
outside of work is different than the way. I.

339 "Terri Werner" (380173824)
00:43:27.570 --> 00:43:33.330
Interact with those that I work with on a day to day basis. So.

340 "Terri Werner" (380173824)
00:43:33.330 --> 00:43:44.580
Context also affects behavior. We also have many individuals who are on
the autism spectrum and their physical environment can affect.

341 "Terri Werner" (380173824)
00:43:44.580 --> 00:43:48.055
Their behavior, and the way they respond to different things.

342 "Terri Werner" (380173824)
00:43:48.295 --> 00:43:54.295
So, being around, a lot of crowds are touch noise or, you know,

343 "Terri Werner" (380173824)
00:43:54.295 --> 00:44:04.255
the ceiling fan buzzing can highly be adversive to someone and their
reaction to that sound or touch or crowds can.

344 "Terri Werner" (380173824)
00:44:04.580 --> 00:44:13.110
Be considered undesirable, but it's just an unmet need. They're trying to
get away from that noise or crowds. It's too overstimulated.

345 "Terri Werner" (380173824)
00:44:13.110 --> 00:44:21.030
So, there's lots of reasons why people do what they do. So, again, change
the environment and the behavior will change.

346 "Terri Werner" (380173824)
00:44:21.030 --> 00:44:28.500
Number 2 consequences, or anything that occurs after behavior many, you
know, before I, um.

347 "Terri Werner" (380173824)
00:44:30.415 --> 00:44:43.465

Attended social work school I, I thought consequences for something bad, something negative, but really a consequences is anything that occurs after behavior and it can strengthen, or we can that behavior.

348 "Terri Werner" (380173824)
00:44:43.740 --> 00:44:53.670
So, um, so important points to remember here consequences can be an improvement or a worsening so positive or negative. And we usually.

349 "Terri Werner" (380173824)
00:44:53.670 --> 00:44:58.200
Here this word again as negative as punishment, but it's not.

350 "Terri Werner" (380173824)
00:44:58.200 --> 00:45:02.160
And the only way we know the effect is what happens in the future.

351 "Terri Werner" (380173824)
00:45:02.160 --> 00:45:08.820
Okay all right so that's the only way we know if it works or not.

352 "Terri Werner" (380173824)
00:45:08.820 --> 00:45:18.570
So, for instance, Johnny, I'm gonna use Johnny throughout this training today. He's my bud, so if I'm kind and caring to Johnny.

353 "Terri Werner" (380173824)
00:45:18.570 --> 00:45:23.430
Okay, during good times during times where he's sad.

354 "Terri Werner" (380173824)
00:45:23.430 --> 00:45:30.240
Also, during times when he's angry and frustrated, and if I'm kind and caring, empathetic and encouraging.

355 "Terri Werner" (380173824)
00:45:30.240 --> 00:45:34.890
All right to him, I don't get heightened. I don't raise my voice.

356 "Terri Werner" (380173824)
00:45:34.890 --> 00:45:45.480
I don't make that environment coercive or unsafe for Johnny. It's a stable, safe environment for him to.

357 "Terri Werner" (380173824)
00:45:45.805 --> 00:46:00.595
Talk about his emotions, the more likelihood of Johnny coming to me in the future and talking to me about his emotions are gonna be extremely high. Okay. Cause I'm a safe person. So that positive consequence of me being.

358 "Terri Werner" (380173824)
00:46:00.900 --> 00:46:07.890

Um, kind and Karen is gonna have a pay off and he's going to be more likely to come to me in the future.

359 "Terri Werner" (380173824)
00:46:07.890 --> 00:46:12.480
Number 3, it takes time for changes in the environment to change behavior.

360 "Terri Werner" (380173824)
00:46:12.480 --> 00:46:17.220
So so that's with anything be patient.

361 "Terri Werner" (380173824)
00:46:17.220 --> 00:46:24.390
Be consistent wait at least 2 weeks. So we mentioned exercising was a very healthy choice for us.

362 "Terri Werner" (380173824)
00:46:24.390 --> 00:46:29.520
You know what? But some of it's often put out off exercising right?

363 "Terri Werner" (380173824)
00:46:29.520 --> 00:46:39.900
It takes times to develop that that new habit of getting up and going to the gym, you know, making a change and and doing something different.

364 "Terri Werner" (380173824)
00:46:39.900 --> 00:46:47.610
To hopefully be more successful at exercising maybe maybe maybe creating an exercise goal.

365 "Terri Werner" (380173824)
00:46:47.610 --> 00:46:58.860
A written plan. All right so again, we have to be patient consistent and look to see. Are we being successful at our goal of exercising? Or do we need to tweak it?

366 "Terri Werner" (380173824)
00:46:58.860 --> 00:47:03.750
Do we need to keep data to see how we're progressing with that goal of ours?

367 "Terri Werner" (380173824)
00:47:03.750 --> 00:47:08.220
All right, if what you're doing is working, keep doing it if not.

368 "Terri Werner" (380173824)
00:47:08.220 --> 00:47:17.310
Tweak it make some changes to it fast behavior. This is our 4th fundamental fat.

369 "Terri Werner" (380173824)
00:47:17.310 --> 00:47:21.870

Past behaviors, the best predict your future behavior, all things being equal.

370 "Terri Werner" (380173824)
00:47:21.870 --> 00:47:25.140
So, remember past experiences if it didn't work.

371 "Terri Werner" (380173824)
00:47:25.140 --> 00:47:28.920
Change your strategy anticipate problems and prevent them.

372 "Terri Werner" (380173824)
00:47:28.920 --> 00:47:37.800
Back to exercising, you know what? For the longest time I would tell my husband, I'm going to start working out on Monday. Well, Monday came and went.

373 "Terri Werner" (380173824)
00:47:37.800 --> 00:47:42.330
Didn't change anything, you know, so I had to change.

374 "Terri Werner" (380173824)
00:47:42.330 --> 00:47:47.280
Something that I was doing that was preventing me from carrying through with my workout goal.

375 "Terri Werner" (380173824)
00:47:47.280 --> 00:47:59.580
So, I made a plan, I had a written plan. My husband assisted me with it. He started going to the gym with me. He started encouraging me to work out. We started having fun together, working out.

376 "Terri Werner" (380173824)
00:47:59.580 --> 00:48:05.520
All right, so so that changed the likelihood of being successful.

377 "Terri Werner" (380173824)
00:48:05.520 --> 00:48:08.700
All right, but I had to make some changes along the way.

378 "Terri Werner" (380173824)
00:48:08.700 --> 00:48:11.970
All right. Okay.

379 "Terri Werner" (380173824)
00:48:11.970 --> 00:48:23.310
So 5 giving negative course of punishing consequences typically result in many more problems, including many, many more undesirable behaviors.

380 "Terri Werner" (380173824)
00:48:23.310 --> 00:48:29.520
All right, they might work short term, but they often have long term consequences.

381 "Terri Werner" (380173824)
00:48:29.520 --> 00:48:41.430
All right, so so kind of think of think of it that way. Um, so it also
affects our relationships with others, you know, if people are punitive.

382 "Terri Werner" (380173824)
00:48:41.430 --> 00:48:51.090
Coercive on a day to day basis, we want to avoid them. We don't want to
be around them because, you know, our experiences haven't been positive.

383 "Terri Werner" (380173824)
00:48:51.090 --> 00:49:05.280
All right, and so it does affect our relationships with other people when
all we do are are using those coercive punishing consequences to change
behavior.

384 "Terri Werner" (380173824)
00:49:05.665 --> 00:49:14.995
So, in the long run, what research has shown us remember all those
thousands and thousands of research has been done on positive behavior
supports.

385 "Terri Werner" (380173824)
00:49:14.995 --> 00:49:22.555
It's taught us very clearly that people respond much more effectively to
positive consequences.

386 "Terri Werner" (380173824)
00:49:22.740 --> 00:49:27.210
I don't know about you all, but, um, have you ever had a boss.

387 "Terri Werner" (380173824)
00:49:27.210 --> 00:49:32.010
Or a supervisor that was pretty punitive negative.

388 "Terri Werner" (380173824)
00:49:32.010 --> 00:49:44.730
Unkind and just always hit on the things that you weren't doing never
focused on those wonderful desired behaviors that you demonstrated. How
does that make you feel anybody want to put in chat.

389 "Terri Werner" (380173824)
00:49:44.730 --> 00:49:51.540
Did you ever have that experience?

390 "Terri Werner" (380173824)
00:49:51.540 --> 00:50:05.340
My current supervisor is amazing, and she would never do these things.
She's outstanding, but I did have a supervisor when I worked for
children's division, who was negative and it really made me not want to
go to work.

391 "Terri Werner" (380173824)
00:50:05.340 --> 00:50:09.780

It it really soured that that work environment for me and I.

392 "Terri Werner" (380173824)
00:50:09.780 --> 00:50:23.370
And I got out of that environment so so again, people respond much more effectively, you know, when people start noticing and paying attention to those desired behaviors that they demonstrate.

393 "Terri Werner" (380173824)
00:50:23.370 --> 00:50:28.680
Every single day. Okay.

394 "Terri Werner" (380173824)
00:50:28.680 --> 00:50:35.280
So, now we're going to move on and we're going to talk about a universal positive approach.

395 "Terri Werner" (380173824)
00:50:35.280 --> 00:50:38.400
That sets the foundation for interventions.

396 "Terri Werner" (380173824)
00:50:38.400 --> 00:50:51.655
And again, this is about not fixing people, but increasing the quality of life for everyone. All right and it's about building healthy relationships with 1 another that's the foundation.

397 "Terri Werner" (380173824)
00:50:51.745 --> 00:50:58.285
That's that green base that's going to help us have that good quality of.

398 "Terri Werner" (380173824)
00:50:58.400 --> 00:51:05.040
Why is building healthy connections building notes? Positive relationships.

399 "Terri Werner" (380173824)
00:51:05.040 --> 00:51:08.520
So, to effectively change behaviors.

400 "Terri Werner" (380173824)
00:51:08.520 --> 00:51:19.290
We need to beef up our opportunities to, to teach those skills. It's going to help our employees be more successful. Help our children understand.

401 "Terri Werner" (380173824)
00:51:19.290 --> 00:51:25.830
Things that's going to help them be successful at home at school, within their communities.

402 "Terri Werner" (380173824)
00:51:25.830 --> 00:51:31.080
So so modeling those things that that's going to help them be successful.

403 "Terri Werner" (380173824)
00:51:31.080 --> 00:51:37.140
Finding opportunities to practice those skills that's going to help them.

404 "Terri Werner" (380173824)
00:51:37.140 --> 00:51:41.370
You know, increase those their quality of life.

405 "Terri Werner" (380173824)
00:51:41.695 --> 00:51:53.725
And most importantly, providing those positive consequences, socially, letting people know when they demonstrated those desired outcomes, or they've made improvements,

406 "Terri Werner" (380173824)
00:51:54.055 --> 00:52:00.415
all of those things together is going to increase the quality of life of those around us.

407 "Terri Werner" (380173824)
00:52:03.690 --> 00:52:09.810
So so what are target behaviors again? These are those behaviors.

408 "Terri Werner" (380173824)
00:52:09.810 --> 00:52:15.000
That, uh, we want to teach, we want to increase or we want to replace.

409 "Terri Werner" (380173824)
00:52:15.000 --> 00:52:19.920
All right, can you guys think of any target behaviors that you want?

410 "Terri Werner" (380173824)
00:52:19.920 --> 00:52:24.660
Your staff or your children to to learn.

411 "Terri Werner" (380173824)
00:52:24.660 --> 00:52:27.900
To help them have that better quality of life.

412 "Terri Werner" (380173824)
00:52:27.900 --> 00:52:39.210
What do you guys think anyone anyone think of any.

413 "Terri Werner" (380173824)
00:52:42.840 --> 00:52:46.230
I think someone put 1 in earlier, um.

414 "Terri Werner" (380173824)
00:52:46.230 --> 00:52:51.870
Going to work on time, completing their, their expectations at work.

415 "Terri Werner" (380173824)
00:52:51.870 --> 00:53:00.810

You know, those are those desirable behaviors that we want to teach we want to encourage we want to spend our time focusing on.

416 "Terri Werner" (380173824)
00:53:00.810 --> 00:53:04.380
All right. Okay. So.

417 "Terri Werner" (380173824)
00:53:04.380 --> 00:53:11.940
So, our, our objective today is for you all to spend much more time, focusing on these 2 bullets.

418 "Terri Werner" (380173824)
00:53:11.940 --> 00:53:18.270
Teaching desirable alternative behaviors is going to help that person have more successful relationships with other people.

419 "Terri Werner" (380173824)
00:53:18.270 --> 00:53:29.850
A better environment at work at school in their in their communities, we want to strengthen and increase desirable behaviors by paying attention to it by reinforcing it.

420 "Terri Werner" (380173824)
00:53:29.850 --> 00:53:37.440
The last bullet weakening and decrease in behaviors by, by focusing on behaviors to replace.

421 "Terri Werner" (380173824)
00:53:37.440 --> 00:53:47.460
This is the 1 that we're gonna hopefully spend less time on in the 1st, 2 bullets. We're gonna spend much more of our focus on. Okay.

422 "Terri Werner" (380173824)
00:53:47.460 --> 00:53:57.600
All right, so motivating desirable behaviors by putting more emphasis and attention on desirable healthy behaviors.

423 "Terri Werner" (380173824)
00:53:57.600 --> 00:54:01.020
Minimizing undesirable behaviors.

424 "Terri Werner" (380173824)
00:54:01.020 --> 00:54:05.280
And again, we're not letting people get away with with things.

425 "Terri Werner" (380173824)
00:54:05.280 --> 00:54:18.745
We're beefing up our opportunities during com times to teach model and reinforce and practice those desired behaviors. Okay so that's our focus with positive behavior supports. We're not letting people get away with things.

426 "Terri Werner" (380173824)

00:54:18.925 --> 00:54:25.195
We're just we're just changing our focus. We're shifting to teaching and
encouraging skill building.

427 "Terri Werner" (380173824)
00:54:25.280 --> 00:54:32.130
Opportunities make sense. All right.

428 "Terri Werner" (380173824)
00:54:32.130 --> 00:54:39.300
Okay, um, so I'm just going to do kind of an example of something. So.

429 "Terri Werner" (380173824)
00:54:39.300 --> 00:54:44.130
Picking my nose, if I was picking my nose, you know.

430 "Terri Werner" (380173824)
00:54:44.130 --> 00:54:54.630
Um, do you think most people would respond to that by saying oh, that is
so gross that is so nasty you need to stop doing that, Terry oh, my gosh.
I can't believe you're picking your nose.

431 "Terri Werner" (380173824)
00:54:54.630 --> 00:54:58.620
So, again, we want to challenge you.

432 "Terri Werner" (380173824)
00:54:58.620 --> 00:55:09.480
To not focus on me, picking my nose as much as you can, and we got a tool
that's going to help you with that a little bit later. It's called the
pivot tool. Okay. So stick stick with me.

433 "Terri Werner" (380173824)
00:55:09.480 --> 00:55:12.630
Um, so how can we minimize.

434 "Terri Werner" (380173824)
00:55:12.630 --> 00:55:17.130
Our reaction to someone who might be picking their nose.

435 "Terri Werner" (380173824)
00:55:17.130 --> 00:55:23.160
Any ideas guys, how can I minimize my reaction and not focus.

436 "Terri Werner" (380173824)
00:55:23.160 --> 00:55:31.590
On that undesired junk behavior that's a junk behavior. It's not harmful
to sell for others. But boy, does it get under our skin?

437 "Terri Werner" (380173824)
00:55:31.590 --> 00:55:38.550
Any any ideas guys put it in chat if you have any, any suggestions for
me.

438 "Terri Werner" (380173824)
00:55:44.370 --> 00:55:47.520
What I could do is, I could.

439 "Terri Werner" (380173824)
00:55:47.520 --> 00:56:00.060
Um, you know, maybe not provide a lot of social attention to that person,
you know, by not providing eye contact. Not saying anything about that
junk behavior, but maybe nonchalantly.

440 "Terri Werner" (380173824)
00:56:00.060 --> 00:56:09.510
Hand them the Kleenex. Okay. All right. Just hand them a clean. It's not
really providing a lot of eye contact or anything like that.

441 "Terri Werner" (380173824)
00:56:09.510 --> 00:56:21.000
Not ignoring them, I'm handing them a clean at some kind of maybe looking
over in that direction or at them real briefly and then turning my
attention elsewhere. That's minimizing.

442 "Terri Werner" (380173824)
00:56:21.000 --> 00:56:25.470
That behave the attention to that undesired junk behavior.

443 "Terri Werner" (380173824)
00:56:25.470 --> 00:56:29.400
Okay, instead during con times.

444 "Terri Werner" (380173824)
00:56:29.400 --> 00:56:32.700
During teachable moments, I might teach.

445 "Terri Werner" (380173824)
00:56:32.700 --> 00:56:44.640
You know, using Kleenex and better ways to, you know, if you have it, you
know, if you need to take something out of your knows how to do it.

446 "Terri Werner" (380173824)
00:56:44.640 --> 00:56:53.850
Were successfully and appropriately. All right so, during calm teachable
moments.

447 "Terri Werner" (380173824)
00:56:53.850 --> 00:57:06.750
All right, so again, as you all have noticed, we repeat things throughout
this training, and it's just because we want to help you understand the
fundamental facts supposed to be able to support.

448 "Terri Werner" (380173824)
00:57:06.750 --> 00:57:15.690
Is to focus on those desirable behaviors and try not to spend as much
time on those undesirable inappropriate behaviors that we want the person
to stop.

449 "Terri Werner" (380173824)
00:57:15.690 --> 00:57:22.440
So, changing our focus is what we want you to to do in the future to
encourage you to do.

450 "Terri Werner" (380173824)
00:57:22.440 --> 00:57:37.350
So, again, just kind of keep in the back of your mind, changing anyone's
behavior will likely require a change in our focus while interacting with
them. So, just like the picking of the nose I have to change my reaction.

451 "Terri Werner" (380173824)
00:57:37.350 --> 00:57:44.760
If I want that behavior to change again, the more that I focus on that
picking the no the nose with undesirable.

452 "Terri Werner" (380173824)
00:57:44.760 --> 00:57:50.580
Responses with coercion by you need to stop, you need to quit doing that.
Oh, my gosh. That was so gross.

453 "Terri Werner" (380173824)
00:57:50.580 --> 00:57:54.450
Chances of that behavior increasing are probably going to be likely.

454 "Terri Werner" (380173824)
00:57:54.450 --> 00:57:58.770
Okay um, so I've got to change my focus.

455 "Terri Werner" (380173824)
00:57:58.770 --> 00:58:07.110
All right, and because it might be habitual, that behavior might have
happened for many, many, many years change may happen slowly.

456 "Terri Werner" (380173824)
00:58:07.110 --> 00:58:13.170
And so it's good to keep data to see are those behaviors changing.

457 "Terri Werner" (380173824)
00:58:13.170 --> 00:58:17.580
Um, and and focus on, you know, small changes.

458 "Terri Werner" (380173824)
00:58:17.580 --> 00:58:27.660
You know, because look at look at small things that the person is doing
that they're improving on. So.

459 "Terri Werner" (380173824)
00:58:27.660 --> 00:58:39.450
And be patient behind so, conversion and its effects this is something
that we're gonna talk a lot about in the next several slides.

460 "Terri Werner" (380173824)

00:58:39.450 --> 00:58:49.020
Okay, so conversion is a person delivered punishment, such as threats.

461 "Terri Werner" (380173824)
00:58:49.020 --> 00:58:56.100
Humiliation put downs that result in poor relationships and undesirable behaviors.

462 "Terri Werner" (380173824)
00:58:56.100 --> 00:59:01.230
Okay, so as you all know, we live in a very coercive.

463 "Terri Werner" (380173824)
00:59:01.230 --> 00:59:05.220
Culture we do, um, and and.

464 "Terri Werner" (380173824)
00:59:05.220 --> 00:59:09.240
You know, and and oftentimes, um.

465 "Terri Werner" (380173824)
00:59:09.240 --> 00:59:13.680
It's learned behavioral responses from our upbringing.

466 "Terri Werner" (380173824)
00:59:13.680 --> 00:59:19.200
From watching the news social media. All right so.

467 "Terri Werner" (380173824)
00:59:19.200 --> 00:59:23.550
Some of these things that I'm going to be talking about we all do we all.

468 "Terri Werner" (380173824)
00:59:23.550 --> 00:59:27.150
Are coercive every single 1 of us in this?

469 "Terri Werner" (380173824)
00:59:27.150 --> 00:59:36.330
You know, that are here today are coercive in some way towards others.
So, my challenge to you is recognize the times in which you are coercive.

470 "Terri Werner" (380173824)
00:59:36.330 --> 00:59:42.390
Make a plan to prevent it, try and minimize those opportunities that you might be in the future.

471 "Terri Werner" (380173824)
00:59:42.390 --> 00:59:48.360
And just do the best you can. Okay but we are all coercive people.

472 "Terri Werner" (380173824)
00:59:48.360 --> 00:59:51.900
All right. Um, so.

473 "Terri Werner" (380173824)
00:59:51.900 --> 00:59:56.280
Can you guys think of some ways in which we live in a course of society?

474 "Terri Werner" (380173824)
00:59:56.280 --> 01:00:02.610
You know, these are things that that, you know, we, we see and hear about
every single day.

475 "Terri Werner" (380173824)
01:00:02.610 --> 01:00:07.950
Anybody, how, how do you feel like, um.

476 "Terri Werner" (380173824)
01:00:07.950 --> 01:00:16.050
You know, some, some things that we see and do every single day that
depicts that we are a pretty coercive society.

477 "Terri Werner" (380173824)
01:00:20.160 --> 01:00:24.990
Expelling students from school is 1, wouldn't it be.

478 "Terri Werner" (380173824)
01:00:24.990 --> 01:00:37.620
Right. We're not really teaching the behavior we want from the person and
some people want to be expelled. They don't want school because school
has not been a desired experience for them. So, being expelled.

479 "Terri Werner" (380173824)
01:00:37.620 --> 01:00:44.010
Is coercive, but it works for that person because they kind of maybe want
it.

480 "Terri Werner" (380173824)
01:00:44.010 --> 01:00:50.460
Getting speeding tickets, you know, our criminal justice system today.

481 "Terri Werner" (380173824)
01:00:51.175 --> 01:01:01.465
People that were in prison that got out the chances of them going back
into the prisons system is extremely like, 95%. I mean, it's really,
really high.

482 "Terri Werner" (380173824)
01:01:01.465 --> 01:01:10.435
It's extremely high and it's a punitive model so they're not spending
time teaching and motivating desired behavior. desired behavior

483 "Terri Werner" (380173824)
01:01:10.460 --> 01:01:14.550
Years it's more of a punitive model. All right.

484 "Terri Werner" (380173824)
01:01:14.550 --> 01:01:19.770

Okay, so these coercive techniques that I'm going to be talking about.

485 "Terri Werner" (380173824)
01:01:19.770 --> 01:01:28.770
We all do it. All right. Um, but we're just going to try and make a plan to prevent it from happening.

486 "Terri Werner" (380173824)
01:01:28.770 --> 01:01:36.420
Right so again, trying to teach by punishing will often what we call corrode your relationship.

487 "Terri Werner" (380173824)
01:01:36.420 --> 01:01:44.460
Make people not want to be around, you avoid you, you know, escape your presence.

488 "Terri Werner" (380173824)
01:01:44.460 --> 01:01:55.110
Get back at you in some way. So it's really going to have a negative outcome in the long run again in my, it might work short term, but long term effects.

489 "Terri Werner" (380173824)
01:01:55.110 --> 01:02:01.950
And most importantly guys were often when we use punitive ways to teach.

490 "Terri Werner" (380173824)
01:02:01.950 --> 01:02:12.060
Well, putative ways to deal with behavior. Okay. Undesired behavior. We're not teaching what we want the person to do instead.

491 "Terri Werner" (380173824)
01:02:12.060 --> 01:02:17.490
We're not teaching those desired alternative behaviors that's going to help them have more success.

492 "Terri Werner" (380173824)
01:02:17.490 --> 01:02:22.110
So those are some things to think about.

493 "Terri Werner" (380173824)
01:02:22.110 --> 01:02:28.885
So the word discipline, man, when I thought of, you know, back, then it was like, consequences, I always thought discipline was something,

494 "Terri Werner" (380173824)
01:02:28.945 --> 01:02:42.025
something punitive something bad but it's not discipline is just it's all about modeling and teaching and motivating the person to be interested in doing desirable behaviors across different situations.

495 "Terri Werner" (380173824)
01:02:42.110 --> 01:02:47.010

So, math and science and English are, are they're all disciplines.

496 "Terri Werner" (380173824)
01:02:47.010 --> 01:02:50.730
Okay, it's something that we teach. All right so.

497 "Terri Werner" (380173824)
01:02:50.730 --> 01:02:56.220
Um, so.

498 "Terri Werner" (380173824)
01:02:56.455 --> 01:03:05.395
Before we before we look at the list again, I just want to reiterate real
quick that we're all coercive even Gandhi was course of, at some point.

499 "Terri Werner" (380173824)
01:03:05.395 --> 01:03:16.135
So, I'm sure so, so kind of think about that and, and don't be too harsh
on yourself because I'm still coercive today. I just really over the,
since 2000. thousand

500 "Terri Werner" (380173824)
01:03:16.220 --> 01:03:25.140
12, I've made a plan to prevent being coercive as much as I possibly can.
I now recognize those times in which I am.

501 "Terri Werner" (380173824)
01:03:25.140 --> 01:03:33.180
And I've really solidly tried to step up my game to make a plan to
prevent it from happening. Okay. So that's all we can do.

502 "Terri Werner" (380173824)
01:03:33.180 --> 01:03:38.580
All right, so the 10 examples of conversion that I'll be talking about
are.

503 "Terri Werner" (380173824)
01:03:38.580 --> 01:03:52.680
Questioning sarcasm force, taking away talking about bad behavior,
arguing, criticism, threats, despair and lecturing. These are all common
ways in which all of us use.

504 "Terri Werner" (380173824)
01:03:55.765 --> 01:04:07.465
Types, of course, to stop somebody from demonstrating that junk or
undesirable behavior that's getting under a scan or that we don't like
that. That's really bothering us. Okay.

505 "Terri Werner" (380173824)
01:04:08.010 --> 01:04:17.755
And again, it's not, it's not that it's not really effective and it
really kind of grows our relationships with that person.

506 "Terri Werner" (380173824)

01:04:18.055 --> 01:04:23.815
There's many other types of ways in which recursive but these are the
ones that we're going to focus on today.

507 "Terri Werner" (380173824)
01:04:24.450 --> 01:04:27.660
So questioning.

508 "Terri Werner" (380173824)
01:04:28.345 --> 01:04:42.625
Questioning is asking the question you don't want to answer to so and it
could mean to embarrass or make someone feel guilty or maybe even dumb.
Okay.

509 "Terri Werner" (380173824)
01:04:42.685 --> 01:04:47.095
Questioning you know. So your kid comes home, like, past.

510 "Terri Werner" (380173824)
01:04:47.660 --> 01:04:58.020
And you ask all these questions, where have you been? What have you been
up to you know, you're supposed to be home at 10 0. P. M. what are you
thinking? What are you doing?

511 "Terri Werner" (380173824)
01:04:58.020 --> 01:05:02.100
Ah, are you crazy? Do you want us bank?

512 "Terri Werner" (380173824)
01:05:02.100 --> 01:05:05.640
How many times have I told you to come home on time?

513 "Terri Werner" (380173824)
01:05:05.640 --> 01:05:19.950
So, questioning question is not hey, How's it going today? Question is
what are you doing? So your facial expressions your body language your
tone is heightened it looks angry. It looks upset.

514 "Terri Werner" (380173824)
01:05:19.950 --> 01:05:25.500
And often questioning, you know, it's in the heat at the moment.

515 "Terri Werner" (380173824)
01:05:25.500 --> 01:05:29.250
Um, because you, you might be fearful or upset.

516 "Terri Werner" (380173824)
01:05:29.250 --> 01:05:38.970
And it doesn't end in a often a good outcome. You feel bad. The person
feels bad. Um, they're not learning anything.

517 "Terri Werner" (380173824)
01:05:38.970 --> 01:05:44.310

You know, and it's really kind of affecting our relationship with that person at that moment.

518 "Terri Werner" (380173824)
01:05:44.310 --> 01:05:48.390
Okay, so question, we all do it. We're all guilty of it.

519 "Terri Werner" (380173824)
01:05:48.390 --> 01:05:52.860
But it doesn't have the desired outcome that we often want.

520 "Terri Werner" (380173824)
01:05:52.860 --> 01:05:56.970
So, arguing are you, it's another 1 that we.

521 "Terri Werner" (380173824)
01:05:56.970 --> 01:06:02.940
Have all done I'm sure arguing with their spouse or significant other our, our.

522 "Terri Werner" (380173824)
01:06:02.940 --> 01:06:08.910
Our child, even our peer at work, you know, arguing takes 2 to argue.

523 "Terri Werner" (380173824)
01:06:08.910 --> 01:06:21.180
But both parties end up usually losing that's not a win win factor here. And both parties might end up feeling a little bit worse than before that argument occurred. Okay. Um.

524 "Terri Werner" (380173824)
01:06:21.180 --> 01:06:26.520
In arguments are often reactions again, rather than plan responses.

525 "Terri Werner" (380173824)
01:06:26.520 --> 01:06:36.480
All right, and again, we have to watch that nonverbal communication. 93% of the way we communicate is non verbal. So, is that facial expressions body language in town?

526 "Terri Werner" (380173824)
01:06:36.985 --> 01:06:50.515
So so we all have different views and positions when we argue the strongest further way distant those views positions become so arguing. It's just something that we all do that.

527 "Terri Werner" (380173824)
01:06:50.515 --> 01:06:53.425
It doesn't make everybody or anyone feel good.

528 "Terri Werner" (380173824)
01:06:53.850 --> 01:07:02.640
Sarcasm sarcasm, when I think of sarcasm, I think of my brother, my brother is highly sarcastic and sometimes.

529 "Terri Werner" (380173824)
01:07:02.640 --> 01:07:06.690
You know, it's all in fun and and, um.

530 "Terri Werner" (380173824)
01:07:06.690 --> 01:07:13.980
But sometimes he has this little sting to it that all, it hurts my
feelings and I go away feeling just a little bit.

531 "Terri Werner" (380173824)
01:07:13.980 --> 01:07:26.610
You know, not so good, but do I let him know that I try not to but it but
it over the years, it kind of has affected my relationship. And and at
some point, I did have to have a talk with him.

532 "Terri Werner" (380173824)
01:07:26.845 --> 01:07:38.935
Because it wasn't just affecting me, it was affecting my children, but he
just meant it as a teasing kind of fun stab, you know, but it can also be
very hurtful. Okay.

533 "Terri Werner" (380173824)
01:07:39.295 --> 01:07:44.935
And and some people may not understand sarcasm many people that I
personally work with.

534 "Terri Werner" (380173824)
01:07:45.240 --> 01:07:53.370
They don't understand sarcasm. All right so we've got to be very, very
careful. So, it's saying the opposite of what you mean.

535 "Terri Werner" (380173824)
01:07:53.370 --> 01:08:03.300
Or making fun of someone either malicious maliciously, but most of the
time it's playfully. Okay. Most of the time, it is politely, but it has
that little sting to it.

536 "Terri Werner" (380173824)
01:08:03.300 --> 01:08:08.160
All right, you're not the brightest crayon in the box. Are you.

537 "Terri Werner" (380173824)
01:08:08.160 --> 01:08:13.890
You know, it couldn't be done in teasing, but it can still have that
little stain.

538 "Terri Werner" (380173824)
01:08:13.890 --> 01:08:17.820
Force this is verbal physical aggression. Sometimes Bo.

539 "Terri Werner" (380173824)
01:08:17.820 --> 01:08:20.820
To make someone stop doing something.

540 "Terri Werner" (380173824)
01:08:20.820 --> 01:08:29.820
Okay, or trying to to teach and again, it's not teaching, but trying to
get them to prevent that that behavior from happening.

541 "Terri Werner" (380173824)
01:08:29.820 --> 01:08:37.560
A verbal force, physical force and again, these are often reactions
rather than planned responses.

542 "Terri Werner" (380173824)
01:08:37.560 --> 01:08:44.610
Okay. Um, but it can be very harmful to your relationship in the future.

543 "Terri Werner" (380173824)
01:08:44.610 --> 01:08:52.080
Um, so threats.

544 "Terri Werner" (380173824)
01:08:52.080 --> 01:08:56.670
Threats are we, we, I I know I know as a, as a mother.

545 "Terri Werner" (380173824)
01:08:56.670 --> 01:09:09.030
Children and grandchildren, um, over the years, I've some threats. I'm
not going to deny I haven't the boy do I try and minimize when I do
today? So threats threats.

546 "Terri Werner" (380173824)
01:09:09.030 --> 01:09:14.460
So you remind to point out that bad events will follow if the undesirable
behavior continues.

547 "Terri Werner" (380173824)
01:09:15.115 --> 01:09:26.845
So this is 1 that I will say that I have used, I even saw it used when I
was in the airport, not too long ago and this family was headed to
Florida on vacation.

548 "Terri Werner" (380173824)
01:09:26.875 --> 01:09:34.375
And the mother said to her, like, I don't know, this child was like 2 or
3 if you don't stop doing that, I can't remember what the child was.

549 "Terri Werner" (380173824)
01:09:34.460 --> 01:09:44.910
Doing wasn't sitting down if you don't if you don't stop and sit and if
you don't sit down and your seat, I'm not taking you to Disney World. I'm
not gonna do it. You're not going to Disney world if you don't stop.

550 "Terri Werner" (380173824)
01:09:44.910 --> 01:09:56.670

Well, the chances of that child not getting on that plane and going to Disney World was very, very, not going to happen. Mom's already bought the plot. The, the fly the package.

551 "Terri Werner" (380173824)
01:09:56.670 --> 01:10:04.560
It's not going to happen, so there was no follow through here. So the chances of that child learning, anything were slim to none.

552 "Terri Werner" (380173824)
01:10:04.560 --> 01:10:09.330
What they did learn is that mom often threatens, but doesn't follow through.

553 "Terri Werner" (380173824)
01:10:09.355 --> 01:10:21.055
Okay, so if you don't go do your homework, you're not going to go to them all this weekend. The weekend comes along. The child goes to the mall. So oftentimes or threats are empty threats.

554 "Terri Werner" (380173824)
01:10:21.115 --> 01:10:25.765
And again, we're not teaching that desire behavior that we want the person to demonstrate.

555 "Terri Werner" (380173824)
01:10:26.070 --> 01:10:32.970
Okay, so we have a tool that we're not going to be able to talk about today, but it's set expectations.

556 "Terri Werner" (380173824)
01:10:32.970 --> 01:10:46.260
Better understand those expectations ahead of time that's going to help them have more success in the future. And if they demonstrate them, then they earn a positive consequence over and beyond what they typically get.

557 "Terri Werner" (380173824)
01:10:46.260 --> 01:10:49.470
If they don't demonstrate.

558 "Terri Werner" (380173824)
01:10:49.470 --> 01:11:00.420
The desired behaviors, they simply don't earn that positive consequence. So, in you, instead of using some of these scores of techniques set expectations is a great tool.

559 "Terri Werner" (380173824)
01:11:00.420 --> 01:11:05.490
Criticism criticizing people for doing something.

560 "Terri Werner" (380173824)
01:11:05.490 --> 01:11:08.940
Um, and like, making a bed.

561 "Terri Werner" (380173824)
01:11:08.940 --> 01:11:16.200
You know, oh, my goodness. Didn't I tell you to make your bed? It doesn't
look like it's been made. It looks horrible. You need to get back in
there and make that bad.

562 "Terri Werner" (380173824)
01:11:16.200 --> 01:11:24.630
You call this sweeping it's not sweeping. You, you've got all kinds of
dirt on the ground. You need to get back in there. Come on. What are you
doing?

563 "Terri Werner" (380173824)
01:11:24.630 --> 01:11:28.200
Um, so criticism.

564 "Terri Werner" (380173824)
01:11:28.200 --> 01:11:35.100
You know, again, it's our facial expressions or tone and so we want to
encourage you to focus on the attempts.

565 "Terri Werner" (380173824)
01:11:35.100 --> 01:11:41.550
You know, something that they're trying to do reinforce that attempt that
improvement.

566 "Terri Werner" (380173824)
01:11:41.550 --> 01:11:50.130
And again, model those expectations, help them understand specifically
what it is that you want them to do that's going to help them be more
successful.

567 "Terri Werner" (380173824)
01:11:50.130 --> 01:11:53.610
All right, the criticism we all do it.

568 "Terri Werner" (380173824)
01:11:53.610 --> 01:11:58.500
We're, we're all in this, you know, can be very highly critical.

569 "Terri Werner" (380173824)
01:11:58.500 --> 01:12:05.160
Despair you say our act as if you don't know what to do and are giving,
uh.

570 "Terri Werner" (380173824)
01:12:05.160 --> 01:12:10.890
You know, I try so hard. I do everything for you. I take you.

571 "Terri Werner" (380173824)
01:12:10.890 --> 01:12:23.460
To mcdonald's, I get you so to so I have no idea. Why don't you do the?
Why don't you clean your room? Why don't you pick up after yourself?

Because I do all these things for you. I just give up. I just don't even know what to do.

572 "Terri Werner" (380173824)
01:12:23.460 --> 01:12:32.100
I don't even know despair again. This is another 1 that we, some of us may find that we use lecture.

573 "Terri Werner" (380173824)
01:12:32.100 --> 01:12:42.270
I remember my dad growing up, man, did he left her? Just he kept talking about the same thing. Repetitively you know, I already knew it was going to say.

574 "Terri Werner" (380173824)
01:12:42.270 --> 01:12:49.590
Okay, it was talking too much. Repetitively repeating the same thing over and over again. I already knew it.

575 "Terri Werner" (380173824)
01:12:49.590 --> 01:12:53.610
But, boy, he kept on and on and on. Okay.

576 "Terri Werner" (380173824)
01:12:54.265 --> 01:13:07.495
Lecturing and lecturing is 1 that that's 1 that I have to personally watch as well, because I try and lecture to help my child understand what they should be doing,

577 "Terri Werner" (380173824)
01:13:07.735 --> 01:13:13.525
but often times they drown us out after a period of time. They drown us out. They already know what we're going to say.

578 "Terri Werner" (380173824)
01:13:13.610 --> 01:13:19.260
You know, and it kind of becomes a useless conversation. Okay.

579 "Terri Werner" (380173824)
01:13:23.160 --> 01:13:27.570
I think of Charlie Brown too, and I think the lecture. Wow. Wow. Wow.

580 "Terri Werner" (380173824)
01:13:28.135 --> 01:13:43.135
Taking away, taking away is another 1 that most of us have probably used at some point. So when an undesired behavior happens, sometimes we take away home privileges, or we take away TV time.

581 "Terri Werner" (380173824)
01:13:43.285 --> 01:13:45.985
And instead with the set expectations.

582 "Terri Werner" (380173824)
01:13:46.200 --> 01:13:51.210

A tool that, um, if you want to learn more about, you can attend another
1 of our trainings.

583 "Terri Werner" (380173824)
01:13:51.210 --> 01:13:54.660
It's about set expectations again.

584 "Terri Werner" (380173824)
01:13:54.660 --> 01:14:03.505
So, taking away, we're not teaching that desired behavior that we want.
In fact, we're, we're often teaching some undesirable things.

585 "Terri Werner" (380173824)
01:14:03.505 --> 01:14:10.465
So, using set expectations, making our expectations highly clear, and
providing a consequence. If.

586 "Terri Werner" (380173824)
01:14:10.740 --> 01:14:18.690
The persons demonstrates those expectations successfully, but not giving
that desire or that positive consequence. If they don't.

587 "Terri Werner" (380173824)
01:14:18.690 --> 01:14:24.660
Okay, so it's on now, so it's a positive way to teach behaviors.

588 "Terri Werner" (380173824)
01:14:24.660 --> 01:14:29.430
So, talking about a person's bad behavior with a person present.

589 "Terri Werner" (380173824)
01:14:29.430 --> 01:14:38.820
That's another 1 that we often do, especially in my line of work, you
know, with people that support other people.

590 "Terri Werner" (380173824)
01:14:38.820 --> 01:14:43.110
You know, shifts staff coming on duty.

591 "Terri Werner" (380173824)
01:14:43.110 --> 01:14:48.780
You know, and say, oh, my goodness I can't believe Terry just. Oh, she
was so.

592 "Terri Werner" (380173824)
01:14:48.780 --> 01:14:53.340
She had several temper tantrums today, right? In front of right in front
of her.

593 "Terri Werner" (380173824)
01:14:53.340 --> 01:15:06.150
You know, and that can really have a negative impact on our relationship
with that staff or that person that that continuously talks bad to
another person in our presence.

594 "Terri Werner" (380173824)
01:15:06.150 --> 01:15:09.330
Okay. All right so.

595 "Terri Werner" (380173824)
01:15:09.330 --> 01:15:13.410
Let's briefly talk about the effects of conversion.

596 "Terri Werner" (380173824)
01:15:13.410 --> 01:15:21.360
So, when coercion happens, and again, we're all so we just want to
encourage you guys to think about 1st of all.

597 "Terri Werner" (380173824)
01:15:21.360 --> 01:15:30.960
The different types of coercive techniques that you often use when
undesirable or junk behavior occurs. So, kind of think about what your go
to is.

598 "Terri Werner" (380173824)
01:15:30.960 --> 01:15:34.920
What your pet peeves are and how you typically react.

599 "Terri Werner" (380173824)
01:15:34.920 --> 01:15:42.210
All right, and then I want you to think about some of the effects that
you've seen when you've used these course techniques.

600 "Terri Werner" (380173824)
01:15:42.210 --> 01:15:45.390
So, oftentimes people try and avoid.

601 "Terri Werner" (380173824)
01:15:45.390 --> 01:15:50.550
You sometimes they might try and get even in some capacity.

602 "Terri Werner" (380173824)
01:15:50.550 --> 01:15:54.000
Sometimes they might escape when you enter the room.

603 "Terri Werner" (380173824)
01:15:54.000 --> 01:15:58.320
All right and oftentimes again.

604 "Terri Werner" (380173824)
01:15:58.320 --> 01:16:07.710
It's a learned behavior. People learn coercive behaviors from watching
others throughout their lifetime. Their history.

605 "Terri Werner" (380173824)
01:16:07.710 --> 01:16:12.150
Again, if I go back to being very critical and with people.

606 "Terri Werner" (380173824)
01:16:12.150 --> 01:16:21.210
That are trying to demonstrate desire behaviors, but we're so critical
that we're not even noticing the attempt for their efforts for their
improvement.

607 "Terri Werner" (380173824)
01:16:21.210 --> 01:16:24.960
What we're noticing is what they're not doing.

608 "Terri Werner" (380173824)
01:16:24.960 --> 01:16:32.430
And so therefore, people start behaving less confidently and they stop
doing that desired behavior.

609 "Terri Werner" (380173824)
01:16:32.430 --> 01:16:43.020
Because they give up on themselves, they also receive attention for that
undesirable behavior, which keeps that behavior alive and maybe even
increase.

610 "Terri Werner" (380173824)
01:16:43.020 --> 01:16:55.710
So so when when we, when are we typically coercive, can you guys tell me
when you're most likely to be coercive?

611 "Terri Werner" (380173824)
01:16:55.710 --> 01:16:59.130
What do you guys think when are you most likely to be coercive?

612 "Terri Werner" (380173824)
01:16:59.130 --> 01:17:05.790
Anyone and what type do you usually go? You know, what what type of
portion do you use.

613 "Terri Werner" (380173824)
01:17:05.790 --> 01:17:16.350
Anyone to put themselves out there, so we get.

614 "Terri Werner" (380173824)
01:17:16.350 --> 01:17:22.800
Not seeing anything yet. Anybody.

615 "Terri Werner" (380173824)
01:17:22.800 --> 01:17:29.370
Theresa threes anyone.

616 "Terri Werner" (380173824)
01:17:35.460 --> 01:17:43.140
I know when I'm hungry, or if I've been coerced by other people, I tend
to be more coercive.

617 "Terri Werner" (380173824)
01:17:43.140 --> 01:17:51.510

With other people, you know, if, if I'm really tired after a long day of work.

618 "Terri Werner" (380173824)
01:17:51.510 --> 01:17:55.440
You know, and if I notice that my husband hasn't assisted.

619 "Terri Werner" (380173824)
01:17:55.440 --> 01:18:01.770
Um, with, you know, maybe putting up his dishes, I might be a little bit more reactive.

620 "Terri Werner" (380173824)
01:18:01.770 --> 01:18:06.030
And so I have to really make a plan and to prevent that from happening.

621 "Terri Werner" (380173824)
01:18:06.030 --> 01:18:14.610
So so these are some things that we've got to kind of look out for is when retired, when we're having a bad day, when you're frustrated.

622 "Terri Werner" (380173824)
01:18:14.610 --> 01:18:21.000
When we've been coerced by others, a big 1 is encountering our pet peeves. Burping is mine.

623 "Terri Werner" (380173824)
01:18:21.000 --> 01:18:26.280
And when I see people burp at the dinner table, I gotta make a plan to prevent reacting.

624 "Terri Werner" (380173824)
01:18:26.280 --> 01:18:37.290
To it for sure. Okay. So again, conversion produces short term compliance followed by long term consequences.

625 "Terri Werner" (380173824)
01:18:37.290 --> 01:18:43.560
All right, so kind of think of it that way it might work temporarily.

626 "Terri Werner" (380173824)
01:18:43.560 --> 01:18:47.520
But the effect it has on our relationships with others.

627 "Terri Werner" (380173824)
01:18:47.520 --> 01:18:51.510
Can be highly problem problematic in the future.

628 "Terri Werner" (380173824)
01:18:51.510 --> 01:18:56.280
So, if not conversion, what do we do? What should we do.

629 "Terri Werner" (380173824)
01:18:56.280 --> 01:19:04.110

Right. Make a plan.

630 "Terri Werner" (380173824)
01:19:04.110 --> 01:19:08.250
Okay, so that's the thing we have to make a plan.

631 "Terri Werner" (380173824)
01:19:08.250 --> 01:19:11.520
And we have to try and prevent it from happening.

632 "Terri Werner" (380173824)
01:19:11.520 --> 01:19:20.580
In the future, so we have to recognize what our own pet peeves are when
we're more likely to be coercive. Those are some things that we can do.

633 "Terri Werner" (380173824)
01:19:20.580 --> 01:19:35.280
Okay, so we also have to think about, we're going to have to kind of
think about what bad or worse needs situation occurred that triggered the
undesirable behavior.

634 "Terri Werner" (380173824)
01:19:35.280 --> 01:19:39.060
Okay, so I I often think about triggers.

635 "Terri Werner" (380173824)
01:19:39.060 --> 01:19:42.630
What are the triggers that that person, um.

636 "Terri Werner" (380173824)
01:19:42.630 --> 01:19:52.440
You know, in in, in their history of demonstrating undesirable behaviors,
what, what often happened before that undesired behavior happen.

637 "Terri Werner" (380173824)
01:19:52.440 --> 01:19:59.190
What triggered the event? All right it could be. They got a bad phone
call from their mom.

638 "Terri Werner" (380173824)
01:19:59.190 --> 01:20:04.230
Or they didn't make the basketball team, and they were very upset.

639 "Terri Werner" (380173824)
01:20:04.230 --> 01:20:10.440
Or, maybe somebody was coercive towards them, you know so what was the
trigger.

640 "Terri Werner" (380173824)
01:20:10.440 --> 01:20:16.440
What pay off is the person getting from demonstrating these undesirable
behaviors is it attention.

641 "Terri Werner" (380173824)

01:20:16.440 --> 01:20:20.190
Is it avoidance? Are they avoiding.

642 "Terri Werner" (380173824)
01:20:20.190 --> 01:20:23.550
Having to do a chore or an activity.

643 "Terri Werner" (380173824)
01:20:23.550 --> 01:20:28.080
Are they trying to get out of something? Are they trying to.

644 "Terri Werner" (380173824)
01:20:28.080 --> 01:20:42.570
Escape something when, when that bad situation occurred in similar
situation, does the person sometimes do desirable behaviors so again, our
focus should be on that desirable behaviors.

645 "Terri Werner" (380173824)
01:20:42.570 --> 01:20:48.270
When I have, they demonstrated desirable actions in the, in the past.

646 "Terri Werner" (380173824)
01:20:48.270 --> 01:20:51.990
Under similar situations, and it went unnoticed.

647 "Terri Werner" (380173824)
01:20:51.990 --> 01:21:00.750
Maybe we need to change our reaction and start really focusing on those
opportunities whenever they have had success or attempted.

648 "Terri Werner" (380173824)
01:21:00.750 --> 01:21:04.560
Or had an improvement. Okay.

649 "Terri Werner" (380173824)
01:21:04.560 --> 01:21:12.030
All right, so asking these questions here, what does the person need to
learn to do?

650 "Terri Werner" (380173824)
01:21:12.475 --> 01:21:27.055
What needs to change in the environment, including my response to that
person's behavior. So all of these things are questions that we need to
ask ourselves in order to change the outcome of that behavior from
happening. Okay.

651 "Terri Werner" (380173824)
01:21:27.265 --> 01:21:28.795
So kind of think of it that way.

652 "Terri Werner" (380173824)
01:21:30.450 --> 01:21:36.780
So, another thing that we can do is to work on building a more healthy.

653 "Terri Werner" (380173824)
01:21:36.780 --> 01:21:46.350
Relationship with those around us. All right, because that's the cornerstone of positive behavior supports is building those connections.

654 "Terri Werner" (380173824)
01:21:46.350 --> 01:21:57.420
Um, with other people remember establishing that caring trust relationships with other people can can highly be helpful.

655 "Terri Werner" (380173824)
01:21:57.420 --> 01:22:06.390
So being kind supported empathetic, encouraging and always focusing on the desired behavior of others.

656 "Terri Werner" (380173824)
01:22:06.390 --> 01:22:20.640
So, in tools of choice, we talk about ways in which to have a stay close interaction with someone random routine. Cool.

657 "Terri Werner" (380173824)
01:22:20.640 --> 01:22:24.540
And hot are the 4 different categories that we talk about.

658 "Terri Werner" (380173824)
01:22:24.540 --> 01:22:29.010
All right, so just kind of wanted to mention those.

659 "Terri Werner" (380173824)
01:22:29.010 --> 01:22:38.250
And random are just random times throughout the day, you know, just having a connection with somebody for no apparent reason.

660 "Terri Werner" (380173824)
01:22:38.250 --> 01:22:47.130
You know, just just stopping what you're doing, and randomly going down the hall and having a, an interaction with somebody that's positive.

661 "Terri Werner" (380173824)
01:22:47.215 --> 01:22:54.715
All right, or routine could be at at your scheduled break or 1st thing in the morning, you know,

662 "Terri Werner" (380173824)
01:22:54.745 --> 01:23:02.305
routinely going around your office location and just stopping by and having an interaction a positive interaction with your coworkers.

663 "Terri Werner" (380173824)
01:23:02.490 --> 01:23:10.710
Cool is when somebody's having a good moment, you know, maybe they got that promotion that they were wanting, or they got an, a, on their test.

664 "Terri Werner" (380173824)

01:23:10.710 --> 01:23:16.470
So those are cool moments in order to have a positive interaction with
somebody is doing those.

665 "Terri Werner" (380173824)
01:23:16.470 --> 01:23:22.920
Really sad times a worst scenes occurred, or they're frustrated or
they're angry about something.

666 "Terri Werner" (380173824)
01:23:22.920 --> 01:23:32.850
You can have the stakeholders interaction with somebody and here are the
steps in order to build that connection with other people to build that
relationship.

667 "Terri Werner" (380173824)
01:23:32.850 --> 01:23:39.510
The 1st step is moving towards the person and and remaining with at arm's
link.

668 "Terri Werner" (380173824)
01:23:39.510 --> 01:23:46.050
Um, and that's a really important 1, you know, if you're if the person
sitting sitting down.

669 "Terri Werner" (380173824)
01:23:46.050 --> 01:23:53.940
Sit next to them, move towards them, you know, show that your interest in
your care and you're, you want to hear more.

670 "Terri Werner" (380173824)
01:23:53.940 --> 01:23:57.870
Touch it appropriate to the situation handshake high 5.

671 "Terri Werner" (380173824)
01:23:57.870 --> 01:24:02.640
Touch on the R, you know, again, that can show that connection.

672 "Terri Werner" (380173824)
01:24:02.640 --> 01:24:07.380
We all need touch in our lives, so so giving that fist.

673 "Terri Werner" (380173824)
01:24:07.380 --> 01:24:11.820
Can be very appropriate and help build that relationship.

674 "Terri Werner" (380173824)
01:24:11.820 --> 01:24:16.830
Again, 93% of all communication is non verbal so that.

675 "Terri Werner" (380173824)
01:24:16.830 --> 01:24:20.370
Caring facial expressions that tone of boys.

676 "Terri Werner" (380173824)
01:24:20.370 --> 01:24:29.130
Relax body language that can all show and help build that highly
connected relationship with another person.

677 "Terri Werner" (380173824)
01:24:29.130 --> 01:24:33.840
Okay, so that facial expression that smiling.

678 "Terri Werner" (380173824)
01:24:33.840 --> 01:24:39.360
Um, good tone, uh, can can really make an impact.

679 "Terri Werner" (380173824)
01:24:39.360 --> 01:24:45.630
So, having your arms relaxed looking, looking at the person with your
eyes.

680 "Terri Werner" (380173824)
01:24:45.630 --> 01:24:55.170
Can be highly effective. Okay. And try to start all of these things
within 15 seconds of starting that close interaction.

681 "Terri Werner" (380173824)
01:24:55.170 --> 01:25:03.900
Okay, and these don't have to be in any particular order as we go through
some of these things you're going to repeat.

682 "Terri Werner" (380173824)
01:25:03.900 --> 01:25:07.590
A few of the steps and others, you know.

683 "Terri Werner" (380173824)
01:25:07.590 --> 01:25:14.580
So they don't have to be in any particular order. So asking open ended
questions that's just.

684 "Terri Werner" (380173824)
01:25:14.580 --> 01:25:19.590
Instead of a an open ended question requires more than a yes or no
answer.

685 "Terri Werner" (380173824)
01:25:19.590 --> 01:25:24.450
So, what are you doing today Theresa? Have you been.

686 "Terri Werner" (380173824)
01:25:24.450 --> 01:25:28.380
How's your day? Going?

687 "Terri Werner" (380173824)
01:25:28.380 --> 01:25:34.020
You know, hey, could you help me with something? Could you help me get
the groceries out of the car?

688 "Terri Werner" (380173824)
01:25:34.020 --> 01:25:46.860
You know, so just asking more than those closed ended questions and that
just keeps the conversation going. It shows interest it shows you want to
hear more about their day about their situations.

689 "Terri Werner" (380173824)
01:25:46.860 --> 01:25:51.270
Alright, empathy, empathy.

690 "Terri Werner" (380173824)
01:25:51.270 --> 01:26:01.260
Is when you're being empathetic, you let go of your personal opinions and
you respond with more unconditional kindness and understanding.

691 "Terri Werner" (380173824)
01:26:01.260 --> 01:26:06.810
Okay, so so your, your feelings matter to me.

692 "Terri Werner" (380173824)
01:26:06.810 --> 01:26:12.990
All right, so be an empathetic is unconditional kindness. You talk less
you listen more.

693 "Terri Werner" (380173824)
01:26:12.990 --> 01:26:17.100
And you focus on the emotion that you're hearing from them.

694 "Terri Werner" (380173824)
01:26:17.100 --> 01:26:22.020
You know, you seem excited today what's going on.

695 "Terri Werner" (380173824)
01:26:22.020 --> 01:26:26.490
Um, you know, or, um, you seem in good spirits.

696 "Terri Werner" (380173824)
01:26:26.490 --> 01:26:34.290
Can you tell me more? Okay I often use use statements instead of eye
statements, because I want the focus to be on.

697 "Terri Werner" (380173824)
01:26:34.290 --> 01:26:46.350
You see, you look are ways to show that you're connecting to that
person's emotions. It's not about agreeing or disagreeing. It's just, you
know, it.

698 "Terri Werner" (380173824)
01:26:46.350 --> 01:26:50.910
You know, interacting based on what you're seeing from them.

699 "Terri Werner" (380173824)
01:26:50.910 --> 01:26:54.900

Encouragement acknowledging how the person has acted.

700 "Terri Werner" (380173824)
01:26:54.900 --> 01:27:06.690
Or has acted in the past that's going to be an improvement for their
future. Okay. It's going to improve their quality of life. All right. So
they've done something.

701 "Terri Werner" (380173824)
01:27:06.690 --> 01:27:18.870
Currently right now, and you want that behavior to continue in the
future, because it's going to help them be more successful it's going to
increase their quality of life, or you focus on something that they've
done in the past.

702 "Terri Werner" (380173824)
01:27:18.870 --> 01:27:23.400
That if they do it again in the future, it's going to have that good,
good outcome.

703 "Terri Werner" (380173824)
01:27:23.400 --> 01:27:28.140
Okay, that hard work and dedication has really paid off.

704 "Terri Werner" (380173824)
01:27:28.140 --> 01:27:36.930
You know, way to go that promotion is looking more and more promising
because of all your hard work and dedication towards this project.

705 "Terri Werner" (380173824)
01:27:36.930 --> 01:27:41.580
High 5. okay. That's encouragement. Encouraging.

706 "Terri Werner" (380173824)
01:27:41.580 --> 01:27:45.660
A desired behavior to continue in the future to produce that good
outcome.

707 "Terri Werner" (380173824)
01:27:45.660 --> 01:27:49.440
Listen while the person is talking, talk less.

708 "Terri Werner" (380173824)
01:27:49.440 --> 01:27:57.120
And try not to interrupt another big 1 is not reacting to that junk
behavior.

709 "Terri Werner" (380173824)
01:27:57.120 --> 01:28:00.840
They might be getting overly excited. They may yell curse.

710 "Terri Werner" (380173824)
01:28:00.840 --> 01:28:05.130
Try not to focus on that by not saying anything about that job.

711 "Terri Werner" (380173824)
01:28:05.130 --> 01:28:17.910
And avoid being courses. Okay. So, empathy empathy again is just being able to take the perspective of another and communicate that to the other person.

712 "Terri Werner" (380173824)
01:28:17.910 --> 01:28:29.640
Encouragement I already said, say something to let the person know that you believe they can do this again, that desire behavior can continue to happen in the future.

713 "Terri Werner" (380173824)
01:28:29.640 --> 01:28:43.945
You know, that a, that you made on that test that required a lot of hard work it wasn't easy, but you did it and keep this up and you're gonna make an, a, in the, in the semester you got this,

714 "Terri Werner" (380173824)
01:28:43.975 --> 01:28:45.205
you can do this.

715 "Terri Werner" (380173824)
01:28:45.390 --> 01:28:48.780
You've done hard things in the past. I know you can do this again.

716 "Terri Werner" (380173824)
01:28:48.780 --> 01:28:52.260
All right also it indicate you're available to help.

717 "Terri Werner" (380173824)
01:28:52.260 --> 01:28:57.150
So now guys, we're going to do some practicing real quick.

718 "Terri Werner" (380173824)
01:28:57.150 --> 01:29:06.900
We're going to just in chat if you will do some practicing with me, I really would encourage your your participation in on this. If you will.

719 "Terri Werner" (380173824)
01:29:06.900 --> 01:29:12.930
So, we're going to practice using some open ended questions some empathy and encouragement.

720 "Terri Werner" (380173824)
01:29:12.930 --> 01:29:17.850
So, Alex just got his g. E. D results back and he passed.

721 "Terri Werner" (380173824)
01:29:17.850 --> 01:29:25.290
He studied for hours on this, you're walking down the hall and he rushes over to show you his score.

722 "Terri Werner" (380173824)
01:29:25.290 --> 01:29:31.740
What's an open ended question? An empathy statement that you might use
with Alex? Anybody.

723 "Terri Werner" (380173824)
01:29:31.740 --> 01:29:43.800
Anybody have any ideas here. What's what's an open ended question? You
could ask Alex just walk down the hallway.

724 "Terri Werner" (380173824)
01:29:43.800 --> 01:29:48.660
And key.

725 "Terri Werner" (380173824)
01:29:48.660 --> 01:30:00.330
He's excited you could say, hey, Alex, what's going on? You look.

726 "Terri Werner" (380173824)
01:30:00.330 --> 01:30:12.360
So, Alex, what is going on? That's an open question. You look pumped
that's empathy. You're recognizing the emotion that he's exhibiting. You
look pumped.

727 "Terri Werner" (380173824)
01:30:12.360 --> 01:30:16.530
What's an encouragement statement? Wow. Encouragement.

728 "Terri Werner" (380173824)
01:30:16.530 --> 01:30:20.970
You know what you want to encourage that behavior that desire to behavior
to happen in the future.

729 "Terri Werner" (380173824)
01:30:20.970 --> 01:30:24.660
Wow and Alex, this hard work.

730 "Terri Werner" (380173824)
01:30:24.660 --> 01:30:29.640
Has really paid off all that studying that dedication.

731 "Terri Werner" (380173824)
01:30:29.640 --> 01:30:35.790
You know, it has just really paid off. Look at you, buddy. Hi. 5 way to
go.

732 "Terri Werner" (380173824)
01:30:35.790 --> 01:30:39.000
And keep this up and you're on your way.

733 "Terri Werner" (380173824)
01:30:39.000 --> 01:30:45.360
Towards your goal of getting into that college that you've been wanting
to get to, um.

734 "Terri Werner" (380173824)
01:30:45.360 --> 01:30:49.050
Apply for awesome job, keep it up.

735 "Terri Werner" (380173824)
01:30:49.050 --> 01:30:55.980
Encouragement okay.

736 "Terri Werner" (380173824)
01:30:55.980 --> 01:31:01.230
All right, so we're going to because of the time we're going to go on to
what we call the pivot tool.

737 "Terri Werner" (380173824)
01:31:01.230 --> 01:31:07.620
All right pivot. So what else can you do? Pivot around jump behavior.

738 "Terri Werner" (380173824)
01:31:07.620 --> 01:31:12.210
All right, so.

739 "Terri Werner" (380173824)
01:31:12.210 --> 01:31:19.920
So 1st of all was kind of, let's kind of just kind of look at some junk
behavior. So, how does junk behavior pay off for the person?

740 "Terri Werner" (380173824)
01:31:19.920 --> 01:31:34.860
Again, why do we do that yelling? Why do we do that? Cursing? Why do we
do that? Spitting? Why do we whine complain all that junk behavior that
gets under our skin that happens a lot and we react to it.

741 "Terri Werner" (380173824)
01:31:34.860 --> 01:31:39.630
So the reason we're doing it is often to get attention.

742 "Terri Werner" (380173824)
01:31:39.630 --> 01:31:44.580
All right, because we're not getting in any other way.

743 "Terri Werner" (380173824)
01:31:44.580 --> 01:31:48.390
To get you to comfort them to feel sorry for them.

744 "Terri Werner" (380173824)
01:31:48.390 --> 01:31:57.179
To get a reaction from you, and sometimes people do it because they want
to see you get angry, they want to shock you.

745 "Terri Werner" (380173824)
01:31:57.179 --> 01:32:01.769
They want to they want to get some sort of reaction from you.

746 "Terri Werner" (380173824)
01:32:01.769 --> 01:32:05.999
Maybe they're bored and they just want to get some kind of reaction.

747 "Terri Werner" (380173824)
01:32:05.999 --> 01:32:11.849
All right, um, to get you to give.

748 "Terri Werner" (380173824)
01:32:11.849 --> 01:32:16.949
You know, if you complain enough, maybe you'll get out of client in that room. All right.

749 "Terri Werner" (380173824)
01:32:16.949 --> 01:32:26.939
To make you to go away so, again, the more coercive efforts, maybe they don't want to be around you and they want to escape or avoid you.

750 "Terri Werner" (380173824)
01:32:26.939 --> 01:32:32.459
All right, and it's often, you know, to get you to do something for them.

751 "Terri Werner" (380173824)
01:32:32.459 --> 01:32:36.029
And it's what people do. Okay.

752 "Terri Werner" (380173824)
01:32:36.029 --> 01:32:39.629
So these are some reasons why that junk behavior pays off.

753 "Terri Werner" (380173824)
01:32:39.629 --> 01:32:48.719
Okay, so again, often episodes of serious behavior start with junk because it's our reaction to it.

754 "Terri Werner" (380173824)
01:32:48.719 --> 01:32:59.039
So, in in my field of work, I've seen many instances where staff unintentionally have responded to somebody's junk behavior by.

755 "Terri Werner" (380173824)
01:32:59.039 --> 01:33:04.649
You need to stop slamming that door and you need to stop cursing. That is so disrespectful. You just need to stop.

756 "Terri Werner" (380173824)
01:33:04.649 --> 01:33:15.839
And the more that they react to it, and that facial expressions, body language changes, and their tone becomes louder, you know, the more likelihood.

757 "Terri Werner" (380173824)
01:33:15.839 --> 01:33:21.659
That Johnny over year is going to intensify and become more escalated.

758 "Terri Werner" (380173824)
01:33:21.659 --> 01:33:27.059
It's often our response to that jump behavior that creates serious
situations.

759 "Terri Werner" (380173824)
01:33:27.059 --> 01:33:35.699
So, what do we do? We're going to teach you how to use the pivot tool.
Okay. So the pivot tool is a very hard tool.

760 "Terri Werner" (380173824)
01:33:36.324 --> 01:33:44.304
That we have to pay a lot of time understanding how to use, and we have
to practice this tool to be successful. Okay.

761 "Terri Werner" (380173824)
01:33:45.024 --> 01:33:55.224
So, what we're going to try and do when you see that junk behavior that's
getting under your skin and you really want to say something about it.
We're going to try and.

762 "Terri Werner" (380173824)
01:33:55.699 --> 01:34:01.139
You to not react do not say anything about that junk behavior.

763 "Terri Werner" (380173824)
01:34:01.139 --> 01:34:04.919
With Tony voice, facial expressions, body language.

764 "Terri Werner" (380173824)
01:34:04.919 --> 01:34:08.609
So don't say anything about it, but most importantly, look at your.

765 "Terri Werner" (380173824)
01:34:08.609 --> 01:34:14.309
93% of your communication that body language and facial expressions tone.
Okay.

766 "Terri Werner" (380173824)
01:34:14.309 --> 01:34:20.249
So, we're not going to say, you need to stop spitting you need to stop
cursing, you need to stop doing that.

767 "Terri Werner" (380173824)
01:34:20.249 --> 01:34:25.799
We're not going to do any of that. Okay. And instead we're going to use.

768 "Terri Werner" (380173824)
01:34:25.799 --> 01:34:29.039
1 or more of the 3 pivot options.

769 "Terri Werner" (380173824)
01:34:29.039 --> 01:34:32.609

Okay, we have 3 options and we can not use all 3.

770 "Terri Werner" (380173824)
01:34:32.609 --> 01:34:39.479
You know, so so, what we're going to do is we're suddenly going to pivot
to another person.

771 "Terri Werner" (380173824)
01:34:39.479 --> 01:34:42.959
Okay, which is.

772 "Terri Werner" (380173824)
01:34:42.959 --> 01:34:50.099
So, let's say that Johnny, I'm just gonna give you a scenario here.
Johnny is doing the dishes.

773 "Terri Werner" (380173824)
01:34:50.099 --> 01:34:56.159
And I'm drawing the dishes and Johnny, and I are having a good
conversation about them all.

774 "Terri Werner" (380173824)
01:34:56.159 --> 01:35:02.009
Prior to the junk starting, then he starts to kind of wine a little bit
about, about doing the dishes.

775 "Terri Werner" (380173824)
01:35:02.009 --> 01:35:16.799
Well, so to pivot on johnny's junk behavior, what I'm going to do is I am
going to pivot to another person. So Sally enters the kitchen to get
something to drink.

776 "Terri Werner" (380173824)
01:35:16.799 --> 01:35:25.379
So, I was facing Johnny, and we were talking about them all. Now I'm
pivoting my body like, in basketball. I'm pivoting. I'm not leaving
anywhere.

777 "Terri Werner" (380173824)
01:35:25.379 --> 01:35:30.419
I'm just pivoting my focus from Johnny to Sally.

778 "Terri Werner" (380173824)
01:35:30.419 --> 01:35:34.829
And Sally, I'm gonna say, hey, Sam, How's your day going?

779 "Terri Werner" (380173824)
01:35:34.829 --> 01:35:41.159
Okay, John is still kind of whining within 10 seconds of Johnny stopping.

780 "Terri Werner" (380173824)
01:35:41.159 --> 01:35:44.609
Whiny, I am going to pivot that.

781 "Terri Werner" (380173824)
01:35:44.609 --> 01:35:53.039
And I'm going to start engaging with Johnny again. I'm not saying
anything about the whining. I'm going to continue to talk to him.

782 "Terri Werner" (380173824)
01:35:53.039 --> 01:35:59.759
And I might even say something about the desired behavior that is now
demonstrating. That's my focus.

783 "Terri Werner" (380173824)
01:35:59.759 --> 01:36:04.199
Hey, John. Wow. Look at you. Me and those dishes are looking awesome.

784 "Terri Werner" (380173824)
01:36:04.199 --> 01:36:10.469
You know, you are just so responsible in cleaning your dishes and and and
doing your chores.

785 "Terri Werner" (380173824)
01:36:10.469 --> 01:36:16.409
I5 way to go buddy very responsible actions that you demonstrate every
single day.

786 "Terri Werner" (380173824)
01:36:16.409 --> 01:36:19.919
So you notice, I didn't concentrate on the whining.

787 "Terri Werner" (380173824)
01:36:19.919 --> 01:36:23.759
That's 1 pivot option, pivot it onto an activity.

788 "Terri Werner" (380173824)
01:36:23.759 --> 01:36:31.709
Johnny starts whining instead of focusing on the whining. I am going to
pivot on my activity. My activity.

789 "Terri Werner" (380173824)
01:36:31.709 --> 01:36:35.219
Is the dishes is, is the drawing the dishes.

790 "Terri Werner" (380173824)
01:36:35.219 --> 01:36:38.609
So, he starts the whining. My focus is on just.

791 "Terri Werner" (380173824)
01:36:38.609 --> 01:36:46.079
Putting that up the dishes, so I'm not going to say anything about the
whining. I'm not going to react to it. I'm going to put the dishes up.

792 "Terri Werner" (380173824)
01:36:46.079 --> 01:36:50.339
When that whining starts within 10 seconds I'm going to pivot back.

793 "Terri Werner" (380173824)
01:36:50.339 --> 01:36:58.529
And start engaging with Johnny again and again, my focus is going to be on the desirable behaviour that he's demonstrating if I can.

794 "Terri Werner" (380173824)
01:36:58.529 --> 01:37:03.419
Just my pivoting back and providing social and interaction is a pivot.

795 "Terri Werner" (380173824)
01:37:03.419 --> 01:37:07.109
But if I can say something about the job behaviour, I'm going to.

796 "Terri Werner" (380173824)
01:37:07.109 --> 01:37:10.709
Another option is just pivoting on the person.

797 "Terri Werner" (380173824)
01:37:10.709 --> 01:37:15.329
And now it's pretty easy. It's the easiest out of all 3 pivots.

798 "Terri Werner" (380173824)
01:37:15.329 --> 01:37:26.579
That 1, I'm not pivoting your way to an activity. My activity or another person. I'm pivoting on the junk behavior that John is demonstrating. So I'm pivoting on the person.

799 "Terri Werner" (380173824)
01:37:26.579 --> 01:37:35.009
Johnny starts to jump, I'm not going to say anything about the job about the whining. I'm just going to continue that conversation about them all.

800 "Terri Werner" (380173824)
01:37:35.009 --> 01:37:40.259
So, what are you going to get at the mall today? What are you interested in? What are you looking for?

801 "Terri Werner" (380173824)
01:37:40.259 --> 01:37:46.859
He's worried about the dishes, I'm just going to continue to talk to him as the junk behavior wasn't happening.

802 "Terri Werner" (380173824)
01:37:46.859 --> 01:37:53.579
I'm not ignoring it. I'm just continuing to talk to him about what we were talking about. Okay.

803 "Terri Werner" (380173824)
01:37:53.579 --> 01:38:01.049
So, I'm not ignoring the behavior or the or him. I'm not ignoring him.

804 "Terri Werner" (380173824)
01:38:01.049 --> 01:38:05.579
So so those are the 3 different pivot options.

805 "Terri Werner" (380173824)
01:38:05.814 --> 01:38:20.634
All right, so when you pivot on the person, you do, not have to wait the
10 seconds, you just keep conversing with the person is if the job's not
happening. So again, in this case, I'm not going to say Johnny, you need
to stop whining. Oh, my gosh. You need to stop complaining.

806 "Terri Werner" (380173824)
01:38:20.939 --> 01:38:27.149
I'm just not going to react to it. I'm just going to continue talking to
him. Is it the windings? Not there.

807 "Terri Werner" (380173824)
01:38:27.149 --> 01:38:39.989
And continue that conversation about them all the other 2 options, pivot
on activity, or another person. I'm going to wait at least 10 seconds
because the reason I want to wait 10 seconds is.

808 "Terri Werner" (380173824)
01:38:39.989 --> 01:38:44.789
I want to not provide attention to that junk behavior.

809 "Terri Werner" (380173824)
01:38:44.789 --> 01:38:50.099
I wanted to kind of minimize or stop and focus on that desired behavior.

810 "Terri Werner" (380173824)
01:38:50.099 --> 01:38:54.569
Okay, because that's my focus I want to focus on the fat.

811 "Terri Werner" (380173824)
01:38:54.569 --> 01:39:03.779
That he's doing the dishes and that's going to improve his quality of
life. That's a responsible action. That's going to improve his quality
life. Help him in the future.

812 "Terri Werner" (380173824)
01:39:03.779 --> 01:39:07.049
Okay, so those are the things that I'm going to do.

813 "Terri Werner" (380173824)
01:39:07.049 --> 01:39:14.609
And how I'm going to respond is say something about that desired behavior
responsibility, maybe high 5, him.

814 "Terri Werner" (380173824)
01:39:14.609 --> 01:39:19.259
Phrase touch appropriate privilege. Okay.

815 "Terri Werner" (380173824)
01:39:19.259 --> 01:39:23.609
And you may have to repeat pivot many times before that junk stops.

816 "Terri Werner" (380173824)
01:39:23.609 --> 01:39:27.659
The main thing is, you minimize your reaction to it. Okay.

817 "Terri Werner" (380173824)
01:39:27.659 --> 01:39:32.459
You stay cool and you avoid being coercive.

818 "Terri Werner" (380173824)
01:39:32.459 --> 01:39:35.819
So why not just ignore it? Anybody.

819 "Terri Werner" (380173824)
01:39:35.819 --> 01:39:42.089
What in the world is the problem with just ignoring ignoring could be
guys just walking away.

820 "Terri Werner" (380173824)
01:39:42.089 --> 01:39:46.079
And not coming back, you know, somebody starts whiny.

821 "Terri Werner" (380173824)
01:39:46.079 --> 01:39:55.619
You know, in walking into another room, the problem with that is people
feel like you're not paying attention to them that you don't matter.

822 "Terri Werner" (380173824)
01:39:55.619 --> 01:40:04.499
Or they don't matter to you, and often times that might even create more
of a serious situation to more likely to occur.

823 "Terri Werner" (380173824)
01:40:04.499 --> 01:40:17.159
Okay, so it can be considered coercive and it can be a reinforcing
reaction and create more of an opportunity for that behavior to increase
in intensity.

824 "Terri Werner" (380173824)
01:40:17.159 --> 01:40:23.969
All right, so instead the advantages of pivoting is my focus.

825 "Terri Werner" (380173824)
01:40:23.969 --> 01:40:30.239
Is on trying to increase that desired behavior or just okay. Behavior
that's going to.

826 "Terri Werner" (380173824)
01:40:30.239 --> 01:40:38.009
Increase that quality of life, teach those desired behaviors model. Those
desirable behaviors reinforce someone. I see. Em.

827 "Terri Werner" (380173824)
01:40:38.009 --> 01:40:41.129
All right and that's going to hopefully prevent.

828 "Terri Werner" (380173824)
01:40:41.129 --> 01:40:47.399
Serious behavior from happening as well as decrease the opportunities of
that behavior burst.

829 "Terri Werner" (380173824)
01:40:47.399 --> 01:40:53.399
So that is a very short clip about pivot.

830 "Terri Werner" (380173824)
01:40:53.399 --> 01:41:01.559
In our regular tool's training, we spend a lot of time on pivot because
it is a hard tool. So that was just a very, very brief.

831 "Terri Werner" (380173824)
01:41:01.559 --> 01:41:06.329
Um, little understanding about the pivot, so we're gonna practice 1 time.

832 "Terri Werner" (380173824)
01:41:06.329 --> 01:41:12.749
So Addy frequently picks her nose. Remember oh, she's, she's picking her
nose.

833 "Terri Werner" (380173824)
01:41:12.749 --> 01:41:16.379
And but she's telling you about this whole package, she's just gotten the
mail.

834 "Terri Werner" (380173824)
01:41:16.379 --> 01:41:19.379
And you're in the middle of typing. Okay.

835 "Terri Werner" (380173824)
01:41:19.379 --> 01:41:29.189
So, I'm typing. All right, I'm typing. Um, so what am I waiting for? So,
addie's picking her nose. What am I waiting for?

836 "Terri Werner" (380173824)
01:41:29.189 --> 01:41:42.629
Um, to pivot back, what do you think? So I might give her a few nods
while I'm typing, but I'm not gonna pay much attention at all to the
picking of the nose.

837 "Terri Werner" (380173824)
01:41:42.629 --> 01:41:46.079
All right, so what I'm waiting for.

838 "Terri Werner" (380173824)
01:41:46.079 --> 01:41:49.889
Is that, um, picking up the nose to stop.

839 "Terri Werner" (380173824)
01:41:49.889 --> 01:41:53.699

Okay, when that within 10 seconds.

840 "Terri Werner" (380173824)
01:41:53.699 --> 01:41:58.499
After the 10 seconds, I'm going to stop typing. I'm going to face Addy.

841 "Terri Werner" (380173824)
01:41:58.499 --> 01:42:10.589
Okay, and I'm just going to have a conversation with Addy. All right.
Okay, so that's that's what I'm going to try and do I'm going to try and
avoid reacting to the picking of the nose.

842 "Terri Werner" (380173824)
01:42:10.589 --> 01:42:14.429
All right, I'm going to provide minimal attention to it.

843 "Terri Werner" (380173824)
01:42:14.784 --> 01:42:28.224
Okay um, and I might get excited. I'm gonna I'm going to get excited
about the package that she's just gotten the mail. Oh, my goodness. She's
just got a package in the mail, so cool.

844 "Terri Werner" (380173824)
01:42:28.554 --> 01:42:32.904
I can tell you're stoked about it. Awesome. All right.

845 "Terri Werner" (380173824)
01:42:33.149 --> 01:42:40.649
So, not focusing on that junk the picking of the nose and again during
calm. Cool times.

846 "Terri Werner" (380173824)
01:42:40.649 --> 01:42:43.769
We may practice using.

847 "Terri Werner" (380173824)
01:42:43.769 --> 01:42:49.979
And again, if I had to if the junk continued to happen, repetitively I
might.

848 "Terri Werner" (380173824)
01:42:49.979 --> 01:42:55.019
Without reacting, not paying a lot of attention to it. Andrew, that clean
axe.

849 "Terri Werner" (380173824)
01:42:55.019 --> 01:42:58.589
And when the note, when she stopped picking the nose, then provide that.

850 "Terri Werner" (380173824)
01:42:58.589 --> 01:43:04.499
That full social engagement.

851 "Terri Werner" (380173824)

01:43:04.499 --> 01:43:10.949
Okay, so we're going to also talk about stay close hot. Now. This is a
tool.

852 "Terri Werner" (380173824)
01:43:10.949 --> 01:43:14.399
That you can use to hopefully prevent.

853 "Terri Werner" (380173824)
01:43:14.399 --> 01:43:29.069
Those serious situations from happening this is when a worsening has
happened, you know, somebody is really sad, or they're really angry
they're frustrated. something's going on in their world. That's created a
pretty good worsening.

854 "Terri Werner" (380173824)
01:43:29.069 --> 01:43:32.189
Okay, it stay close hot.

855 "Terri Werner" (380173824)
01:43:32.189 --> 01:43:35.369
So, um.

856 "Terri Werner" (380173824)
01:43:35.369 --> 01:43:40.289
So, Staples hot these are the steps to stay close hot.

857 "Terri Werner" (380173824)
01:43:40.289 --> 01:43:43.889
The steps in bold are different or used differently.

858 "Terri Werner" (380173824)
01:43:43.889 --> 01:43:49.709
When you're building meaningful relationships with others. All right so
the steps symbol.

859 "Terri Werner" (380173824)
01:43:49.709 --> 01:43:53.219
Um, are are those, um.

860 "Terri Werner" (380173824)
01:43:53.219 --> 01:43:57.599
That are used differently. Okay. So.

861 "Terri Werner" (380173824)
01:43:57.599 --> 01:44:06.059
With stakeholders, hot. All right and again, they may go out of sequence
here. You don't have to go in sequence when you use stay close hot.

862 "Terri Werner" (380173824)
01:44:06.059 --> 01:44:16.169
So, the 1st, 1 is is don't react to junk behavior, or course with
coercion. All right. So we're going to use our pivot tool.

863 "Terri Werner" (380173824)
01:44:16.169 --> 01:44:20.009
We're going to stay calm, caring and concerned.

864 "Terri Werner" (380173824)
01:44:20.009 --> 01:44:23.609
And most importantly, if somebody is yelling at me.

865 "Terri Werner" (380173824)
01:44:23.609 --> 01:44:35.399
I'm going to lower my voice and I'm going to do everything. I can just
stay Karen concerned relaxed and and be felt my empathy and encouragement
statements.

866 "Terri Werner" (380173824)
01:44:35.399 --> 01:44:39.299
All right, I'm going to avoid reacting to the junk behavior.

867 "Terri Werner" (380173824)
01:44:39.299 --> 01:44:42.479
All right by using coercion, um.

868 "Terri Werner" (380173824)
01:44:42.479 --> 01:44:52.979
All right, so that's the 1st, 1 number 2, usually move to the person
remain within arm's length. This is 1 that you have to understand
contacts.

869 "Terri Werner" (380173824)
01:44:52.979 --> 01:45:00.329
Usually move in if history is shown you, and if you don't have a good
relationship with that person, moving in.

870 "Terri Werner" (380173824)
01:45:00.714 --> 01:45:14.544
May need to come later in the cycle of stay close hot. All right if you
don't have a relationship or if that person, when you move in, maybe they
have a trauma history, maybe moving and represents danger to them.

871 "Terri Werner" (380173824)
01:45:14.724 --> 01:45:17.004
So, this 1 may need to be moved down.

872 "Terri Werner" (380173824)
01:45:17.309 --> 01:45:27.239
Okay, if somebody is angry, that's the 1 you got to watch where somebody
is sad and you have a relationship moving in can be very calming and
helpful.

873 "Terri Werner" (380173824)
01:45:27.239 --> 01:45:32.549
So, context is important here. Um, so, you know, Johnny.

874 "Terri Werner" (380173824)

01:45:32.549 --> 01:45:37.859
You know, you seem upset would you mind if I move closer and sit next to you?

875 "Terri Werner" (380173824)
01:45:37.859 --> 01:45:43.079
So, sometimes I'd ask, is it, okay if I move in move closer to you.

876 "Terri Werner" (380173824)
01:45:43.079 --> 01:45:46.289
Touch is another 1 touch.

877 "Terri Werner" (380173824)
01:45:46.289 --> 01:45:54.599
If appropriate to the situation, you know, if somebody's sad, just reaching out and touching their, their shoulder.

878 "Terri Werner" (380173824)
01:45:54.599 --> 01:45:57.839
You know, can be very.

879 "Terri Werner" (380173824)
01:45:57.839 --> 01:46:07.769
Call me to that person, but on the other hand, if somebody's really angry and heightened, and they have a trauma history and touches aversive.

880 "Terri Werner" (380173824)
01:46:07.769 --> 01:46:11.519
That may need to come later when the person is more calm.

881 "Terri Werner" (380173824)
01:46:11.519 --> 01:46:15.929
Okay, so touches 1 that we have to be careful with.

882 "Terri Werner" (380173824)
01:46:15.929 --> 01:46:20.969
In context is crucial here, asking any questions.

883 "Terri Werner" (380173824)
01:46:20.969 --> 01:46:25.679
And Johnny, you know, what happened.

884 "Terri Werner" (380173824)
01:46:25.679 --> 01:46:31.019
You really seem upset. How can I help.

885 "Terri Werner" (380173824)
01:46:31.019 --> 01:46:34.799
Okay, listen more talk less.

886 "Terri Werner" (380173824)
01:46:34.799 --> 01:46:47.219

You know, again, that calm, caring, voice, listen, try, not to problem solve try, not to fix the situation. Just being present. Being in the moment can be very, very helpful with staples hot.

887 "Terri Werner" (380173824)
01:46:47.219 --> 01:46:51.839
You know, listen, talk less.

888 "Terri Werner" (380173824)
01:46:51.839 --> 01:46:55.889
Use empathy statements again, you know, Johnny.

889 "Terri Werner" (380173824)
01:46:55.889 --> 01:47:02.519
You seem really frustrating. What can I do to help.

890 "Terri Werner" (380173824)
01:47:02.519 --> 01:47:09.689
Okay, so empathy trying to connect to that person's emotions, you're not agreeing or disagreeing.

891 "Terri Werner" (380173824)
01:47:09.689 --> 01:47:15.599
You're not telling them what to do you're focusing on man. They are really angry.

892 "Terri Werner" (380173824)
01:47:15.599 --> 01:47:22.169
And you want to be there to support them you seem very frustrated with your house.

893 "Terri Werner" (380173824)
01:47:22.169 --> 01:47:26.369
Can you tell me about it? Okay.

894 "Terri Werner" (380173824)
01:47:26.369 --> 01:47:33.479
Encouragement, you know, this isn't easy. It's not easy. Talking about your feelings sharing. This can't be easy.

895 "Terri Werner" (380173824)
01:47:33.479 --> 01:47:36.629
I just appreciate you coming to me and talking to me.

896 "Terri Werner" (380173824)
01:47:36.629 --> 01:47:42.329
It's not an easy situation, but you're doing it. You're talking.

897 "Terri Werner" (380173824)
01:47:42.329 --> 01:47:49.079
Okay, you know, it wasn't easy going into your room, you know, when you were really frustrated with your roommate.

898 "Terri Werner" (380173824)

01:47:49.079 --> 01:47:53.339
But you made a safe decision, and I know you can do it again.

899 "Terri Werner" (380173824)
01:47:53.339 --> 01:47:58.859
You know, yesterday you were angry with your housemate and you walked
away. That was easy.

900 "Terri Werner" (380173824)
01:47:58.859 --> 01:48:03.809
I know you can do it again. You've done it before you can do it again.
Encouragement.

901 "Terri Werner" (380173824)
01:48:03.809 --> 01:48:08.669
You're going to repeat above until the person is ready for the next step.

902 "Terri Werner" (380173824)
01:48:08.669 --> 01:48:16.949
Okay, so so you don't know too fast. Here you stay with is what we call
them the golden nuggets of tools.

903 "Terri Werner" (380173824)
01:48:16.949 --> 01:48:28.409
Ask open ended questions, repeated empathy, repeated encouragement
statements until you start to see that person kind of calm down and feel
just a little bit better about their situation.

904 "Terri Werner" (380173824)
01:48:28.409 --> 01:48:40.259
All right, after that, when you start to see that person start to feel
just a little bit better, maybe they were screaming and cussing and
yelling and now they're a little calmer.

905 "Terri Werner" (380173824)
01:48:40.259 --> 01:48:44.219
You know, they're kind of modeling what they're seeing from, you.

906 "Terri Werner" (380173824)
01:48:44.219 --> 01:48:48.839
All right, the more calm that you model the more likelihood they are.

907 "Terri Werner" (380173824)
01:48:48.839 --> 01:48:52.889
Then it might be time to direct to an alternative behaviour.

908 "Terri Werner" (380173824)
01:48:52.889 --> 01:49:00.089
Johnny yesterday we practiced deep breathing. Would you like to practice
that now? To help you a little bit.

909 "Terri Werner" (380173824)
01:49:00.089 --> 01:49:03.959
Okay, so but you have to teach these skills.

910 "Terri Werner" (380173824)
01:49:03.959 --> 01:49:17.669
During calm times, deep breathing, you know, those self management
techniques, walking, you know, listening to your radio, whatever it is
generally teach that during com times.

911 "Terri Werner" (380173824)
01:49:17.669 --> 01:49:22.409
Another thing you can do if they haven't learned alternative desired
behaviors.

912 "Terri Werner" (380173824)
01:49:22.409 --> 01:49:27.689
You know, Johnny would going outside out on the porch.

913 "Terri Werner" (380173824)
01:49:27.689 --> 01:49:37.709
Maybe getting a drink of water, be helpful, you know, trying to get them
away from that environment and they kind of escalated the situation into
more of a common environment.

914 "Terri Werner" (380173824)
01:49:37.709 --> 01:49:43.919
And most importantly use reinforcement after the escalating of directing,
you know.

915 "Terri Werner" (380173824)
01:49:43.919 --> 01:49:50.789
And use a lot of encouragement statements, praise the person for talking
to you for.

916 "Terri Werner" (380173824)
01:49:50.789 --> 01:49:56.669
For for demonstrating that more desired behavior, because in the past
history.

917 "Terri Werner" (380173824)
01:49:56.669 --> 01:50:02.789
They've used aggression, they've kicked, they use physical aggression.

918 "Terri Werner" (380173824)
01:50:02.789 --> 01:50:10.259
To to demonstrate the these emotions, but today they may have yelled,
they may have screened.

919 "Terri Werner" (380173824)
01:50:10.259 --> 01:50:16.259
But they came to you and they started talking. Okay. So reinforce those
desired actions.

920 "Terri Werner" (380173824)
01:50:16.259 --> 01:50:23.069

So, again, empathy is being able to take the perspective of another person. You see, you look.

921 "Terri Werner" (380173824)
01:50:23.069 --> 01:50:31.079
I can tell you are okay and that really does help people who are who are having a worsening.

922 "Terri Werner" (380173824)
01:50:31.079 --> 01:50:37.739
You know, got fired from work, got it into an argument with the girlfriend. The girlfriend broke up with them.

923 "Terri Werner" (380173824)
01:50:37.739 --> 01:50:41.909
Not trying to fix it be present in the moment.

924 "Terri Werner" (380173824)
01:50:41.909 --> 01:50:48.899
Empathy all right so so we're just going to practice 1 of these and this is about Sam.

925 "Terri Werner" (380173824)
01:50:48.899 --> 01:50:52.079
And Sam has just had an argument with her roommate.

926 "Terri Werner" (380173824)
01:50:52.079 --> 01:50:56.639
She frequently lays in bed for hours crying when she's upset.

927 "Terri Werner" (380173824)
01:50:56.639 --> 01:50:59.819
But, you know what, today, she did something different.

928 "Terri Werner" (380173824)
01:50:59.819 --> 01:51:03.299
She still crying, but she texts.

929 "Terri Werner" (380173824)
01:51:03.299 --> 01:51:06.569
You about the fight and says.

930 "Terri Werner" (380173824)
01:51:06.569 --> 01:51:10.049
I'm so over this, I'm not going to take this crap anymore.

931 "Terri Werner" (380173824)
01:51:10.049 --> 01:51:13.439
So, she did something different.

932 "Terri Werner" (380173824)
01:51:13.439 --> 01:51:16.829
She put a text in and she connected to, you.

933 "Terri Werner" (380173824)
01:51:16.829 --> 01:51:24.179
So, what kind of what can you do? What is that oh, that you can use with
Sam sad.

934 "Terri Werner" (380173824)
01:51:24.179 --> 01:51:30.389
What's an open ended question? You can use any 1.

935 "Terri Werner" (380173824)
01:51:40.409 --> 01:51:44.909
Hey, Sam, what what happened, man?

936 "Terri Werner" (380173824)
01:51:44.909 --> 01:51:48.029
You seem very, very sad.

937 "Terri Werner" (380173824)
01:51:48.029 --> 01:51:52.439
Can you talk up? Can you tell me what's going on?

938 "Terri Werner" (380173824)
01:51:52.439 --> 01:52:00.509
You know, she's crying, but she, you know, so so, you know, hey, hey,
Sam, what happened.

939 "Terri Werner" (380173824)
01:52:00.509 --> 01:52:03.569
You seem really upset empathy.

940 "Terri Werner" (380173824)
01:52:03.569 --> 01:52:06.809
Wow. Encouragement. Well.

941 "Terri Werner" (380173824)
01:52:06.809 --> 01:52:10.709
You know what? It couldn't have been easy to reach out to me.

942 "Terri Werner" (380173824)
01:52:10.709 --> 01:52:23.039
You know what, um, I just appreciate that you felt comfortable and and
reaching out and talking to me about your feelings. It's not easy to do,
but you did it.

943 "Terri Werner" (380173824)
01:52:23.039 --> 01:52:27.359
You know, I'm here for you, what do you need from me?

944 "Terri Werner" (380173824)
01:52:27.359 --> 01:52:41.159
What can I do to help support you encouraging them to continue to reach
out to, to talk about their motions instead of in the past stay in bed
crying for hours and hours. This time she made a.

945 "Terri Werner" (380173824)
01:52:41.159 --> 01:52:51.059
She made she did something different, encourage that behavior to continue
by reaching out talking about those emotions. Instead of keeping the
built in.

946 "Terri Werner" (380173824)
01:52:51.059 --> 01:52:55.529
Okay.

947 "Terri Werner" (380173824)
01:52:55.529 --> 01:53:00.569
So, Steve is sitting in a chair with his head in his hands when you say.

948 "Terri Werner" (380173824)
01:53:00.569 --> 01:53:06.839
You look down, Steve what's up? You learned that he just got dumped after
2 your relationship.

949 "Terri Werner" (380173824)
01:53:06.839 --> 01:53:11.369
Okay, so so again with Steve.

950 "Terri Werner" (380173824)
01:53:11.369 --> 01:53:16.529
What is he doing that is helpful in this in this tough situation?

951 "Terri Werner" (380173824)
01:53:16.529 --> 01:53:23.009
What kind of encouragement can we provide to them?

952 "Terri Werner" (380173824)
01:53:23.009 --> 01:53:29.309
Again, it's not easy, but you did a great job, sharing your feelings and
talking about your motions.

953 "Terri Werner" (380173824)
01:53:29.309 --> 01:53:37.199
You know, that's not easy. It's not an easy thing to do, but again, I
appreciate you coming to me and talking and sharing.

954 "Terri Werner" (380173824)
01:53:37.199 --> 01:53:41.009
It's gotta be hard, you know.

955 "Terri Werner" (380173824)
01:53:41.009 --> 01:53:47.879
It's not easy, but I appreciate you talking about this with me.

956 "Terri Werner" (380173824)
01:53:47.879 --> 01:53:53.879
You know, if he's had a difficult situation, and he's got through it in
the past, you might bring that up.

957 "Terri Werner" (380173824)
01:53:53.879 --> 01:53:59.159
You know, just last week you had a very difficult situation with your
house. Maybe you cut through it.

958 "Terri Werner" (380173824)
01:53:59.159 --> 01:54:02.519
And now you can get through this too. It's not going to be easy.

959 "Terri Werner" (380173824)
01:54:02.519 --> 01:54:07.979
But you can do this. Okay so.

960 "Terri Werner" (380173824)
01:54:07.979 --> 01:54:20.964
That was hot again. It's just a very brief introduction to stay close
hot. We have a full course on stay close hot that we do a lot of hands on
activities and practicing with.

961 "Terri Werner" (380173824)
01:54:21.324 --> 01:54:27.954
So, I encourage you all if you're interested to come back to our other
trainings that where we really delve into the.

962 "Terri Werner" (380173824)
01:54:27.979 --> 01:54:42.614
These stakeholders, hot, the pivot tool, set expectations and much much
more detail. All right so the 10 common coercive podcast is an excellent
podcast. I recommend anyone watch.

963 "Terri Werner" (380173824)
01:54:43.859 --> 01:54:49.199
I watched them about once a year, because I just truly feel like it
really helps me.

964 "Terri Werner" (380173824)
01:54:49.199 --> 01:55:02.819
Better understand how I can personally a boy reacting with conversion as
much as I can. So, get out your phones again. This is the QR code to get
you to that great podcast.

965 "Terri Werner" (380173824)
01:55:02.819 --> 01:55:07.529
Here's our tools of choice course that I highly encourage you all to
attend.

966 "Terri Werner" (380173824)
01:55:07.529 --> 01:55:13.079
Um, it's a wonderful training and it has a lot more in depth information,
but most of all.

967 "Terri Werner" (380173824)
01:55:13.079 --> 01:55:21.209

Tools of choice is about practicing the skills that you've learned a
little bit about today and receiving feedback.

968 "Terri Werner" (380173824)
01:55:21.209 --> 01:55:25.109
On those practice, like, doing role plays hands on activities.

969 "Terri Werner" (380173824)
01:55:25.794 --> 01:55:35.934
Saving constructive and positive feedback that's going to improve your
chances of demonstrating those actions in the future. Okay. So great.
Great training.

970 "Terri Werner" (380173824)
01:55:36.414 --> 01:55:40.884
We also have our family coaching workshops that are during the evening
hours that.

971 "Terri Werner" (380173824)
01:55:41.189 --> 01:55:46.139
We do talk about tools of choice a little bit different set up.

972 "Terri Werner" (380173824)
01:55:46.139 --> 01:55:52.949
But there are awesome trainings for our family members that are working
during the day are guardians.

973 "Terri Werner" (380173824)
01:55:52.949 --> 01:55:58.739
Um, so excellent opportunity for those that aren't unable to attend
during the day.

974 "Terri Werner" (380173824)
01:55:58.739 --> 01:56:02.309
It is about 1130.

975 "Terri Werner" (380173824)
01:56:02.309 --> 01:56:09.029
I thank you all so much for attending today. I appreciate your
participation.

976 "Terri Werner" (380173824)
01:56:09.029 --> 01:56:13.379
And I hope you all enjoyed it and have a wonderful, wonderful afternoon.