WEBVTT

1 "Kathleen Deppeler" (482953984)
00:00:00.835 --> 00:00:12.235
Rules for everyone, I am excited that you're here today and looking
forward to spending a couple hours talking about universal positive
practices. My name's Kathleen.

2 "Kathleen Deppeler" (482953984)
00:00:12.595 --> 00:00:24.175
I'm the director of positive supports for Missouri's division of
developmental disabilities and I really love talking about tools. So, I'm
glad you're here today. Um.

3 "Kathleen Deppeler" (482953984)
00:00:24.540 --> 00:00:35.460
For the best experience today I'm going to ask you to stay muted,
although I don't think you're actually able to unmute. So that should be
pretty easy. And I'm going to encourage you to, um.

4 "Kathleen Deppeler" (482953984)
00:00:35.460 --> 00:00:46.410
Utilize the chat box, which you'll find in the bottom, right corner of
your screen. It says chat. And when you use that chat chat box, please
chat everyone.

5 "Kathleen Deppeler" (482953984)
00:00:46.410 --> 00:00:58.915
I was going to be the best way for us to interact today and this is an
interactive training so use that chat box and I would also encourage you
to grab some paper for notes and we're going to do a few activities.

6 "Kathleen Deppeler" (482953984)
00:00:58.915 --> 00:01:02.995
So, it'd be nice if you had some paper to sketch out your ideas.

7 "Kathleen Deppeler" (482953984)
00:01:05.425 --> 00:01:18.295
So, today you're going to have the opportunity to learn about what
universal strategies is, we're going to share some fundamental facts of
behavior. So, the underlying reasons for the strategies that we're
suggesting.

8 "Kathleen Deppeler" (482953984)
00:01:20.605 --> 00:01:31.615
We're going to talk about the categories of behavior we're going to give
you 4 types and that can help you identify some target behaviors for
change. We're also going to talk about coercion and punishment in the
effects.

9 "Kathleen Deppeler" (482953984)
00:01:31.615 --> 00:01:43.885

And when we talk about coercion and punishment, and the effects, think it will highlight why? We suggest that you try to avoid those. We're going to be 10 common examples, are examples of common conversions.

10 "Kathleen Deppeler" (482953984)
00:01:44.905 --> 00:01:49.915
And we're also going to provide some strategies for some proactive preventative things that you can.

11 "Kathleen Deppeler" (482953984)
00:01:50.100 --> 00:02:01.440
To increase the positivity in the environment. So again, I want to orient you to the chat box on the right bottom of your screen and.

12 "Kathleen Deppeler" (482953984)
00:02:02.455 --> 00:02:16.105
Let's use that I'd love to hear from you, you know, we're going to talk about universal positive practices, we're going to talk about motivating desirable behavior and we're going to talk about positive practices.

13 "Kathleen Deppeler" (482953984)
00:02:16.105 --> 00:02:25.615
So 1, common thing that we know is that people try to stamp out behavior. That's a common way to get rid of it. So, I'd love to hear.

14 "Kathleen Deppeler" (482953984)
00:02:26.880 --> 00:02:38.040
From you guys in the chat box, what does that look like how have you tried to get rid of bad behavior in the past or bad habits in the past.

15 "Kathleen Deppeler" (482953984)
00:02:38.040 --> 00:02:43.320
What are some strategies that that you've used to get rid of.

16 "Kathleen Deppeler" (482953984)
00:02:43.320 --> 00:02:46.320
Bad or undesirable behaviors.

17 "Kathleen Deppeler" (482953984)
00:03:07.410 --> 00:03:19.980
Sometimes, when people talk about getting rid of bad, are undesirable behaviors, you know, things look like telling someone to stop. That's a strategy that you might use in the moment. Um.

18 "Kathleen Deppeler" (482953984)
00:03:19.980 --> 00:03:26.250
What are some other ways that you've tried to, or what are some ways? You've tried to get rid of bad behaviors in the past.

19 "Kathleen Deppeler" (482953984)
00:03:30.720 --> 00:03:34.920
Redirection or attempting to turn the turn.

20 "Kathleen Deppeler" (482953984)

00:03:34.920 --> 00:03:38.490
Thanks you guys are either coming in fast uh, wow.

21 "Kathleen Deppeler" (482953984)
00:03:39.955 --> 00:03:50.785
Attempt to turn the negative into a positive okay. Restrictions or
timeout. Lisa says cat says grounding Maslin says time out. So these are
pretty pretty similar. Some common themes here.

22 "Kathleen Deppeler" (482953984)
00:03:50.785 --> 00:03:58.285
Redirect is another 1 an award system Kathy says Natalie says ignoring
or.

23 "Kathleen Deppeler" (482953984)
00:03:58.620 --> 00:04:03.870
If the intent of the behavior is to get attention, that adds some
clarity. Thank you.

24 "Kathleen Deppeler" (482953984)
00:04:03.870 --> 00:04:08.040
So, ignore if the behavior of intent is.

25 "Kathleen Deppeler" (482953984)
00:04:08.040 --> 00:04:12.000
Attention and then.

26 "Kathleen Deppeler" (482953984)
00:04:13.045 --> 00:04:22.345
Using humor. Okay, those are great. So, there's some really I've I've
heard most of those modeling replacement behaviors. Jeremy says, okay
heard lots of these before.

27 "Kathleen Deppeler" (482953984)
00:04:22.345 --> 00:04:35.305
A couple of them definitely represent that stamp out idea and a few of
them also represent the shift towards positive like, modeling replacement
behaviors I think is a great example of that shift towards positive
strategies. So.

28 "Kathleen Deppeler" (482953984)
00:04:35.639 --> 00:04:49.199
Let's talk about what we need Thank you for your sharing in
participation. Let's talk about what we mean about positive behavior
support so there's really a lot that goes into this this definition. So.

29 "Kathleen Deppeler" (482953984)
00:04:49.644 --> 00:04:58.944
But the science of behavior analysis, or the science of behavior has been
formally investigated and demonstrating the science of behavior since the
940 s,

30 "Kathleen Deppeler" (482953984)
00:04:58.944 --> 00:05:09.054

there are hundreds of thousands of studies and demonstrations of these
principles and techniques and many programs in treatment projects,
schools, training curriculums,

31 "Kathleen Deppeler" (482953984)
00:05:09.054 --> 00:05:15.564
use the principles and science of behavior. science of behavior

32 "Kathleen Deppeler" (482953984)
00:05:17.694 --> 00:05:27.414
Positive behavior support uses the public health model as a structure for
these positive behavior, support intervention. So, for these positive
practice interventions.

33 "Kathleen Deppeler" (482953984)
00:05:27.444 --> 00:05:33.594
So, using this triangle, you see here on the slide, the red yellow,
green, um.

34 "Kathleen Deppeler" (482953984)
00:05:33.989 --> 00:05:41.459
I want to explain this public health model strategy for implementing
positive behavior support. So.

35 "Kathleen Deppeler" (482953984)
00:05:41.459 --> 00:05:52.019
When you look at, when you look at the bottom, this green base, it
represents the universal strategies that support the quality of life for
an entire population.

36 "Kathleen Deppeler" (482953984)
00:05:52.019 --> 00:06:02.339
80 to 90% of people will need only those universal healthy, positive
practices for a high quality of life.

37 "Kathleen Deppeler" (482953984)
00:06:03.629 --> 00:06:11.634
And then when you look at that next layer, that yellow layer, that center
represents the population of people at risk for poor outcomes.

38 "Kathleen Deppeler" (482953984)
00:06:11.634 --> 00:06:20.634
So, the interventions of this population often, look like an extra scoop
of that universal strategy, that green green area, at the bottom,

39 "Kathleen Deppeler" (482953984)
00:06:20.634 --> 00:06:33.624
the basis of everything else often looks like an extra scoop and it's a
targeted intervention that's intended to be short term and faded as risk.
Decreases into just that universal level.

40 "Kathleen Deppeler" (482953984)
00:06:33.629 --> 00:06:34.589
Of support.

41 "Kathleen Deppeler" (482953984)
00:06:36.929 --> 00:06:49.974
And then if you look at that top that read at the top of the triangle, that represents those, those people in crisis, and in need of short term intensive supports, and in a healthy population 5, to 10,

42 "Kathleen Deppeler" (482953984)
00:06:49.974 --> 00:07:02.094
5% of people might need this level of support. So, it's important to talk about this because today's content is all that green. This is universal stuff. This is not, um. um

43 "Kathleen Deppeler" (482953984)
00:07:02.459 --> 00:07:10.734
These aren't strategies that you might use with a person with disabilities or strategies you might use with children or adolescents.

44 "Kathleen Deppeler" (482953984)
00:07:11.094 --> 00:07:19.854
These are strategies that everybody needs for a high quality of life to build strong relationships and to live a life free of coercion. So.

45 "Kathleen Deppeler" (482953984)
00:07:20.604 --> 00:07:23.934
It's important that we that we talk about this,

46 "Kathleen Deppeler" (482953984)
00:07:23.934 --> 00:07:37.584
because these strategies are not intended to solve all the problems they're really intended to be the base of any and other intervention if we're not using these universal positive practices consistently and with fidelity,

47 "Kathleen Deppeler" (482953984)
00:07:37.764 --> 00:07:40.854
then all those other other interventions that we might.

48 "Kathleen Deppeler" (482953984)
00:07:41.189 --> 00:07:52.799
That we might provide a person are going to be less effective because we haven't done that base level of support. So, that's what this training is really about this base level of support that.

49 "Kathleen Deppeler" (482953984)
00:07:53.094 --> 00:08:05.544
That everybody needs for a high quality of life. Now, this shift to positive practices can be difficult, because it is a big shift. It's a cultural shift.

50 "Kathleen Deppeler" (482953984)
00:08:05.604 --> 00:08:10.494
And so the focus of this shift is really to focus on being kind and caring all the time.

51 "Kathleen Deppeler" (482953984)
00:08:10.794 --> 00:08:22.794
We want to avoid making things worse for people, you know, we don't have to be mean or cold or angry or upset when, when someone's having a hard time to teach them. The other thing being.

52 "Kathleen Deppeler" (482953984)
00:08:22.799 --> 00:08:32.249
Kind and non emotional can be more effective than calming a situation down. So we really want to avoid creating those worsening for people.

53 "Kathleen Deppeler" (482953984)
00:08:32.249 --> 00:08:42.719
We want to keep our cool wanna avoid taking things personally or emotionally even when they feel very personal and emotional.

54 "Kathleen Deppeler" (482953984)
00:08:43.224 --> 00:08:57.864
And, you know, making this shift doesn't mean that people are getting away with undesirable behavior and we're responding in a different way. And that's really hard because we have practice coercion a lot. We practice providing punitive kind of consequences.

55 "Kathleen Deppeler" (482953984)
00:08:58.644 --> 00:09:12.654
Our society does that. Which has been modeled for us that's why we practiced it so much. It's what we've seen. Um, and so, you know, this is really a counter approach to a lot of what we've been taught and what we've experienced and seen ourselves.

56 "Kathleen Deppeler" (482953984)
00:09:12.719 --> 00:09:14.459
So, um.

57 "Kathleen Deppeler" (482953984)
00:09:14.459 --> 00:09:19.559
It is a big shift and I would encourage you to be, um.

58 "Kathleen Deppeler" (482953984)
00:09:20.184 --> 00:09:32.154
Avoid being being cynical about about the strategies, but skeptics skeptical is great, you know, weighing the evidence for the strategies that we're suggesting,

59 "Kathleen Deppeler" (482953984)
00:09:32.184 --> 00:09:45.084
and that that's certainly encouraged. And another thing I would say is, you know, this is a universal strategy. So, as we go through this content today, I, I would ask that, you.

60 "Kathleen Deppeler" (482953984)
00:09:45.624 --> 00:09:59.514

Think universally about this are there is there an important relationship
in your life? You know, this doesn't have to be about work or anything.
It's really about being a community member, and being helpful, positive
force in the community.

61 "Kathleen Deppeler" (482953984)
00:09:59.514 --> 00:10:06.234
So think of those other relationships in your life that are important to
you, and how these strategies might affect those relationships and make
them stronger.

62 "Kathleen Deppeler" (482953984)
00:10:09.444 --> 00:10:19.074
So, let's talk, what is behavior if you had to explain behavior to
somebody who doesn't speak English somebody who just says no concept, how
would you explain behavior?

63 "Kathleen Deppeler" (482953984)
00:10:19.074 --> 00:10:24.594
Go ahead and go to the chat box and tell us what is behavior what's your
definition for behavior?

64 "Kathleen Deppeler" (482953984)
00:10:34.949 --> 00:10:39.149
As actions, yes, that's great.

65 "Kathleen Deppeler" (482953984)
00:10:42.059 --> 00:10:46.499
Can be a method of communication you guys are fast this is going. Okay.
Um.

66 "Kathleen Deppeler" (482953984)
00:10:46.499 --> 00:10:51.569
That says can be a method of communication. Carol says away someone
conducts themselves. It's great.

67 "Kathleen Deppeler" (482953984)
00:10:54.804 --> 00:11:08.334
Maslin says anything that a person does. That's measurable and
observable. It's like textbook. Right there. Shelley says how can how you
conduct yourself. Cathy's says action trying to address a need. These are
great.

68 "Kathleen Deppeler" (482953984)
00:11:08.364 --> 00:11:21.264
Sheila learned and interactive. Lisa says communication and reaction to
the environment or situation. How someone reacts to their emotions
because Sandra says these are great. There's some themes here that I see.

69 "Kathleen Deppeler" (482953984)
00:11:21.569 --> 00:11:24.359
Was the big 1 communication was another 1.

70 "Kathleen Deppeler" (482953984)

00:11:24.359 --> 00:11:28.079
Um, really great.

71 "Kathleen Deppeler" (482953984)
00:11:29.364 --> 00:11:44.154
And reaction was another thing, I think, and learned. These are great.
Okay. So, my, our definition of behavior that we're going to use for the
rest of today is really similar. And I think complements what a lot of
you guys said.

72 "Kathleen Deppeler" (482953984)
00:11:44.154 --> 00:11:47.844
So, anything that a person does that can be seen.

73 "Kathleen Deppeler" (482953984)
00:11:48.119 --> 00:11:56.639
Uncounted, I really want to emphasize the word anything anything a person
does that can be seen encountered. Um.

74 "Kathleen Deppeler" (482953984)
00:11:57.084 --> 00:12:06.444
So that's really an expansive definition of behavior. A lot of times when
we think about behavior, we think about that negative stuff that
undesirable stuff. And that really takes over our definition.

75 "Kathleen Deppeler" (482953984)
00:12:07.314 --> 00:12:18.684
This shift to a positive focus is going to require us to expand that
really consider anything in the environment, anything that a person does
that can be seen and counted. That's a behavior.

76 "Kathleen Deppeler" (482953984)
00:12:18.924 --> 00:12:23.244
And when we expand our definition of behavior, we're going to start to
see a lot of other things in our environment.

77 "Kathleen Deppeler" (482953984)
00:12:23.519 --> 00:12:32.729
So, I have a blank slide here, and I would like to fill this up with
behaviors. You guys are doing a great job at the chat box. Go ahead and
go back there.

78 "Kathleen Deppeler" (482953984)
00:12:32.729 --> 00:12:36.809
And tell me what are some behaviors, I just want to write all over this.

79 "Kathleen Deppeler" (482953984)
00:12:36.809 --> 00:12:46.649
Different behaviors so sitting right.

80 "Kathleen Deppeler" (482953984)
00:12:46.649 --> 00:12:55.979
Smiling and I'm just going to take them out of the chat box and put them
up here for everybody to see.

81 "Kathleen Deppeler" (482953984)
00:12:55.979 --> 00:13:00.179
And when I spell them wrong, please don't judge me.

82 "Kathleen Deppeler" (482953984)
00:13:00.179 --> 00:13:09.629
Playing great keep them coming. I want to fill this up.

83 "Kathleen Deppeler" (482953984)
00:13:25.559 --> 00:13:36.359
About 3 more.

84 "Kathleen Deppeler" (482953984)
00:13:47.879 --> 00:13:51.569
Thank you asking you shall receive. Okay.

85 "Kathleen Deppeler" (482953984)
00:13:54.419 --> 00:14:00.509
Okay is a great list guys. I am going to pick a new color. Oh, yelling.
Thanks.

86 "Kathleen Deppeler" (482953984)
00:14:01.559 --> 00:14:12.959
I'm gonna pick a new color. I'm going to start circling things and as I
circle them, I want you to compare them to the unsold things. What's
different about the things that I circle.

87 "Kathleen Deppeler" (482953984)
00:14:32.039 --> 00:14:46.824
You noticed about the things that I'm circling, they're negative or
undesired. Wow. You guys got it. It's a sea of negative now popping up in
the chatbots. Exactly.

88 "Kathleen Deppeler" (482953984)
00:14:47.424 --> 00:15:01.404
So, you know, I want to encourage you that just a little bit more than
half of the behaviors that we shouted out were were negative. And the
other half were some, some desirable behaviors.

89 "Kathleen Deppeler" (482953984)
00:15:02.904 --> 00:15:06.653
So, that's exciting. You guys are starting to expand that definition.

90 "Kathleen Deppeler" (482953984)
00:15:06.653 --> 00:15:17.934
I want you to consider continually expanding expanding and, you know, as
you, as you expand that, ideally, we're identifying more and more of
those just okay.

91 "Kathleen Deppeler" (482953984)
00:15:18.714 --> 00:15:22.584
Behaviors that that are happening in the environment. So.

92 "Kathleen Deppeler" (482953984)
00:15:24.054 --> 00:15:31.824
Still happens that when we think about behavior, we often think about undesirable things and as we move and shift to a more positive focus,

93 "Kathleen Deppeler" (482953984)
00:15:31.824 --> 00:15:41.364
we're going to expand our definition and start thinking about and really looking for prioritizing identifying desirable behaviors. Okay.

94 "Kathleen Deppeler" (482953984)
00:15:41.604 --> 00:15:52.854
I'm going to pick a new color now, and I am going to circle some more things and as I circle them, I'd like you to consider again. What is different about what.

95 "Kathleen Deppeler" (482953984)
00:15:52.859 --> 00:15:55.889
I am circling.

96 "Kathleen Deppeler" (482953984)
00:15:57.719 --> 00:16:01.769
Then the ones that I am, not some of these are kind of.

97 "Kathleen Deppeler" (482953984)
00:16:03.089 --> 00:16:15.179
Hard, what do you notice about the ones I'm circling.

98 "Kathleen Deppeler" (482953984)
00:16:18.629 --> 00:16:33.449
Intentional Sheila says, okay, I think I've got them all not specific says.

99 "Kathleen Deppeler" (482953984)
00:16:38.639 --> 00:16:41.969
Just going to wait a 2nd and see if anything else comes through.

100 "Kathleen Deppeler" (482953984)
00:16:42.714 --> 00:16:51.624
Otherwise, I think, honestly, madelyn you really hit the nail on the head right there. So they're not specific, you know, and I kind of went back and forth about a couple of them like, interrupting.

101 "Kathleen Deppeler" (482953984)
00:16:51.624 --> 00:17:03.174
I was like, is that that's like, kind of specific, but not really because think all the ways you can interrupt if you've been around a 5 year old, you've probably seen a lot of different ways that that people can interrupt. So.

102 "Kathleen Deppeler" (482953984)
00:17:03.449 --> 00:17:16.584
Interrupting looks different based on the context of the environment. It could look like, pull it on the back of your sweater. It could also look

like, hopping in between 2. people talking so many ways to interrupt playing playing what?

103 "Kathleen Deppeler" (482953984)
00:17:16.854 --> 00:17:25.914
You could be playing a gazillion things. It's just not very specific. I don't really know what's going on exercising. Same thing all the different ways. You can exercise versus saying something like.

104 "Kathleen Deppeler" (482953984)
00:17:26.159 --> 00:17:35.189
Use the treadmill for 30 minutes at 3.0 miles per hour. That's very specific. And measurable.

105 "Kathleen Deppeler" (482953984)
00:17:35.634 --> 00:17:49.944
So, the other thing that we often do, when we talk about behaviors is talk about the big old categories and 1 thing that really helps us start shifting to that focus of desirable behaviors and expanding our definition is thinking about the specific things that are occurring.

106 "Kathleen Deppeler" (482953984)
00:17:49.944 --> 00:17:59.814
And avoiding the big old categories. Another reason that's really helpful is because it's difficult to see change over time when you're lumping a bunch of stuff together in a big category.

107 "Kathleen Deppeler" (482953984)
00:18:00.599 --> 00:18:15.029
For example, let's say that yesterday I was interrupted by someone stepping in between me and shouting. I need you. I need you. I need you.

108 "Kathleen Deppeler" (482953984)
00:18:15.029 --> 00:18:23.579
And today they interrupted by pulling on my sleeve while standing next to me and quietly.

109 "Kathleen Deppeler" (482953984)
00:18:23.579 --> 00:18:27.174
They just kept pulling on my sleeve. Both of those things were interrupting.

110 "Kathleen Deppeler" (482953984)
00:18:27.174 --> 00:18:39.744
And if I was just thinking about them in that legal category, I wouldn't see the really vast improvement of the of the decrease in the intensity of that interruption. In the 1st time.

111 "Kathleen Deppeler" (482953984)
00:18:39.744 --> 00:18:53.574
It was, I need you I need to do I need to in my face and the next day, there was a real decrease in that behavior, because it was just pulling on on my sleeve. So when we talk about behavior using those measurable, observable terms using word.

112 "Kathleen Deppeler" (482953984)
00:18:53.579 --> 00:19:03.749
Things you can see in count being done, then you're able to see that change in behavior over time and that's going to really help us to.

113 "Kathleen Deppeler" (482953984)
00:19:03.749 --> 00:19:17.459
To continue to see improvement build upon that improvement. So also going to make sure that everybody who might be in on this situation and supporting is on the same page about what behaviors are occurring. So we want to use.

114 "Kathleen Deppeler" (482953984)
00:19:17.459 --> 00:19:27.449
Measurable specific terms who want to use specific actions and that those big old categories of interrupting or non compliant, that kind of stuff.

115 "Kathleen Deppeler" (482953984)
00:19:27.449 --> 00:19:39.449
So Here's an example instead of saying, Kathleen is rude. Someone could say Kathleen said oh, my God. Do you see what she is wearing so loud that that person heard them.

116 "Kathleen Deppeler" (482953984)
00:19:39.864 --> 00:19:49.854
So now, I know that in the future, I can look for Kathleen to reduce her her behaviors by being quieter, rude comments. That would be an improvement.

117 "Kathleen Deppeler" (482953984)
00:19:50.394 --> 00:19:57.024
But if we just can say Kathleen is rude, then we're not going to see those changes in in my behavior. Over time.

118 "Kathleen Deppeler" (482953984)
00:19:57.924 --> 00:19:58.164
Now,

119 "Kathleen Deppeler" (482953984)
00:19:58.164 --> 00:20:12.624
sometimes it is helpful to talk about a behavior in a big category and that's when you think about how you might respond and so lumping those measurable specific behaviors into a category can be really helpful as we target behaviors for

120 "Kathleen Deppeler" (482953984)
00:20:12.624 --> 00:20:19.434
change. And so we have 4 categories here that we refer to continuously throughout the rest of this program.

121 "Kathleen Deppeler" (482953984)
00:20:20.069 --> 00:20:27.329

The 1st, 2 are desirable types of behaviors significant and just okay so significant are those big deal things.

122 "Kathleen Deppeler" (482953984)
00:20:27.329 --> 00:20:39.989
The quality of life improvers the, the skills of daily living that help people's lives be better in the chat box. Go ahead. Tell me what would be a significant desirable behavior for you.

123 "Kathleen Deppeler" (482953984)
00:20:39.989 --> 00:20:51.629
Something that makes life better. It's a big thing. It's not happen all the time. It would be like, if you start doing that significant desirable behavior would be a huge life. improver. What's an example of that?

124 "Kathleen Deppeler" (482953984)
00:20:59.189 --> 00:21:05.729
Cooperation following through on a task following through on it on the task.

125 "Kathleen Deppeler" (482953984)
00:21:05.729 --> 00:21:09.419
That would be a significant, desirable behavior. I can see that.

126 "Kathleen Deppeler" (482953984)
00:21:09.419 --> 00:21:17.669
Now, for somebody who, you know, routinely completes tasks, knocks all that stuff off their list.

127 "Kathleen Deppeler" (482953984)
00:21:17.669 --> 00:21:23.699
That would be just an okay behavior. Maybe 1 behavior. I like to talk about.

128 "Kathleen Deppeler" (482953984)
00:21:23.699 --> 00:21:38.459
When I talk about significant desirable behaviors is going to the gym that was exercising at the gym, using the treadmill. I'll be more specific. Um, you know, that would be significant, desirable behavior for me. It's not something that's happening. There would be a great life. improver.

129 "Kathleen Deppeler" (482953984)
00:21:39.624 --> 00:21:53.094
Completing their morning routine mail says doing each step in that morning routine eating healthy, so following a healthy diet, that would be a significant desirable behavior,

130 "Kathleen Deppeler" (482953984)
00:21:53.574 --> 00:22:08.034
probably for most people some people it's just okay. Just really into chickpeas you. Congratulations. Okay. So significant desirable behavior. Those big deal things that we want to teach model increase.

131 "Kathleen Deppeler" (482953984)
00:22:08.459 --> 00:22:20.004
Big deal quality of life improvers and then there's the just okay. Stuff. This is the stuff that we're probably not really noticing happening. You know, I think shutting the door after you walk in the house is a good example.

132 "Kathleen Deppeler" (482953984)
00:22:20.184 --> 00:22:29.454
You know, it's kind of expected and it really only becomes a deal if you don't do it. So the just okay stuff what might be some examples of some, just okay. Behaviors.

133 "Kathleen Deppeler" (482953984)
00:22:29.699 --> 00:22:33.449
The stuff we kind of expect, um.

134 "Kathleen Deppeler" (482953984)
00:22:33.534 --> 00:22:47.784
And people are pretty, pretty good at doing. They're just, okay if I use my exercise example, you know, if you are Michael Phelps exercising is just okay behavior.

135 "Kathleen Deppeler" (482953984)
00:22:47.784 --> 00:22:56.724
You do it all the time. He doesn't need a bunch of out of voice, but he needs 1 every once in a while. Madeline says, saying, please, and thank you. Exactly. That's just okay. Behavior.

136 "Kathleen Deppeler" (482953984)
00:22:56.904 --> 00:23:03.354
That's a good example, too of like, you know, it really only gets the response to reinforce.

137 "Kathleen Deppeler" (482953984)
00:23:03.449 --> 00:23:06.419
When it when it doesn't happen, then it gets a response.

138 "Kathleen Deppeler" (482953984)
00:23:06.419 --> 00:23:20.309
Okay, so the just okay behaviors, then there's the undesirable and I want to talk about Sirius 1st, because I think it's easier to consider junk after, you know, what series is so serious are things that are.

139 "Kathleen Deppeler" (482953984)
00:23:20.309 --> 00:23:30.029
Physically harmful, physically harmful to themselves. Others, property or legal. Those are things that we want to intervene. Who want to.

140 "Kathleen Deppeler" (482953984)
00:23:30.894 --> 00:23:44.094
Stop from happening and we're going to talk about a skill called staples hat that's really useful. And with serious behavior and then there's the annoying junk and that's also undesirable. And it's undesirable stuff.

141 "Kathleen Deppeler" (482953984)
00:23:44.094 --> 00:23:51.684
That's not physically harmful to themselves others, property or illegal,
but is really unhelpful.

142 "Kathleen Deppeler" (482953984)
00:23:51.959 --> 00:24:05.424
It is probably socially unacceptable it may have, at 1 point, been age
typical behavior and they never learned the other thing to do. They're
still doing it. This is the stuff we spend a lot of time on. It's very
distracting again.

143 "Kathleen Deppeler" (482953984)
00:24:05.424 --> 00:24:18.594
It's not physically harmful to themselves. Others property or legal, but
definitely socially harmful put some barriers around the person for
friendship and doing some of those more significant and just okay.
Desirable behaviors.

144 "Kathleen Deppeler" (482953984)
00:24:19.494 --> 00:24:33.174
So so continuing that, let's continue that exercise example. So, you
know, the person who goes to the gym just to, like, stare at it and
liberate people or hit on people, that's junk.

145 "Kathleen Deppeler" (482953984)
00:24:33.594 --> 00:24:47.184
It's not physically harmful to themselves. Others property are illegal,
but it's gross. It's not gonna help them make any friends and nobody
likes it super distracting and then exercising serious. If you are
injured.

146 "Kathleen Deppeler" (482953984)
00:24:47.519 --> 00:24:59.729
And you need to rest that would be serious behavior to go to the gym and
exercise. It is, it could be physically harmful to you to exercise at
that point. So, we took that same behavior.

147 "Kathleen Deppeler" (482953984)
00:24:59.729 --> 00:25:08.279
And based on the environment, based on the contacts, the person, their
skill set, it really depends. Um.

148 "Kathleen Deppeler" (482953984)
00:25:08.724 --> 00:25:19.284
Where that behavior might go what category that might go to so, let's
review this 1 more time these categories significant, desirable, those
big deal quality of life. improvers.

149 "Kathleen Deppeler" (482953984)
00:25:19.284 --> 00:25:25.014
These are the things we really want to spend our time teaching modeling
and paying off big time.

150 "Kathleen Deppeler" (482953984)
00:25:25.349 --> 00:25:38.459
Just okay behaviors these again, we're probably not noticing a lot of
these are just the typical stuff that's happening in the environment and
I want to submit for consideration that these.

151 "Kathleen Deppeler" (482953984)
00:25:38.574 --> 00:25:49.494
Are your opportunity these are our opportunity to infuse an environment
with additional positive feedback with the with relationship building
opportunities um, these just okay.

152 "Kathleen Deppeler" (482953984)
00:25:49.494 --> 00:25:58.554
Behaviors are a big queue that we need to start looking for, and jumping
on and utilizing. So this is just okay, is the opportunity.

153 "Kathleen Deppeler" (482953984)
00:25:59.309 --> 00:26:14.099
And then there's the junk, and this is where we're spending a lot of our
time and we're really, probably using a lot of those skills we talked
about earlier where we're trying to stamp out or just stop that behavior.
It's annoying and striving us dots. And we just wanted to stop.

154 "Kathleen Deppeler" (482953984)
00:26:14.099 --> 00:26:23.339
We're going to talk about school called pivot that can help make that
this kind of behavior. This junk behavior happen less often.

155 "Kathleen Deppeler" (482953984)
00:26:23.339 --> 00:26:28.259
Make it less likely to happen in the future so we're going talk about
that pivot skill here in a little while.

156 "Kathleen Deppeler" (482953984)
00:26:28.259 --> 00:26:38.309
So, again, our definition are things that are not physically harmful to
themselves, others properly or legal, but there are annoying. They are
not helpful.

157 "Kathleen Deppeler" (482953984)
00:26:38.309 --> 00:26:51.119
And they're really holding people back and let's talk about some we've
seen, I think there might have been some on our list earlier. What are
some junk behaviors? There's some junk behaviors.

158 "Kathleen Deppeler" (482953984)
00:26:52.829 --> 00:27:06.774
Some examples, you know, cursing on here,

159 "Kathleen Deppeler" (482953984)
00:27:06.804 --> 00:27:08.424
we can probably just find someone here.

160 "Kathleen Deppeler" (482953984)
00:27:09.774 --> 00:27:23.334
There's some junk behaviors on here rolling eyes. She listed the perfect
example. Whining. Maslin says constantly talking. Yes. Pouting. Yep,
these are great examples.

161 "Kathleen Deppeler" (482953984)
00:27:23.364 --> 00:27:37.974
Not physically harmful, but they're definitely annoying. They're probably
getting a reaction these days. They're definitely not helping the person,
you know, move on or do great things either. Flipping your hair. You're
going to see some of that here.

162 "Kathleen Deppeler" (482953984)
00:27:37.974 --> 00:27:38.454
Sorry?

163 "Kathleen Deppeler" (482953984)
00:27:38.759 --> 00:27:40.859
Fake burping.

164 "Kathleen Deppeler" (482953984)
00:27:40.859 --> 00:27:45.479
Um, great examples. Those are great examples of junk behavior.

165 "Kathleen Deppeler" (482953984)
00:27:48.599 --> 00:27:53.309
When you think about those junk behaviors, um.

166 "Kathleen Deppeler" (482953984)
00:27:53.309 --> 00:27:57.839
Following people around that's a great 1. so.

167 "Kathleen Deppeler" (482953984)
00:27:57.839 --> 00:28:02.699
When you think about these behaviors, these junk behaviors.

168 "Kathleen Deppeler" (482953984)
00:28:02.699 --> 00:28:08.609
Specifically, what do people get out of them? Why do you think that
they're doing them?

169 "Kathleen Deppeler" (482953984)
00:28:08.609 --> 00:28:18.299
Where are people flipping their hair fake burping or pouting or whining
or constantly? These are just such great examples. Guys. What? What are
people getting out of it? Why are they doing it?

170 "Kathleen Deppeler" (482953984)
00:28:18.299 --> 00:28:28.799
Attention Natalie says oh, and Carol says, Stephanie says there's all at
once attention habits that says.

171 "Kathleen Deppeler" (482953984)
00:28:30.029 --> 00:28:39.269
Be an anxiety thing jealousy.

172 "Kathleen Deppeler" (482953984)
00:28:39.269 --> 00:28:44.519
Sensory needs diverting. These are great guys.

173 "Kathleen Deppeler" (482953984)
00:28:44.519 --> 00:28:47.789
You know, 1 thing that I, that I am seeing in these.

174 "Kathleen Deppeler" (482953984)
00:28:47.789 --> 00:28:55.529
Is a lot of empathy for why a person might be doing this you know, they
want attention. That's pretty understandable. Um.

175 "Kathleen Deppeler" (482953984)
00:28:55.529 --> 00:29:00.359
They're avoiding something they don't like I think we all do that. Right?

176 "Kathleen Deppeler" (482953984)
00:29:00.359 --> 00:29:06.719
So, I see a lot of empathy in there in here and I think that's important
because as we shift away from.

177 "Kathleen Deppeler" (482953984)
00:29:07.104 --> 00:29:21.114
Trying to provide a different response to jump behavior. The pivot that I
mentioned earlier, it's really important to think about why a person's
doing it and that can help motivate us to provide that different response
in, in doing that.

178 "Kathleen Deppeler" (482953984)
00:29:21.114 --> 00:29:23.004
We can make that behavior happen less often.

179 "Kathleen Deppeler" (482953984)
00:29:25.164 --> 00:29:36.294
So, let's think what behavior is not junk. We talked about serious
behavior and things that are not that are physically harmful to
themselves, others, property or legal, and we should intervene.

180 "Kathleen Deppeler" (482953984)
00:29:36.474 --> 00:29:46.644
And so Here's some examples on the screen, you know, someone's getting
hit, throwing somebody throws a chair, they're making their head with
force. People can get hurt and we need to intervene. So.

181 "Kathleen Deppeler" (482953984)
00:29:47.009 --> 00:29:54.389
A couple of things we can do is 1 play in a hat we can have a safety
crisis plan and if you take your phone and the camera.

182 "Kathleen Deppeler" (482953984)
00:29:54.389 --> 00:29:58.709
And hover over this QR code here.

183 "Kathleen Deppeler" (482953984)
00:29:58.709 --> 00:30:05.279
It will take you to some information about safety crisis planning.

184 "Kathleen Deppeler" (482953984)
00:30:05.279 --> 00:30:08.639
And I'm going to put that.

185 "Kathleen Deppeler" (482953984)
00:30:08.639 --> 00:30:12.539
Put the link in the chat box as well.

186 "Kathleen Deppeler" (482953984)
00:30:12.539 --> 00:30:18.899
So, have a plan come up with the safety crisis plan and be prepared for those times. If.

187 "Kathleen Deppeler" (482953984)
00:30:18.899 --> 00:30:26.129
That someone might need some additional help. We're also going to talk about a Staples hot skill, which is really helpful as well.

188 "Kathleen Deppeler" (482953984)
00:30:26.129 --> 00:30:35.549
The other thing that we can do is our safety crisis clean is not effective and we're still needing help. Someone is still in crisis. We can.

189 "Kathleen Deppeler" (482953984)
00:30:36.839 --> 00:30:49.409
We can use this 988 to get some support. So this is for behavioral health crisis. And again, you can scan this QR code and get some more information about 988 and how it can help. People are experiencing.

190 "Kathleen Deppeler" (482953984)
00:30:49.409 --> 00:30:53.519
Behavioral health crises, so.

191 "Kathleen Deppeler" (482953984)
00:30:53.519 --> 00:31:05.849
1, more time, just, let's look at some of these significant, desirable behaviors, mixing and ingredients per cake. That's such a great significant, desirable behavior for lots of people for others. That might be just okay.

192 "Kathleen Deppeler" (482953984)
00:31:07.194 --> 00:31:18.834
Reading a book writing a letter avoiding coercion, threatened that a significant star behavior for everyone just okay. Things like answering the questions. And thank you serious again.

193 "Kathleen Deppeler" (482953984)
00:31:18.834 --> 00:31:23.274
Things that are physically harmful like getting hit or illegal like
taking your clothes off in public.

194 "Kathleen Deppeler" (482953984)
00:31:24.204 --> 00:31:38.274
Annoying things be cursing, spitting burping threatening and again, you
know, depending on the context of the environment that could end up in a
different place. For example, if you spit on a cop, or if you spit on a
bus driver, that's illegal. Then serious behavior.

195 "Kathleen Deppeler" (482953984)
00:31:38.699 --> 00:31:51.809
Okay, so based on the context of the environment, the person what's
happening, behavior can be categorized into these. And when we do that,
you can help us determine what response might be best.

196 "Kathleen Deppeler" (482953984)
00:31:53.454 --> 00:32:04.524
Okay, the other foundational component of the strategies that we're going
to share are these fundamental facts of behavior. So the 1st, 1, being
the environment is responsible for the behavior.

197 "Kathleen Deppeler" (482953984)
00:32:04.794 --> 00:32:11.094
So that environment includes a person's history. It includes their
physiology.

198 "Kathleen Deppeler" (482953984)
00:32:11.094 --> 00:32:20.394
How they're feeling right now, it includes their past experiences and
what we know is that the, the behaviors right? So.

199 "Kathleen Deppeler" (482953984)
00:32:20.879 --> 00:32:33.474
And I don't mean, it's right like, it was the right thing for Sally to
yell, or at someone, or curse them out or whatever. I mean, it was the
right behavior as in. It's what they knew to do in the moment to meet
their needs.

200 "Kathleen Deppeler" (482953984)
00:32:33.474 --> 00:32:47.904
So, given their history, given the environment that they're in, it's the
behavior that should occur, because that's what they knew to do, and we
can change that behavior by changing the environment by looking at the
consequences and shifting the things in that situation to be different.
So.

201 "Kathleen Deppeler" (482953984)
00:32:48.329 --> 00:32:59.819

The environment is responsible for for the behavior, and we can make changes in the environment that make it more likely desirable behavior occurs and less really for the undesirable behavior to occur.

202 "Kathleen Deppeler" (482953984)
00:33:01.739 --> 00:33:16.134
We need to consider consequences as we're going through this. So, you know, a consequence that get kind of like the definition expanding the definition of behavior. Let's expand our definition of consequences consequences. Anything that happens after the behavior.

203 "Kathleen Deppeler" (482953984)
00:33:16.314 --> 00:33:21.624
The consequence is not just a negative thing thrown at someone. It is anything that happens after behavior.

204 "Kathleen Deppeler" (482953984)
00:33:23.844 --> 00:33:38.424
So that consequence, the consequence can either strengthen a behavior and make it happen more often in the future or greater intensity, or it can weaken the behavior and make it make it less likely to occur in the future or with less intensity in the future.

205 "Kathleen Deppeler" (482953984)
00:33:39.294 --> 00:33:51.894
The only way we know is, by what happens in the future, if that behavior continues to happen, or happens more, then whatever's happening, whatever, that consequences the thing that's happening after the behavior is strengthening it and making it stronger.

206 "Kathleen Deppeler" (482953984)
00:33:52.104 --> 00:34:02.574
If we're not seeing that behavior in the future, then whatever's happening afterwards, whatever consequences occurring is weakening the behavior. So, the only way to know if a consequence is.

207 "Kathleen Deppeler" (482953984)
00:34:03.774 --> 00:34:18.564
Reinforcing or strengthening a behavior, or if it's weakening or punishing the behavior is by that behavior in the future, what happens does it happen more the reinforcing or strengthening? It? Is that behavior happening less you're weakening or punishing it.

208 "Kathleen Deppeler" (482953984)
00:34:22.589 --> 00:34:34.674
It takes time. This one's really hard. It just takes time. You know, people have experienced and environment for a period for a long period of time making changes in that environment takes time. The consistency takes time.

209 "Kathleen Deppeler" (482953984)
00:34:35.364 --> 00:34:48.174

So being patient and consistent tweaking, small things. Those are things that we want to look at time is important and that can make this this definitely hard. So, um.

210 "Kathleen Deppeler" (482953984)
00:34:48.539 --> 00:35:01.404
Patients and consistency, it's also important to consider what happened in the past the way a person responded in the past their past behavior is the best predictor of future behavior.

211 "Kathleen Deppeler" (482953984)
00:35:01.704 --> 00:35:14.304
So we can remember how things went previously. We can make a mental note. We can know we need to do things differently. We can anticipate problems before they come and prevent them. And when we do that, we're going to see more success.

212 "Kathleen Deppeler" (482953984)
00:35:14.639 --> 00:35:18.599
Going to shift things positively.

213 "Kathleen Deppeler" (482953984)
00:35:20.009 --> 00:35:31.919
Giving negative coercive, punishing consequences, creating a worse thing for people is bad for our relationships, makes people's lives worse and it's really causing more problems. Um.

214 "Kathleen Deppeler" (482953984)
00:35:31.919 --> 00:35:43.914
In that it's motivating undesirable behavior and and hurting our relationships. So we're going to avoid providing punitive consequences.

215 "Kathleen Deppeler" (482953984)
00:35:43.914 --> 00:35:50.934
We want to avoid conversion and we want to avoid that negative stuff. It is causing more problems in the long run, motivating that undesirable behavior.

216 "Kathleen Deppeler" (482953984)
00:35:53.784 --> 00:36:08.274
In the long run, baby behavior responds better to positive consequences. So shifting our focus to positive expanding our definition. And behavior really looking for opportunities to provide positive consequences is going to get us more desirable behavior change in the long run.

217 "Kathleen Deppeler" (482953984)
00:36:12.389 --> 00:36:25.139
So, again, this is this is a universal approach. These are things everybody needs for high quality of life. This is not about fixing people. It is about creating a foundation for all other interventions.

218 "Kathleen Deppeler" (482953984)
00:36:25.139 --> 00:36:34.979

It's about increasing the quality of life, so, in order to change behavior, we need to teach.

219 "Kathleen Deppeler" (482953984)
00:36:34.979 --> 00:36:43.229
Find and pay more attention to our will behavior doing desirable behavior has to pay off. It has to.

220 "Kathleen Deppeler" (482953984)
00:36:43.229 --> 00:36:46.379
Get people what they need to ask to, uh.

221 "Kathleen Deppeler" (482953984)
00:36:46.379 --> 00:36:53.399
It has to pay off it has to get reinforced has to get noticed. Those are the things they get attention.

222 "Kathleen Deppeler" (482953984)
00:36:55.139 --> 00:37:05.304
So 1 way to start making changes, start moving towards positive behavior change is by identifying some targets.

223 "Kathleen Deppeler" (482953984)
00:37:05.484 --> 00:37:11.364
So, when I, when we think about target behaviors, we think about things that we want to teach, we want to model.

224 "Kathleen Deppeler" (482953984)
00:37:11.909 --> 00:37:15.869
We want to increase happening in the environment.

225 "Kathleen Deppeler" (482953984)
00:37:15.869 --> 00:37:28.529
So, we're going to teach desirable behaviors and we're gonna we're going to really focus on those to be providing desirable consequences after they occur and that's going to strengthen and increase those.

226 "Kathleen Deppeler" (482953984)
00:37:28.529 --> 00:37:37.709
And then we also can work on identifying some things we want people to do instead and consider those as replacement behaviors. Um.

227 "Kathleen Deppeler" (482953984)
00:37:37.709 --> 00:37:51.269
And use those replacement behaviors as a weak way to weekend undesirable behaviors, make them happen less off in the future, because we're teaching and modeling and motivating those desirable replacement behaviors.

228 "Kathleen Deppeler" (482953984)
00:37:52.224 --> 00:38:06.894
So continuing down this motivating desirable behavior, we have to start putting more attention we have to start enhancing and emphasizing the desirable healthy behaviors that are happening in the environment.

229 "Kathleen Deppeler" (482953984)
00:38:07.134 --> 00:38:17.604
And when undesirable behavior happens, we really want to minimize our response to avoid that emotional response. You want to be calm, non emotional.

230 "Kathleen Deppeler" (482953984)
00:38:18.265 --> 00:38:25.915
And just minimize any reaction, we have to undesirable behaviors and then we want to teach the stuff that needs to happen instead.

231 "Kathleen Deppeler" (482953984)
00:38:26.155 --> 00:38:33.565
And when we see desirable behaviors, we really need to pay them off and associate them with big improvements in a person's life.

232 "Kathleen Deppeler" (482953984)
00:38:33.595 --> 00:38:42.355
You know, what does it mean for the person that they're able to do that now and really connect undesirable behaviors to bigger things that are possible big improvements.

233 "Kathleen Deppeler" (482953984)
00:38:44.605 --> 00:38:59.215
So, we're going to focus on desirable, healthy behaviors that we want people to do and that's where we're going to spend our time. And when those are not the things that are happening, when undesirable or inappropriate behavior is going on, we're going to minimize our response.

234 "Kathleen Deppeler" (482953984)
00:38:59.215 --> 00:39:02.935
And we're really going to avoid trying to focus on that undesirable behavior.

235 "Kathleen Deppeler" (482953984)
00:39:06.240 --> 00:39:10.170
That this is all about changing our focus.

236 "Kathleen Deppeler" (482953984)
00:39:10.170 --> 00:39:24.985
So, we're all sitting here thinking about an important relationship to us and how I'm making some changes in our interactions can improve those relationships and it's all about shifting our focus in our interactions and again,

237 "Kathleen Deppeler" (482953984)
00:39:24.985 --> 00:39:31.255
remembering that it takes time it takes time for us to change it takes time for the environment to change um.

238 "Kathleen Deppeler" (482953984)
00:39:31.945 --> 00:39:46.105

And so really, we're looking for improvement, not perfection and we kind of talked about this a little bit earlier when we talked about avoiding those big old categories of behavior and talking about behavior and measurable,

239 "Kathleen Deppeler" (482953984)
00:39:46.105 --> 00:39:59.185
specific terms it's really going to help us in looking for improvement. Over time, um, it's not that someone has to totally stop interrupting if that that interruptions become less and less intense in their in their.

240 "Kathleen Deppeler" (482953984)
00:40:00.210 --> 00:40:10.290
And then hopefully they stop interrupting at some point, but it's really about the improvement and not just total perfection. So it really takes patience. Um.

241 "Kathleen Deppeler" (482953984)
00:40:10.290 --> 00:40:14.340
Okay, the next thing we're going to talk about.

242 "Kathleen Deppeler" (482953984)
00:40:14.340 --> 00:40:24.600
Is conversion we said earlier that we're going to talk about some things that we want to avoid we're gonna we're going to share 10 common conversions. We're going to share the effects of conversion.

243 "Kathleen Deppeler" (482953984)
00:40:24.600 --> 00:40:30.660
Ian, and talk about why we, we suggest that you avoid these so.

244 "Kathleen Deppeler" (482953984)
00:40:32.425 --> 00:40:45.055
Here's a good definition. It's a person delivered punishment. Coercion is a person delivered punishment. So it's creating a worsening for a person. There's some examples here.

245 "Kathleen Deppeler" (482953984)
00:40:45.055 --> 00:40:51.835
Threats humiliation put down and when we think about discipline and teaching,

246 "Kathleen Deppeler" (482953984)
00:40:52.045 --> 00:41:00.625
we really need to think about avoiding coercion and not having systems of teaching or discipline that are based around.

247 "Kathleen Deppeler" (482953984)
00:41:00.660 --> 00:41:02.220
And, um.

248 "Kathleen Deppeler" (482953984)
00:41:02.220 --> 00:41:05.700
Conversion, it's a way that we punish people.

249 "Kathleen Deppeler" (482953984)
00:41:06.355 --> 00:41:19.375
That's the way we tell people I don't like what you're doing, or you need to stop and we're all coercive. We're going to share 10 examples here. In a minute. I just want to throw out. We're all coercive.

250 "Kathleen Deppeler" (482953984)
00:41:21.270 --> 00:41:27.510
It's the way that our society operates is the way we've been taught, um.

251 "Kathleen Deppeler" (482953984)
00:41:29.490 --> 00:41:36.810
So the problem with socially mediated punishments or coercion, is that.

252 "Kathleen Deppeler" (482953984)
00:41:38.040 --> 00:41:40.555
You're the giver you're imposing,

253 "Kathleen Deppeler" (482953984)
00:41:40.555 --> 00:41:55.375
you're the authority it's not the natural result of the behavior and so it really comes down to damaging the relationship between the person as you're as you're doing that you're delivering a worsening or or coercion or or trying to punish and it

254 "Kathleen Deppeler" (482953984)
00:41:55.375 --> 00:42:01.435
just erodes your relationships and makes the person what to avoid escape or get even so.

255 "Kathleen Deppeler" (482953984)
00:42:01.800 --> 00:42:10.890
You know, it's important that we know that these are not planned reactions. These are habitual. The things that have been modeled for us. Um.

256 "Kathleen Deppeler" (482953984)
00:42:12.480 --> 00:42:26.640
So, I just want to give a lot of empathy to, you know, when you see this list of conversions are going to be like oh, that is me I am doing that. We're all going to feel that because this is the way that we've been trained the way that things happen in our society. So it's a big shift.

257 "Kathleen Deppeler" (482953984)
00:42:28.195 --> 00:42:43.105
Uh, you know, in trying to teach people by punishing them is again, it's just going to hurt your relationship. Um, and it's also important to consider that when you're doing that we're not teaching the behavior that we want when we're using punishment or coercion.

258 "Kathleen Deppeler" (482953984)
00:42:43.410 --> 00:42:50.910
You know, discipline if we're providing punishment as discipline.

259 "Kathleen Deppeler" (482953984)
00:42:50.910 --> 00:43:05.875
We're really just motivating exactly what we don't want math as a discipline. Science is a discipline. English is a discipline. Discipline is something that's taught. It's something that's learned. And so if you're using punishment as a discipline, you're modeling and teaching and motivating. Exactly.

260 "Kathleen Deppeler" (482953984)
00:43:05.875 --> 00:43:14.455
The Bakers that you don't want so we really want to avoid using discipline using practices of teaching that are.

261 "Kathleen Deppeler" (482953984)
00:43:16.315 --> 00:43:28.495
That are coercive and in trying to use punishment, as a way to teach people, it is just going to damage our relationships. So, again, I'm going to show you 10 examples of coercion. You're going to see yourself in them.

262 "Kathleen Deppeler" (482953984)
00:43:28.855 --> 00:43:32.215
And the 1st step is to just really start to.

263 "Kathleen Deppeler" (482953984)
00:43:32.580 --> 00:43:40.560
Identify when you're doing it, you know, identify what's going on. Um.

264 "Kathleen Deppeler" (482953984)
00:43:40.560 --> 00:43:46.950
Just really want to reiterate that these are habitual reactions. They are not planned responses.

265 "Kathleen Deppeler" (482953984)
00:43:46.950 --> 00:43:57.780
We live in a in a coercive society, and we've been taught and modeled and motivated across many environments to use coercion as a response to undesirable behavior.

266 "Kathleen Deppeler" (482953984)
00:43:57.780 --> 00:44:12.025
So, our goal now is to become aware of our own coercion, our responses, when we are experiencing coercion from other people, and look for alternative ways to respond. And I'm going to share 1 of those ways to with you today, which was, which is pivot.

267 "Kathleen Deppeler" (482953984)
00:44:13.230 --> 00:44:22.650
Okay, here's the examples of common things. We're all doing questioning arguing, sarcasm and teasing verbal force.

268 "Kathleen Deppeler" (482953984)
00:44:22.650 --> 00:44:30.780

Threaten threats or threatening people criticism despair. What was me?
Lecture and logic.

269 "Kathleen Deppeler" (482953984)
00:44:30.780 --> 00:44:40.890
Taking things away taking away attention, just taking away in general and
talking about people in front of them talking about people's bad behavior
in front of them.

270 "Kathleen Deppeler" (482953984)
00:44:40.890 --> 00:44:47.700
Let's go ahead and look at that chat box. I'm going to go into each of
these a little bit deeper.

271 "Kathleen Deppeler" (482953984)
00:44:48.085 --> 00:44:58.435
What are some of these common things that you've seen of these examples?
I've given you what are some what are the ones that are common that
you've seen? I want to throw out.

272 "Kathleen Deppeler" (482953984)
00:44:58.435 --> 00:45:12.355
The despair is my personal conversion and I can side that will tell you
that. I did not like that. That is what I work on most is keeping my
science. Oh, okay. These are great.

273 "Kathleen Deppeler" (482953984)
00:45:12.385 --> 00:45:17.635
Okay, Stephanie says questioning? Yes. And she listed as lecturing.

274 "Kathleen Deppeler" (482953984)
00:45:18.835 --> 00:45:32.845
So as we go through this, and we start thinking about what these really
look like, I want you to consider how this is looking, and if you can
connect with that. So Kathy says taking away, we all have 1, that is our
our thing arguing.

275 "Kathleen Deppeler" (482953984)
00:45:32.845 --> 00:45:34.765
My husband says or just in despair.

276 "Kathleen Deppeler" (482953984)
00:45:35.160 --> 00:45:48.120
I think we're aligned there. Sarcasm nitpicking. Lisa says so if I was
going to categorize that, I might think criticism maybe pointing out
things taking away being critical.

277 "Kathleen Deppeler" (482953984)
00:45:48.120 --> 00:45:55.500
Lisa says that criticism that makes sense. So you describe 2 different
ways of being providing criticism.

278 "Kathleen Deppeler" (482953984)
00:45:55.500 --> 00:45:58.950

Questioning sarcasm being critical. Great. Okay.

279 "Kathleen Deppeler" (482953984)
00:45:58.950 --> 00:46:07.830
Let's talk about these examples questioning. So when you ask a question
that you don't want answered, this is a big 1 that I think about how, um.

280 "Kathleen Deppeler" (482953984)
00:46:08.880 --> 00:46:14.520
The way that you say it says so much too, so.

281 "Kathleen Deppeler" (482953984)
00:46:14.520 --> 00:46:19.290
Do you know what time it is? I, you know what time it is.

282 "Kathleen Deppeler" (482953984)
00:46:19.290 --> 00:46:26.100
I have the exact same question, my body language and tone of voice on
facial expressions.

283 "Kathleen Deppeler" (482953984)
00:46:26.100 --> 00:46:33.390
Said so many different things the 1st 1 I think I legitimately wanted to
know that. It's 1016.

284 "Kathleen Deppeler" (482953984)
00:46:33.775 --> 00:46:38.065
In the 2nd example, I wanted you to know that. I am not happy.

285 "Kathleen Deppeler" (482953984)
00:46:38.065 --> 00:46:51.055
My face said a lot of me, not being happy and you're probably late, I
think is what everyone interpreted my questioning kind of conversion of,
of your late.

286 "Kathleen Deppeler" (482953984)
00:46:51.265 --> 00:46:59.695
So this is a great example of, you know, our body language says more than
we think it does we really need to be mindful about that.

287 "Kathleen Deppeler" (482953984)
00:47:00.000 --> 00:47:06.090
And again, it's not planned somebody showed up late.

288 "Kathleen Deppeler" (482953984)
00:47:06.475 --> 00:47:18.715
Probably affected me in some kind of way and, you know, do you know what
time it is really is a way to say I'm upset. Things are late. This caused
me a problem.

289 "Kathleen Deppeler" (482953984)
00:47:19.075 --> 00:47:27.265

It's just really unhelpful for my relationship to convey that message in
that way and it's not going to make the person more likely to be on time
next time. Um.

290 "Kathleen Deppeler" (482953984)
00:47:28.495 --> 00:47:43.405
Okay, arguing the back and forth, trying to convince someone of your
point of view or challenging their point of view in a confrontational
kind of way, you know, really ramps things up.

291 "Kathleen Deppeler" (482953984)
00:47:43.710 --> 00:47:57.270
No, people are just going back and forth, trying to convince each other
share facts that can really get towards the lecturing logic, other form
of coercion that we mentioned and, you know.

292 "Kathleen Deppeler" (482953984)
00:47:57.270 --> 00:48:11.515
It's really just bad for your relationship and nobody's going to convince
anybody anything. We're probably using a lot of body language. That's
hurtful when we're arguing. And you're, you're just never going to
convince uncle both of your point.

293 "Kathleen Deppeler" (482953984)
00:48:11.515 --> 00:48:16.915
So, you're really just hurting your relationship and keeping that
argument going that back and forth going.

294 "Kathleen Deppeler" (482953984)
00:48:20.160 --> 00:48:23.400
The next 1 is sarcasm and teasing, so.

295 "Kathleen Deppeler" (482953984)
00:48:23.755 --> 00:48:30.385
Again, this 1 has a lot to do with body language and tone of voice that
says so much.

296 "Kathleen Deppeler" (482953984)
00:48:30.865 --> 00:48:42.535
Um, and so when you sarcasm, it's really the idea that you're saying the
opposite of what you mean or teasing is a way of pointing something out
about a person or about a situation.

297 "Kathleen Deppeler" (482953984)
00:48:44.520 --> 00:48:53.880
And but it's really at someone's expense. Like, whatever you're pointing
out is probably not the most positive thing.

298 "Kathleen Deppeler" (482953984)
00:48:53.880 --> 00:48:58.920
So, sarcasm is using are bad for your relationship. There are also.

299 "Kathleen Deppeler" (482953984)
00:48:58.920 --> 00:49:02.850

Just really complex social skills and so.

300 "Kathleen Deppeler" (482953984)
00:49:03.445 --> 00:49:16.345
You're really modeling a behavior that is unlikely to be able to be
recreated or be able to make you friends. It's just very nuanced, but
everyone understands sarcasm and teasing and really again, they're at
someone's expense.

301 "Kathleen Deppeler" (482953984)
00:49:16.375 --> 00:49:20.425
There's, there's someone that's the butt of that joke or that.

302 "Kathleen Deppeler" (482953984)
00:49:21.450 --> 00:49:33.985
Saying the opposite of what you mean force so this could be verbal or
physical, obviously, physical forces abuse and want to avoid that.

303 "Kathleen Deppeler" (482953984)
00:49:34.375 --> 00:49:36.775
And then, you know, verbal force would be like.

304 "Kathleen Deppeler" (482953984)
00:49:37.230 --> 00:49:47.670
Like, loud and close, like, there's like an intensity to it. So that's a
form of coercion. We certainly want to avoid definitely creates a
worsening for people. Um.

305 "Kathleen Deppeler" (482953984)
00:49:47.670 --> 00:49:52.200
And and it hurts definitely bad for your relationship.

306 "Kathleen Deppeler" (482953984)
00:49:52.200 --> 00:50:00.900
Threats so pointing out the bad event that will happen if a person
continues doing X, Y, or Z, you know um.

307 "Kathleen Deppeler" (482953984)
00:50:00.900 --> 00:50:05.610
If you don't get in the car on time, I'm going to make you listen to talk
radio.

308 "Kathleen Deppeler" (482953984)
00:50:05.610 --> 00:50:10.260
Or, you know, if you don't get your homework done, you're not going to
them all.

309 "Kathleen Deppeler" (482953984)
00:50:10.260 --> 00:50:15.060
Um, if you don't stop, you're going to time out.

310 "Kathleen Deppeler" (482953984)
00:50:15.060 --> 00:50:22.470

You don't eat dinner, you're not getting your deserve all the things that can happen. If you don't do the thing you're supposed to do. So, pointing out.

311 "Kathleen Deppeler" (482953984)
00:50:22.470 --> 00:50:35.850
Someone's engaging and undesirable behavior. You point out that if they continue that there's something they're not going to get you're making a threat definitely a worst thing to put down for the person and really.

312 "Kathleen Deppeler" (482953984)
00:50:36.900 --> 00:50:44.670
You're not always even guaranteed to, like, follow through on that. So we're really making a situation where it's for everybody when we use a threat.

313 "Kathleen Deppeler" (482953984)
00:50:44.670 --> 00:50:58.320
Including the person who gave the threat criticism, um, so telling the person how they can do something better, or that you don't like the way that they're doing it. You know um.

314 "Kathleen Deppeler" (482953984)
00:50:58.320 --> 00:51:04.950
It's really if somebody's already started a task and you have a way they could do it better. Great save it.

315 "Kathleen Deppeler" (482953984)
00:51:04.950 --> 00:51:08.820
Let them finish the task and before they have the opportunity to do it again.

316 "Kathleen Deppeler" (482953984)
00:51:08.820 --> 00:51:15.930
Sounds like, you should have a teaching interaction and show them how they might be able to do that work quickly or, you know, with a better quality.

317 "Kathleen Deppeler" (482953984)
00:51:15.930 --> 00:51:24.390
But after they've already started, it's going to be seen as criticism. If you start telling them how they could do it better.

318 "Kathleen Deppeler" (482953984)
00:51:24.390 --> 00:51:29.520
Again, body language, tone of voice says a lot here. Um.

319 "Kathleen Deppeler" (482953984)
00:51:32.730 --> 00:51:46.165
Criticism despair I already said this is mine I appreciate people writing themselves out about what their coercion is. So, you know, it, it appears that you're helpless.

320 "Kathleen Deppeler" (482953984)

00:51:46.165 --> 00:51:47.935
You're giving up you don't know what to do.

321 "Kathleen Deppeler" (482953984)
00:51:49.705 --> 00:51:58.795
Sigh you roll your eyes, there's lots of exasperation throwing your hands
up. It really comes into 2 potential messages.

322 "Kathleen Deppeler" (482953984)
00:51:59.275 --> 00:52:06.475
Um, it may make the person feel more hopeless, which isn't going to make
them more likely to engage in a desirable behavior, or get on the right
track.

323 "Kathleen Deppeler" (482953984)
00:52:06.930 --> 00:52:14.460
And it also might be satisfying that they got back or at got back at you
or, um.

324 "Kathleen Deppeler" (482953984)
00:52:15.780 --> 00:52:27.390
You know, made you unhappy in some kind of way. It's not motivating the,
the person to do better. And it gives the message that that you've given
up, which isn't going to make anything in the environment.

325 "Kathleen Deppeler" (482953984)
00:52:27.390 --> 00:52:30.480
Is it going to improve anything in the environment? If, if we get that.

326 "Kathleen Deppeler" (482953984)
00:52:32.100 --> 00:52:38.160
Lecture and logic. This is the Charlie Brown your teacher, you're talking
too much.

327 "Kathleen Deppeler" (482953984)
00:52:38.245 --> 00:52:46.345
Getting tuned out I'm telling a person something they already know
talking too much at this point in the training.

328 "Kathleen Deppeler" (482953984)
00:52:46.345 --> 00:52:59.095
You haven't got to talk for 10 minutes and I'm starting to sound like
logic and lecture, especially because I'm talking about a bunch of
things. We're all doing right? So, um.

329 "Kathleen Deppeler" (482953984)
00:52:59.430 --> 00:53:11.610
So, talking too much telling a person things they already know were
repeating things like that lecture and logic. If you have something that
you want to teach them.

330 "Kathleen Deppeler" (482953984)
00:53:11.610 --> 00:53:15.060
Take another moment.

331 "Kathleen Deppeler" (482953984)
00:53:15.060 --> 00:53:18.090
To do that taking away.

332 "Kathleen Deppeler" (482953984)
00:53:18.925 --> 00:53:33.925
So, you know, these are things you're probably thinking about taking away
an iPad or toys or, you know, that trip to the mall or whatever you know,
I would submit for consideration as well, as those items or privileges,

333 "Kathleen Deppeler" (482953984)
00:53:33.925 --> 00:53:38.905
being taken away. But, you know, like, time out, for example, is taking
away the opportunity for attention.

334 "Kathleen Deppeler" (482953984)
00:53:39.300 --> 00:53:50.160
So that's also coercive. So taking away limiting access is 1 way that we
tell people that we don't like what they're doing and we're really
damaging our relationship.

335 "Kathleen Deppeler" (482953984)
00:53:51.055 --> 00:53:56.245
And the last 1 here is talking about a person's bad behavior in front of
them Super embarrassing.

336 "Kathleen Deppeler" (482953984)
00:53:56.995 --> 00:54:09.595
Definitely happens, you know, if you support someone at the doctor's
office or something like that, you know, there's just lots of
opportunities where we're talking about people in front of them. Do you
know what your kid did today? That kind of thing.

337 "Kathleen Deppeler" (482953984)
00:54:09.960 --> 00:54:20.700
So, best practice is to avoid having conversations about people in front
of them. Really? Just hurtful and damaging to our relationships.

338 "Kathleen Deppeler" (482953984)
00:54:21.475 --> 00:54:31.645
So those are the 10 examples of common types of coercion that we're that
we're doing, that are hurting our relationships and the common effects of
coercion are here on the screen for you.

339 "Kathleen Deppeler" (482953984)
00:54:31.645 --> 00:54:37.435
So, the big ones that we say it ages, you avoid get even an escape.

340 "Kathleen Deppeler" (482953984)
00:54:37.710 --> 00:54:45.150
So, avoid looks like something that happens down the road, you know, if
every time I go to family dinner.

341 "Kathleen Deppeler" (482953984)
00:54:45.150 --> 00:54:52.170
Uncle bud, and I getting an argument, I am going to struggle to want to go to family dinner all the time, because.

342 "Kathleen Deppeler" (482953984)
00:54:52.170 --> 00:54:59.550
I don't want to deal with uncle bud, we're always getting in this argument right? You avoid people that you experienced the conversion from. So.

343 "Kathleen Deppeler" (482953984)
00:54:59.550 --> 00:55:08.790
That's 1, common effect. Another 1 is getting even and so, this looks like coercion meets coercion.

344 "Kathleen Deppeler" (482953984)
00:55:08.790 --> 00:55:22.225
And that's really what happens. Right. So, if you feel like, you're getting criticize, you know, somebody's telling you how you can do something better and you're really working at it. And they're just telling you, you know, all the things you need to do differently and better.

345 "Kathleen Deppeler" (482953984)
00:55:22.525 --> 00:55:33.325
You're going, you could potentially, you know, yell or use some of that verbal force or start an argument about why your ways the best or coercion meets coercion.

346 "Kathleen Deppeler" (482953984)
00:55:33.325 --> 00:55:38.725
So, if we're coming at people with that, you know, really focused on the undesirable behavior.

347 "Kathleen Deppeler" (482953984)
00:55:38.790 --> 00:55:44.160
There is the tendency to go to coercion and you're just getting back and forth and getting even with each other.

348 "Kathleen Deppeler" (482953984)
00:55:45.385 --> 00:55:56.785
Really can ramp up the situation. Another common effective coercion is escape and that's just I'm getting coerced. I've got to get out of here. I cannot deal with this anymore and just trying to completely get out of the situation.

349 "Kathleen Deppeler" (482953984)
00:55:56.965 --> 00:56:09.745
So, again, people wanting to avoid, you get, even with you or escape, you is not a great relationship and avoiding coercion can help improve your relationship because we're not motivating those things that are really hurting us.

350 "Kathleen Deppeler" (482953984)
00:56:11.430 --> 00:56:25.915
The other things that can happen when we use coercion, are the people learn coercive behavior? That's how we all learned it. You know, it's, it's modeled in the environment. You see it all the time and so we're teaching people to be coercive when we're when we're using that.

351 "Kathleen Deppeler" (482953984)
00:56:26.185 --> 00:56:33.175
The other thing that happens is that people behave less confidently. They're not sure what to do experiencing coercion.

352 "Kathleen Deppeler" (482953984)
00:56:34.380 --> 00:56:46.440
You want to avoid it and so people are just trying to get by. That's not a place where people feel confident. I really like the example of.

353 "Kathleen Deppeler" (482953984)
00:56:46.440 --> 00:56:59.460
Of Seinfeld, and there's an episode of Seinfeld, the soup Nazi and Simon loves this soup and the owner of the restaurant is widely known as a difficult person. And if you step out of line.

354 "Kathleen Deppeler" (482953984)
00:56:59.460 --> 00:57:03.480
You're just kicked out of a restaurant and he said no soup for you.

355 "Kathleen Deppeler" (482953984)
00:57:03.480 --> 00:57:17.520
Seinfeld this man, who can get up in front of thousands of people on a stage. I mean, that's like, incredible confidence, right? Like, you could get up and, you know, entertain this giant group of people. He asked this skill.

356 "Kathleen Deppeler" (482953984)
00:57:17.520 --> 00:57:30.865
But you see him in this restaurant desperately wanting this delicious soup, and he's scared, he doesn't want to step out of line that environment is so coercive that he's just standing there cowering with his head down holding his tray. Like, okay, I'm Melissa.

357 "Kathleen Deppeler" (482953984)
00:57:30.865 --> 00:57:38.065
I almost got my soup, so people who are experiencing coercion, people who are existing in a coercive environment, behave less confidently.

358 "Kathleen Deppeler" (482953984)
00:57:40.080 --> 00:57:54.535
They also receive attention for undesirable behavior. These examples of coercion don't generally just come out of nowhere their responses to undesirable behavior at the environment. And there are common ways that we try to stamp it out or get rid of it.

359 "Kathleen Deppeler" (482953984)

00:57:54.565 --> 00:58:04.555
And so, if this is the kind of way that we're trying to deal with undesirable behavior, we're really focused on undesirable behavior and we're providing a lot of attention for it.

360 "Kathleen Deppeler" (482953984)
00:58:04.555 --> 00:58:10.045
And attention was 1 of the things you all put in the chat box about common reasons people are doing that junk behavior.

361 "Kathleen Deppeler" (482953984)
00:58:10.080 --> 00:58:16.980
So, if we're using these forms of coercion and responding to those undesirable behaviors.

362 "Kathleen Deppeler" (482953984)
00:58:16.980 --> 00:58:31.705
That we already said are being motivated by attention we're really continuing to motivate it and we're unlikely to get any kind of change. So we're really people are really receiving a lot of attention for undesirable behavior. And typically, it's with 1 of these forms of coercion.

363 "Kathleen Deppeler" (482953984)
00:58:32.965 --> 00:58:47.755
So let's think about when we're coercive, I said that the goal here, we're all going to see ourselves in the conversion and the goal here is really to start becoming aware and identifying some things that we could do differently to avoid using this coercion.

364 "Kathleen Deppeler" (482953984)
00:58:47.995 --> 00:59:01.465
And so it's helpful to think about, you know, when are you typically coercive past behavior is the best predictors of future behavior. So when are we typically coercive when you're hungry hungry, angry, lonely, tired, uncomfortable.

365 "Kathleen Deppeler" (482953984)
00:59:02.040 --> 00:59:08.760
Clothes, you know what's going on you're frustrated over excited, anxious.

366 "Kathleen Deppeler" (482953984)
00:59:08.760 --> 00:59:15.450
Um, you encounter your pet peeves, you walk in the house and every cabinet in the house is open. Um.

367 "Kathleen Deppeler" (482953984)
00:59:15.450 --> 00:59:27.600
You're used to using them because of your own past experiences. These are all reasons that were typically coercive that we can plan for and help identify some different things that we could do. Instead like, pivot.

368 "Kathleen Deppeler" (482953984)

00:59:28.740 --> 00:59:40.080
So, it's good to remember coercion. There's a reason we use coercion. It's because it works in the moment it works and so that's really reinforcing to our brain and makes it.

369 "Kathleen Deppeler" (482953984)
00:59:40.080 --> 00:59:44.910
So that we're like, okay, I'm going to do that again next time. So it's really a trick.

370 "Kathleen Deppeler" (482953984)
00:59:44.910 --> 00:59:56.455
Coercion produces short term compliance, but long term problems. It does not make that undesirable behavior less likely to happen in the future. It really only damages our relationship.

371 "Kathleen Deppeler" (482953984)
00:59:56.665 --> 01:00:06.355
It might make that behavior stop in the moment might get you that short term compliance that is going to be followed by long term problems. It's not going to make that behavior less likely to happen in the future.

372 "Kathleen Deppeler" (482953984)
01:00:07.110 --> 01:00:11.010
So, if we're not going to use coercion, what can we do?

373 "Kathleen Deppeler" (482953984)
01:00:11.845 --> 01:00:25.915
We can make a plan, we can think about things that are happening in the environment we can think about what happened that triggered the undesirable behaviors what was going on before the undesirable behavior happened.

374 "Kathleen Deppeler" (482953984)
01:00:27.685 --> 01:00:40.765
Can I look at that trigger and see if we can remove it? So, it doesn't happen again or it's less likely to happen in the environment. I can also consider what the person's getting out of that undesirable behavior.

375 "Kathleen Deppeler" (482953984)
01:00:40.795 --> 01:00:54.535
We considered that earlier and 1 of the things you said, people were getting out of undesirable behavior was attention. So if the pay off his attention, I can think, am I doing that in my providing that pay off that they're looking for? What's the pay off?

376 "Kathleen Deppeler" (482953984)
01:00:54.535 --> 01:00:56.275
They're looking for start to think about that.

377 "Kathleen Deppeler" (482953984)
01:00:57.810 --> 01:01:00.840
I can also think about.

378 "Kathleen Deppeler" (482953984)
01:01:00.840 --> 01:01:09.180
If there are times when the person is successful, they, they experienced
that trigger, but they engage in a desirable behavior. What happens?

379 "Kathleen Deppeler" (482953984)
01:01:09.180 --> 01:01:20.160
What happened when they did the desirable behavior, did it get that big
reaction that it needed? Did it get paid off? Um, can we beef up our
consequences when they do that desirable behavior?

380 "Kathleen Deppeler" (482953984)
01:01:22.675 --> 01:01:37.225
We can also consider what does the person need to learn to do? I
mentioned earlier that a lot of the junk behaviors that we deal with are
we're at 1 point age appropriate and a person didn't want on the skill to
replace that. So, let's consider, what do we want the person to do
instead?

381 "Kathleen Deppeler" (482953984)
01:01:37.375 --> 01:01:39.865
What do they need to learn to do? And we can teach that.

382 "Kathleen Deppeler" (482953984)
01:01:42.085 --> 01:01:52.975
And also make changes in the environment that make undesirable behavior,
less likely to happen again, removing some of those triggers trying to
figure out what can prompt people to do the desirable behaviors.

383 "Kathleen Deppeler" (482953984)
01:01:52.975 --> 01:01:58.315
Well, can we put in the environment to make those desirable behaviors
stand out and queue people to do them?

384 "Kathleen Deppeler" (482953984)
01:02:01.320 --> 01:02:16.255
The other thing we can do is build a relationship, and this is the part
where we're going to start talking about some real skills that we can
start using. So, so far we've covered. How do we think about behavior?
Let's get on the same page about what we mean behaviors anything in
person does.

385 "Kathleen Deppeler" (482953984)
01:02:16.825 --> 01:02:26.905
When we talk about people's behavior, we're going to use measurable,
specific terms. We want everybody to know what we're doing and we really
want to remove the guesswork out of those big old categories.

386 "Kathleen Deppeler" (482953984)
01:02:27.205 --> 01:02:41.815
The way we're going to use categories is by identifying based on the
context of the environment, this specific action a person engaged in
would go in 1 of these 4 categories, significant, desirable things that
improve your life and make them better.

387 "Kathleen Deppeler" (482953984)
01:02:42.685 --> 01:02:43.255
Um.

388 "Kathleen Deppeler" (482953984)
01:02:43.620 --> 01:02:52.770
Just okay things that we just kind of expect in an environment and really
are opportunities to build a relationship. Um.

389 "Kathleen Deppeler" (482953984)
01:02:53.365 --> 01:03:06.385
We learned that there's 2 types of undesirable behaviors, the serious
things that are physically harmful to themselves, others, property or
legal and the junk the things that we're spending a lot of time doing.

390 "Kathleen Deppeler" (482953984)
01:03:06.895 --> 01:03:20.095
We also talked about some 10 common things that we're doing. That are not
helpful. So we're going to avoid those. And now, let's talk about some
pro active things that we can do. So we're going to avoid coercion and
we're going to replace that behavior for ourselves.

391 "Kathleen Deppeler" (482953984)
01:03:20.305 --> 01:03:22.675
With using these skills the 1st, 1 is.

392 "Kathleen Deppeler" (482953984)
01:03:22.770 --> 01:03:26.310
Stay close. This is a great relationship building tool.

393 "Kathleen Deppeler" (482953984)
01:03:26.310 --> 01:03:30.030
It starts with moving towards the person.

394 "Kathleen Deppeler" (482953984)
01:03:30.030 --> 01:03:38.340
It's pretty difficult to have a meaningful conversation from across the
room. So we want to move towards the person. Great demonstration of
caring interest.

395 "Kathleen Deppeler" (482953984)
01:03:38.340 --> 01:03:46.230
The next step is that we touch it appropriate, so, you know, you could
walk up to a person and pat on the back, you know, whatever's appropriate
a handshake. This bump.

396 "Kathleen Deppeler" (482953984)
01:03:48.805 --> 01:04:02.995
I'm going to lump numbers 3 and 4 here together. So we're going to be
mindful of our body language tone of voice facial expressions. All of
that non verbal communication is being so much more than the words coming
out of our math.

397 "Kathleen Deppeler" (482953984)
01:04:03.025 --> 01:04:16.105
So, we're going to be really mindful that our face says that we're interested that our body language is leaning towards, that we're showing interest with our body language and our tone of voice. I could facilitate this same.

398 "Kathleen Deppeler" (482953984)
01:04:16.230 --> 01:04:26.670
Content with a tone of voice that is monotone and does not enhance or accent. The things that are important.

399 "Kathleen Deppeler" (482953984)
01:04:26.670 --> 01:04:39.030
And people will not get the same thing out of it. You will not hear me, you'll tune me out. Um, it's not the same. So you really mindful of your body language you're seeing so much more with that than the words coming out of your mouth.

400 "Kathleen Deppeler" (482953984)
01:04:41.220 --> 01:04:52.495
The next 3, we, we're going to lump this O. E. it's a great little thing for your head as you start interacting with people in this manner you can remember. O. E.

401 "Kathleen Deppeler" (482953984)
01:04:52.525 --> 01:05:03.655
and in your interactions check that that list off I did an open ended question. Okay. Check it off I did an empathy check it off. I didn't encouragement statement so an open ended question.

402 "Kathleen Deppeler" (482953984)
01:05:03.655 --> 01:05:11.125
The intention goal of an open ended question is to keep the conversation going to learn more. It's a really great way to show that you're.

403 "Kathleen Deppeler" (482953984)
01:05:11.220 --> 01:05:12.330
Interested in.

404 "Kathleen Deppeler" (482953984)
01:05:12.330 --> 01:05:19.800
The goal is to ask again, ask questions in order to keep the conversation going and respond to when.

405 "Kathleen Deppeler" (482953984)
01:05:20.185 --> 01:05:34.555
When you get the answer to your question, respond with empathy, that's the right way to show that you understood what was being shared with you and connecting it back to that person. So an empathy statement looks like identifying the emotion. A person is feeling.

406 "Kathleen Deppeler" (482953984)
01:05:34.890 --> 01:05:48.895

And naming it, it's not a question. It's a statement I'm not going to ask you if you're feeling good today I'm going to say you look pretty Chipper what's up? You know, I am going to name the thing I see that tells the person.

407 "Kathleen Deppeler" (482953984)
01:05:49.015 --> 01:05:58.045
I understand them. That's a connection between the 2 of us. I get you. I feel you so so using an empathy statement, using a really high quality emotion word.

408 "Kathleen Deppeler" (482953984)
01:05:58.380 --> 01:06:04.740
Tell us the person that you see them that you understand how they feel, and that you relate to them. You're a good person to talk to.

409 "Kathleen Deppeler" (482953984)
01:06:04.740 --> 01:06:16.440
The next 1 is is encouragement and this looks like acknowledging something the person is doing. Now that's good for them to continue tell them what it means for the future.

410 "Kathleen Deppeler" (482953984)
01:06:17.065 --> 01:06:30.805
You know, somebody's focused on a puzzle and they get that done and the encouragement could be something like me and you just did a 48 piece puzzle. I bet. I bet. Next time you can do 60 or, you know, what does it mean for them?

411 "Kathleen Deppeler" (482953984)
01:06:30.805 --> 01:06:33.385
In the future that they've been able to do this skill. skill

412 "Kathleen Deppeler" (482953984)
01:06:35.880 --> 01:06:47.575
You're going to listen when the person is talking again. This is all about relationship building. You want to avoid a talking more than the person be sure that you're talking less. Don't change the subject or interrupt them.

413 "Kathleen Deppeler" (482953984)
01:06:47.845 --> 01:06:57.775
This is your opportunity to build your relationship and show that you care so really focusing on open ended questions empathy, encouragement, mindful of your body language.

414 "Kathleen Deppeler" (482953984)
01:07:00.265 --> 01:07:08.455
And these last 2 steps are important, and I'm going to lump them together as well avoid coercion don't react to junk behavior.

415 "Kathleen Deppeler" (482953984)
01:07:09.205 --> 01:07:19.645

And they go hand in hand because that reaction to junk behavior again is typically some kind of coercion. So, we're going to talk about pivot here soon.

416 "Kathleen Deppeler" (482953984)
01:07:21.270 --> 01:07:24.840
And you can do that if you're experiencing a lot of junk behavior.

417 "Kathleen Deppeler" (482953984)
01:07:24.840 --> 01:07:37.500
So, empathy, big step here, being able to take the perspective of another person, tell them the emotion that you see, um, tell them that you see them that you see how they're feeling.

418 "Kathleen Deppeler" (482953984)
01:07:38.730 --> 01:07:48.630
So, and then encouragement again, connecting this thing they're doing now to what it can mean for them in the future let's practice these 2 skills of of.

419 "Kathleen Deppeler" (482953984)
01:07:48.630 --> 01:07:58.680
Empathy and encouragement go to the chat box. I'm going to tell you about awesome Alex. Alex just passed his big deal. He studied.

420 "Kathleen Deppeler" (482953984)
01:07:58.680 --> 01:08:07.380
4 hours you were there you saw him, he worked so hard to prepare for this. You all are walking down the hall and he rushes over.

421 "Kathleen Deppeler" (482953984)
01:08:07.380 --> 01:08:11.910
To show you that he has got this look what I got it.

422 "Kathleen Deppeler" (482953984)
01:08:11.910 --> 01:08:21.480
What's your empathy statement? What can you tell, Alex? How does Alex feel? How can you show him that you understand what he's feeling? You see him? What's your empathy statement?

423 "Kathleen Deppeler" (482953984)
01:08:22.945 --> 01:08:37.615
Awesome. Alex passage. Outstanding.

424 "Kathleen Deppeler" (482953984)
01:08:37.615 --> 01:08:38.275
Kathy.

425 "Kathleen Deppeler" (482953984)
01:08:38.580 --> 01:08:42.300
You must be so proud. You worked so hard.

426 "Kathleen Deppeler" (482953984)
01:08:42.300 --> 01:08:45.570

Hi, 5, there you go.

427 "Kathleen Deppeler" (482953984)
01:08:46.800 --> 01:08:55.410
I see the hard work he put into it. carol's going to really use her body
language and get excited with them. Show him.

428 "Kathleen Deppeler" (482953984)
01:08:55.410 --> 01:09:08.580
It looks like smiles maybe a whoop some hands up in the air. I know that
was hard work. Congrats. I like the effort that that's part of that.
Empathy is like.

429 "Kathleen Deppeler" (482953984)
01:09:08.580 --> 01:09:14.730
You know, the emotion or really acknowledgment of the effort and how they
must feel about having done all of that. I love it.

430 "Kathleen Deppeler" (482953984)
01:09:19.770 --> 01:09:23.460
I want to go back real quick to, um.

431 "Kathleen Deppeler" (482953984)
01:09:24.690 --> 01:09:35.965
Want to remember who it was here. Cathy said you must be still proud. I
love the way that Kathy phrase that a lot of times when we use proud, we
say I'm proud of you but Cathy did a great job of again.

432 "Kathleen Deppeler" (482953984)
01:09:35.995 --> 01:09:42.715
It's about how the person feels and so acknowledging that they are proud
of themselves is what we're going for with this empathy.

433 "Kathleen Deppeler" (482953984)
01:09:43.920 --> 01:09:58.860
Okay, now we're going to encourage Alex what does it mean for him? He
studied so hard for hours preparing for the he pass. That's great. What
does it mean for for him that he was able to work so hard to accomplish a
goal.

434 "Kathleen Deppeler" (482953984)
01:09:58.860 --> 01:10:08.040
What encouragement can we provide him? What encouragement can we provide
him? That's a that's a great empathy. Taylor.

435 "Kathleen Deppeler" (482953984)
01:10:08.040 --> 01:10:15.600
You work so hard for it. What's it? What's an encouragement?

436 "Kathleen Deppeler" (482953984)
01:10:18.540 --> 01:10:21.930
What does it mean that he was able to work? So hard?

437 "Kathleen Deppeler" (482953984)

01:10:24.120 --> 01:10:28.080
To prepare for something and he was successful.

438 "Kathleen Deppeler" (482953984)
01:10:48.865 --> 01:10:51.115
What could he do in the future? Because he.

439 "Kathleen Deppeler" (482953984)
01:10:51.660 --> 01:10:54.690
He's demonstrated that he can.

440 "Kathleen Deppeler" (482953984)
01:10:54.690 --> 01:10:58.560
Prepare that he didn't work hard. What does that mean?

441 "Kathleen Deppeler" (482953984)
01:10:58.560 --> 01:11:02.310
For him in the future, the confidence in.

442 "Kathleen Deppeler" (482953984)
01:11:02.310 --> 01:11:05.460
You mastered this confident.

443 "Kathleen Deppeler" (482953984)
01:11:05.460 --> 01:11:09.360
What does that mean? What could you tell him.

444 "Kathleen Deppeler" (482953984)
01:11:10.380 --> 01:11:15.810
You know, you worked so hard preparing for this. I am sure that's going
to look so good on your resume.

445 "Kathleen Deppeler" (482953984)
01:11:15.810 --> 01:11:21.180
Really help you get a job what does that mean? What can you tell him that
it means for him?

446 "Kathleen Deppeler" (482953984)
01:11:21.180 --> 01:11:24.360
Connected to big things you can do hard things.

447 "Kathleen Deppeler" (482953984)
01:11:24.360 --> 01:11:35.130
You can do hard things. There you go. How hard you work for this you've
shown yourself that you can do anything. You put your mind to think of
the opportunities that are open to you now. Yep.

448 "Kathleen Deppeler" (482953984)
01:11:35.130 --> 01:11:40.020
And if you know that Alex is really interested in a particular.

449 "Kathleen Deppeler" (482953984)
01:11:40.020 --> 01:11:47.940

Opportunity like, you know, he's been really 1 that job at at the amusement park or whatever.

450 "Kathleen Deppeler" (482953984)
01:11:47.940 --> 01:11:54.840
Name it wait a per survey. That's good. Empathy too.

451 "Kathleen Deppeler" (482953984)
01:11:58.470 --> 01:12:07.050
And then that's a good question to keep that conversation going, you know, what do you tackle next.

452 "Kathleen Deppeler" (482953984)
01:12:07.050 --> 01:12:10.950
Encouraging to keep moving. So, um.

453 "Kathleen Deppeler" (482953984)
01:12:10.950 --> 01:12:23.395
When you encouraged, you're looking at things that are happening right now that you that they could continue to do. So, it's really building upon this work that they've already done. We're not going to give them more work to do. We're going to identify the work that's happened.

454 "Kathleen Deppeler" (482953984)
01:12:23.395 --> 01:12:30.505
And what it means for them in the future, these good things that can happen. Okay, let's take another 1. we're gonna talk about coworker, Carl.

455 "Kathleen Deppeler" (482953984)
01:12:31.255 --> 01:12:44.545
Now, again, where you want to use just okay, times, just regular, normal times to improve and build our relationship. And so we want to improve our relationship with Co worker Carl we're going to have a good stay close with him.

456 "Kathleen Deppeler" (482953984)
01:12:44.545 --> 01:12:51.715
So, you're walking into the break room for lunch and Carl smiles at you and says hi, and he even moves some papers for you to sit down.

457 "Kathleen Deppeler" (482953984)
01:12:52.080 --> 01:12:57.750
So what's an empathy and encouraging statement? You can give Carl.

458 "Kathleen Deppeler" (482953984)
01:12:57.750 --> 01:13:05.430
These ones are harder, so you might have to make some things up, you know, maybe you and Carl are working on a project together or.

459 "Kathleen Deppeler" (482953984)
01:13:05.430 --> 01:13:09.930
You know, he tells you, he's had a great day.

460 "Kathleen Deppeler" (482953984)
01:13:24.055 --> 01:13:27.625
Acknowledge him smile back and return the conversation so great.

461 "Kathleen Deppeler" (482953984)
01:13:27.930 --> 01:13:32.850
Yeah, yeah, this is a good 1 that, you know, Carl smiled and said, uh.

462 "Kathleen Deppeler" (482953984)
01:13:32.850 --> 01:13:37.620
Move some paper, so I could sit down. I'd probably start with an open
ended question. What's up with you today?

463 "Kathleen Deppeler" (482953984)
01:13:37.620 --> 01:13:43.650
And let's say Carl says, oh, I'm just wrapping up that report.

464 "Kathleen Deppeler" (482953984)
01:13:43.650 --> 01:13:49.140
Let's say that what can you, what kind of empathy can you give him about
him wrapping up his report.

465 "Kathleen Deppeler" (482953984)
01:13:50.910 --> 01:13:56.460
Engage in conversation thank him for moving paper. It's very polite. He
tells you he's just wrapped up this report.

466 "Kathleen Deppeler" (482953984)
01:13:56.460 --> 01:14:00.420
What kind of empathy can you give them? How might Carl feel after having
accomplished?

467 "Kathleen Deppeler" (482953984)
01:14:00.420 --> 01:14:13.530
Right. Finishing up his report how might he feel what kind of empathy?
Emotions statement can you get them?

468 "Kathleen Deppeler" (482953984)
01:14:27.270 --> 01:14:42.115
Congratulate him on that, and we want to tell him and empathy is a
statement. So, Carl smiling already. I think we could infer that he's
feeling pretty, pretty good about having finished this report. What a
huge weight off your shoulders. That's great.

469 "Kathleen Deppeler" (482953984)
01:14:42.115 --> 01:14:42.415
Yeah.

470 "Kathleen Deppeler" (482953984)
01:14:44.070 --> 01:14:58.740
So you told him that you see how he feels relieved she's got a way it off
his shoulders relief is another 1. that's great. Lisa says she can tell
that you're happy. That's great. Those are great empathy statements.
Okay. So, Carl finished this report.

471 "Kathleen Deppeler" (482953984)
01:14:58.740 --> 01:15:08.820
He welcome you to sit down with him. What kind of encouragement can you
give him? What does it mean for Carl that in the future that he has
completed this report?

472 "Kathleen Deppeler" (482953984)
01:15:13.260 --> 01:15:17.250
He's relieved, what does it mean for him?

473 "Kathleen Deppeler" (482953984)
01:15:17.250 --> 01:15:20.490
What can you what what kind of encourage me can you provide them?

474 "Kathleen Deppeler" (482953984)
01:15:44.160 --> 01:15:48.510
Keep it up and what now that you're done with that.

475 "Kathleen Deppeler" (482953984)
01:15:52.650 --> 01:15:58.800
You're really proving yourself keep up those reports and yeah, that's
great. You know, around that.

476 "Kathleen Deppeler" (482953984)
01:15:58.800 --> 01:16:07.260
Promotion, I'm sure, you know, what does it mean that we've accomplished
this task? That's the encouragement. Okay. Let's talk about.

477 "Kathleen Deppeler" (482953984)
01:16:07.260 --> 01:16:11.700
So so we're going to use backtrack.

478 "Kathleen Deppeler" (482953984)
01:16:12.085 --> 01:16:20.935
We're going to use opportunities to build our relationship and you're
probably already doing that to some extent.

479 "Kathleen Deppeler" (482953984)
01:16:21.295 --> 01:16:32.185
And so when you use this group of skills, the stay close interaction
here, it's going to improve the value of your interaction. You providing
empathy and encouragement improves the increases.

480 "Kathleen Deppeler" (482953984)
01:16:32.185 --> 01:16:37.345
The value of that interaction between the 2 of you, and that can improve
in group. Your relationship.

481 "Kathleen Deppeler" (482953984)
01:16:39.540 --> 01:16:49.560
And we're also going to avoid coercion and so we're going to have to come
up with another thing to do. So, avoiding pivoting around and avoiding
that junk behavior.

482 "Kathleen Deppeler" (482953984)
01:16:50.185 --> 01:16:58.345
It's going to be what we want to do in the 1st, part of of really
thinking about making this changes again consider what? The person's
getting out of it.

483 "Kathleen Deppeler" (482953984)
01:16:58.375 --> 01:17:05.725
We talked about attention earlier, you know, sometimes people do
something to get you to comfort them or feel bad, you know, that just
fair.

484 "Kathleen Deppeler" (482953984)
01:17:06.060 --> 01:17:10.950
Uh, maybe get a reaction get even, um.

485 "Kathleen Deppeler" (482953984)
01:17:12.355 --> 01:17:26.845
You know, coercion motivates coercion, they might use junk behavior to
get you to give in to them or delay something just consider why people
are doing it. And I think that really motivates that to provide another
response.

486 "Kathleen Deppeler" (482953984)
01:17:26.845 --> 01:17:29.395
So, it's also important to remember that.

487 "Kathleen Deppeler" (482953984)
01:17:29.670 --> 01:17:38.280
The majority of serious situations of really undesirable behavior start
with junk and just escalate.

488 "Kathleen Deppeler" (482953984)
01:17:38.305 --> 01:17:48.295
As they get react as that junk gets reacted to, you know, it might have
started with a bit of criticism, and it escalated and do a full fledged
fight. Right.

489 "Kathleen Deppeler" (482953984)
01:17:48.955 --> 01:17:58.735
Um, so intervening at the junk part intervening where we were providing
conversion is going to make that serious behavior less likely to occur.

490 "Kathleen Deppeler" (482953984)
01:18:01.170 --> 01:18:12.150
So, how do we pivot, how do we avoid reacting when we're met with
undesirable behavior met with that junk? The 1st thing we're going to do
is be mindful of our body language, because we already said it's stated a
lot more than we think it is.

491 "Kathleen Deppeler" (482953984)
01:18:12.150 --> 01:18:26.965

And it stayed a lot more than the words coming out of our mouth. So be mindful of your face, your body language tone of voice yeah. Check yourself. 1st Lisa says we're going to avoid providing that response and then we're going to think about what to focus on instead instead.

492 "Kathleen Deppeler" (482953984)
01:18:27.265 --> 01:18:33.985
So we call those our pivot options and I have 3 here for you. So the 1st, 1 is to pivot on another person.

493 "Kathleen Deppeler" (482953984)
01:18:34.320 --> 01:18:39.420
And I think that this works best when, you know, if you consider you're walking into a space and.

494 "Kathleen Deppeler" (482953984)
01:18:39.420 --> 01:18:53.430
You got multiple people, you got, you got some people on task and you got somebody off task focused on the people who are on task. You know, if Sally and Johnny, you're at a table and Sally's working hard and donny's over here. You know.

495 "Kathleen Deppeler" (482953984)
01:18:53.430 --> 01:18:56.430
Click in his head and looking at the ceiling.

496 "Kathleen Deppeler" (482953984)
01:18:56.430 --> 01:19:07.890
Focus on Sally, you know, learn about what Sally's working on and out of the corner of your eye watch for Johnny to pick up his pen or look at his paper and start to.

497 "Kathleen Deppeler" (482953984)
01:19:07.890 --> 01:19:12.330
Start to get a little more on task and then you can shift to step 3 to pick it back.

498 "Kathleen Deppeler" (482953984)
01:19:13.165 --> 01:19:24.565
So, 1, option, focus on the desirable behavior of another person in the environment and notice I focused on Sally. I didn't say Johnny, why can't you be more like Sally? It's not a comparison between people.

499 "Kathleen Deppeler" (482953984)
01:19:25.285 --> 01:19:34.405
It's just a focus on the desirable things in the environment. So, 1 option is if people in the environment or doing desirable things, focused on those people.

500 "Kathleen Deppeler" (482953984)
01:19:35.185 --> 01:19:44.125
Pivot to another person. Okay the next option is to pivot on an activity and I really want to make this point that this is my activity.

501 "Kathleen Deppeler" (482953984)
01:19:44.905 --> 01:19:56.605
So we mentioned earlier that 1 of the common ways we try to stamp out
behavior is redirection. That is not what I'm suggesting here I am going
to redirect myself to my own activity.

502 "Kathleen Deppeler" (482953984)
01:19:57.930 --> 01:20:11.730
So, focus yourself on an activity while out of the corner of your eye
you're attending, you're identifying when the undesirable behavior stops
and then you can pivot back to that person.

503 "Kathleen Deppeler" (482953984)
01:20:11.935 --> 01:20:22.915
So, focus on an activity of your own is 1 way to avoid reacting to that
junk. And the last 1 here is dependent on the person and just act as
though the trunk wasn't happening.

504 "Kathleen Deppeler" (482953984)
01:20:23.275 --> 01:20:36.025
You know, if you think about somebody swearing or picking their nose or,
you know, the junk behavior that you can just keep talking to them as
though those undesirable behaviors were happening.

505 "Kathleen Deppeler" (482953984)
01:20:36.540 --> 01:20:45.030
That's a great way to pivot. And in that 1, there's no pivot back. You
just keep acting as though that undesirable behavior wasn't occurring.
Um.

506 "Kathleen Deppeler" (482953984)
01:20:45.805 --> 01:20:59.065
We're going to repeat this as long as necessary people been engaging and
junk be able for a really long time. It's unlikely that 11 type of pivot
or 1 round of pivoting is going to be enough to totally shift into
desirable behavior.

507 "Kathleen Deppeler" (482953984)
01:20:59.065 --> 01:21:12.775
But again, this is about the long term we're thinking about making the
behavior less likely to happen in the future and so with that goal, we
can repeat you can avoid coercion and stay cool. cool

508 "Kathleen Deppeler" (482953984)
01:21:13.110 --> 01:21:25.435
So, let's think about how this is different. We talked about how it's
different than redirection, because I am engaging in the activity and I'm
trying to get them to do anything different. I am going to do something
different.

509 "Kathleen Deppeler" (482953984)
01:21:26.005 --> 01:21:38.065

Um, so that's how it's different than redirection and this is also different than ignoring because we're, it's really quite active to pivot. I'm not reacting to this behavior, but I'm reacting to it.

510 "Kathleen Deppeler" (482953984)
01:21:38.370 --> 01:21:46.230
Lots of other things in the environment. My focus is elsewhere in the environment. It's on the desirable things. It's a very active skill.

511 "Kathleen Deppeler" (482953984)
01:21:47.065 --> 01:21:59.065
And so problems with ignoring it, that just pretending, like, it's not happening is that could be coercive. You're potentially ignoring the whole person. Um, it can also be super reinforcing, you know exactly.

512 "Kathleen Deppeler" (482953984)
01:21:59.065 --> 01:22:12.865
What they wanted was for you to ignore them, and it can also cause a behavior burst. Oh, you don't see me doing this. You're ignoring this. Well, let me show you and things get much much worse, because we have been ignoring.

513 "Kathleen Deppeler" (482953984)
01:22:13.200 --> 01:22:22.495
And so the shift to pivot can increase desirable behaviors, because we're looking for desirable behaviors in the environment we're looking for the for just okay behaviors.

514 "Kathleen Deppeler" (482953984)
01:22:22.495 --> 01:22:30.715
If the person engaged in the trunk, if you're pivoting on a person, or you're, you're looking for desirable behaviors of your activity if you're you're pivoting to your own activity.

515 "Kathleen Deppeler" (482953984)
01:22:31.020 --> 01:22:43.050
Or you're looking for the desirable behaviors of other people, and really spending time focused on that the people who are doing those desirable behaviors. And that's the kind of stuff that gets attention in this environment.

516 "Kathleen Deppeler" (482953984)
01:22:44.095 --> 01:22:55.465
That will weaken the undesirable behaviors, because we're avoiding providing those consequences. You could also prevent that behavior. burstow. You didn't see this. Let me show you.

517 "Kathleen Deppeler" (482953984)
01:22:55.975 --> 01:23:07.405
And again, it can prevent escalation to serious behavior. Because what we know is that episodes of serious behavior often stemming from that junk behavior getting reacted to and ramping up.

518 "Kathleen Deppeler" (482953984)

01:23:08.280 --> 01:23:18.180
Ramping up into Sirius. Okay. Let's practice some of these. So the 1st 1
here is is annoying. Addie, he's over here.

519 "Kathleen Deppeler" (482953984)
01:23:18.180 --> 01:23:25.980
Take a nose and telling me about a package that she got and I'm in the
middle of type in an email and so.

520 "Kathleen Deppeler" (482953984)
01:23:25.980 --> 01:23:36.840
I got added over here and I can see her and she's pretty excited and I'm
not going to ignore. I'm going to focus on my typing and give her a
couple of homes. So I'm not ignoring.

521 "Kathleen Deppeler" (482953984)
01:23:36.840 --> 01:23:47.220
What am I looking for? I'm going to keep typing and getting a few random
nods so I don't ignore but what's my cue to pivot back?

522 "Kathleen Deppeler" (482953984)
01:23:47.220 --> 01:23:52.770
Go to the chat box. What's what's my cue to pin it back? What am I
looking for? Out of the corner of my I.

523 "Kathleen Deppeler" (482953984)
01:23:52.770 --> 01:24:01.260
Am I looking for.

524 "Kathleen Deppeler" (482953984)
01:24:04.110 --> 01:24:07.110
How will I know when it's the right time to pivot.

525 "Kathleen Deppeler" (482953984)
01:24:07.110 --> 01:24:14.640
Pivot to Allie to send it back. What am I looking for?

526 "Kathleen Deppeler" (482953984)
01:24:14.640 --> 01:24:18.510
Well, I know when it's the right time.

527 "Kathleen Deppeler" (482953984)
01:24:24.810 --> 01:24:29.370
You can talk out loud. What am I looking for from adding.

528 "Kathleen Deppeler" (482953984)
01:24:31.440 --> 01:24:37.530
By looking for, from Eddie, not reacting to the nose picking cause I'm
typing typing.

529 "Kathleen Deppeler" (482953984)
01:24:37.530 --> 01:24:40.770
And out of the quarter, my, I am waiting for what.

530 "Kathleen Deppeler" (482953984)
01:24:40.770 --> 01:24:46.020
For her to stop picking her nose. That's right. When when her hands move
away from her face.

531 "Kathleen Deppeler" (482953984)
01:24:46.020 --> 01:24:56.460
I will wait about 10 seconds and then I am going to pivot back. Oh,
that's so cool. You must be bumped about that package.

532 "Kathleen Deppeler" (482953984)
01:24:56.460 --> 01:25:03.630
Special, and now I'm really engaging with her right focused until she
stops doing the undesirable junk.

533 "Kathleen Deppeler" (482953984)
01:25:03.630 --> 01:25:06.660
And then I'm going to turn.

534 "Kathleen Deppeler" (482953984)
01:25:06.660 --> 01:25:15.150
And really bring her into that. So, the whole goal is to avoid reacting
to that undesirable knows picking.

535 "Kathleen Deppeler" (482953984)
01:25:17.760 --> 01:25:29.760
How about Ali, Ali and Sally are at the table, working on a project and
Sally is humming and listening to her favorite song. And Ali is over your
life.

536 "Kathleen Deppeler" (482953984)
01:25:29.760 --> 01:25:35.490
So, I'm going to tell us crap. I'm done.

537 "Kathleen Deppeler" (482953984)
01:25:36.930 --> 01:25:42.720
So, um, Sally is on task.

538 "Kathleen Deppeler" (482953984)
01:25:42.720 --> 01:25:46.230
Oliver is pretty clearly off task.

539 "Kathleen Deppeler" (482953984)
01:25:46.230 --> 01:25:49.770
Who do I start engaging? Tell me who do I start? Engaging?

540 "Kathleen Deppeler" (482953984)
01:25:49.770 --> 01:25:53.490
Focus on Sally. Shelly says that's right. That's exactly right.

541 "Kathleen Deppeler" (482953984)
01:25:53.490 --> 01:26:03.690
Um, great Lisa says the same thing. Yeah, we're going to focus on Sally.
Sally is on task and I'm going to focus on her. Um.

542 "Kathleen Deppeler" (482953984)
01:26:03.690 --> 01:26:08.550
What am I looking for from Oliver? How will I know when it's time to
pivot back to Oliver?

543 "Kathleen Deppeler" (482953984)
01:26:08.550 --> 01:26:12.030
How will I know when it's time to pivot back to all of her.

544 "Kathleen Deppeler" (482953984)
01:26:12.030 --> 01:26:16.440
Focused on Sally, and learning about her project. Um.

545 "Kathleen Deppeler" (482953984)
01:26:16.440 --> 01:26:26.820
How will I know when it's time to pivot back to all of her when he
settles down okay. So if I were going to think about that in, in some.

546 "Kathleen Deppeler" (482953984)
01:26:26.820 --> 01:26:35.190
Um, some measurable specific terms what would it look like for all of her
to calm down or? Um.

547 "Kathleen Deppeler" (482953984)
01:26:35.190 --> 01:26:44.640
We're settled down, how will I know when when that happens? What will it
look like for all of her? So you could stop muttering.

548 "Kathleen Deppeler" (482953984)
01:26:44.640 --> 01:26:50.880
Okay, so when Oliver's quiet, that could be 1 queue.

549 "Kathleen Deppeler" (482953984)
01:26:54.480 --> 01:26:58.440
To be all of our picks up his pin.

550 "Kathleen Deppeler" (482953984)
01:26:59.005 --> 01:27:13.855
Or looks at his paper starts working on his project again. Natalie says
that's right. So when all of our demonstrates that he is on task and some
kind of again, we're not looking for perfection, but we're looking for
improvement.

551 "Kathleen Deppeler" (482953984)
01:27:13.885 --> 01:27:22.735
He shifts his attention. Exactly. So, we're looking for all of her to
shift his attention and that's when we're going to shift our attention
back to him. So, um.

552 "Kathleen Deppeler" (482953984)
01:27:23.070 --> 01:27:27.750
Again, I just want to go right back to that side for a moment.

553 "Kathleen Deppeler" (482953984)
01:27:27.750 --> 01:27:31.830
So, when Oliver's, uh.

554 "Kathleen Deppeler" (482953984)
01:27:31.830 --> 01:27:45.420
Starts engaging in that desirable behavior. He starts looking at his
paper. He starts working on that project again, or he's just stops the,
the really junky muttering. I'm going to wait for about.

555 "Kathleen Deppeler" (482953984)
01:27:45.420 --> 01:27:50.940
10 seconds, and then I'm going to pivot to him.

556 "Kathleen Deppeler" (482953984)
01:27:51.265 --> 01:28:03.235
Just like, after Addie takes her finger away from her nose for about 10
seconds. Hopefully, it gets in seconds of no finger in the nose. Then
that's going to be my queue to pivot back.

557 "Kathleen Deppeler" (482953984)
01:28:03.625 --> 01:28:13.375
And that timing is important, because I want to put some distance between
when that undesirable behavior occurred. And when I responded, because
again, I don't want it to.

558 "Kathleen Deppeler" (482953984)
01:28:14.095 --> 01:28:22.825
Appear as though I'm ignoring it or ignoring the person I wanted to
appear as though as busy with other things that I was focused on
something else.

559 "Kathleen Deppeler" (482953984)
01:28:24.295 --> 01:28:31.825
And again, it's a very active skill to attend to do other desirable
behavior in the environment.

560 "Kathleen Deppeler" (482953984)
01:28:33.420 --> 01:28:40.770
Okay, what else can we do say closer to great skill for when things are
ramping up?

561 "Kathleen Deppeler" (482953984)
01:28:40.770 --> 01:28:45.540
From when someone had something happened to them, that cluster worsening.

562 "Kathleen Deppeler" (482953984)
01:28:45.540 --> 01:28:50.100
You know, I think there's lots of examples of, um.

563 "Kathleen Deppeler" (482953984)
01:28:50.100 --> 01:29:03.780
At times to use, stay close hot. So, for you guys in your environment,
what's a worsening for a person? What could happen that we might need to

use this stay close, close out skill. Someone perceives things got worse for them.

564 "Kathleen Deppeler" (482953984)
01:29:03.780 --> 01:29:09.870
You woke up this morning and learned it was a school day. Things got worse. It's a stay close hot.

565 "Kathleen Deppeler" (482953984)
01:29:09.870 --> 01:29:15.870
What's something in your environments or something? That would be a stay close hot that you're going to consider.

566 "Kathleen Deppeler" (482953984)
01:29:15.870 --> 01:29:20.100
I could use this skill dogs gotten to the trash. Oh, man. Yes.

567 "Kathleen Deppeler" (482953984)
01:29:20.100 --> 01:29:23.820
Yes, it's a great example of a stay close hat.

568 "Kathleen Deppeler" (482953984)
01:29:26.965 --> 01:29:28.075
I'm gonna clean that up.

569 "Kathleen Deppeler" (482953984)
01:29:43.195 --> 01:29:53.455
What are some other examples of the? It's great. These are hard to think of. Sounds like you guys are really making that shift and trying to think about all the other times where things are just okay.

570 "Kathleen Deppeler" (482953984)
01:30:13.680 --> 01:30:21.090
Oh, these are great. Sits down in the hall. Teenagers, giving you major attitude in public. That is these are great.

571 "Kathleen Deppeler" (482953984)
01:30:21.090 --> 01:30:24.420
Okay, so things got worse for a person.

572 "Kathleen Deppeler" (482953984)
01:30:24.420 --> 01:30:31.860
And stay close that stands for the skill that we would use when things go.

573 "Kathleen Deppeler" (482953984)
01:30:32.455 --> 01:30:38.545
Quarterly when things have gotten worse for a person, this is a skill that we would use to de escalate.

574 "Kathleen Deppeler" (482953984)
01:30:39.115 --> 01:30:53.485

And so some examples of opportunities that we could use this skill folks put somebody's sits down in the hallway teenagers, giving attitude in public. You walk in the house and the dogs have trashed everything. Um.

575 "Kathleen Deppeler" (482953984)
01:30:53.850 --> 01:31:00.030
Being around somebody whose negatively responds negatively um.

576 "Kathleen Deppeler" (482953984)
01:31:01.140 --> 01:31:15.450
Yeah, throwing someone's throwing things those are great reasons to use this skill. Okay, so this is going to look pretty familiar, because it's very similar to the to the relationship building skill that we talked about earlier.

577 "Kathleen Deppeler" (482953984)
01:31:17.640 --> 01:31:22.260
So, the 1st step is to not react to the junk behavior.

578 "Kathleen Deppeler" (482953984)
01:31:22.260 --> 01:31:32.400
Uh, we're going to stay calm and caring and concerned, but we are not going to react to that junk behavior. Um, typically, we're going to move towards the person, make sure that we're.

579 "Kathleen Deppeler" (482953984)
01:31:32.400 --> 01:31:38.850
Making considerations for safety, but typically we're going to move towards the person. We're going to touch it the appropriate.

580 "Kathleen Deppeler" (482953984)
01:31:38.850 --> 01:31:51.900
It's a great way to show that you care. We're going to ask open ended questions. If we need to remember the goal of open ended questions is to learn more information. So, you know, if.

581 "Kathleen Deppeler" (482953984)
01:31:52.465 --> 01:32:06.715
If you're if the, the teenager example in public, you might not want to ask a bunch of questions about what's going on because you already know. Um, and you're not going to hear anything. That's really particularly helpful.

582 "Kathleen Deppeler" (482953984)
01:32:07.165 --> 01:32:10.135
You also, when you consider open ended questions.

583 "Kathleen Deppeler" (482953984)
01:32:10.499 --> 01:32:23.634
It is to keep the conversation going so avoid asking questions that are going to lead to problem solving or something like that. That's not the goal of this. The goal is to learn more information. We really want to avoid trying to fix it.

584 "Kathleen Deppeler" (482953984)
01:32:23.874 --> 01:32:38.274
That really is probably going to turn into some kind of logic or Alexia
or if we try to fix it in this moment. So ask questions, if you need to
so that you can learn information and listen to the response. And if you
don't have to ask questions, just listen to what's happening. Listen to
what the person is saying.

585 "Kathleen Deppeler" (482953984)
01:32:38.964 --> 01:32:51.834
Talk less than them. Don't change the subject keep talking about this
thing. That's important to them. We're going to use empathy and say this
is your heart broken. You're so upset. I can see the look on your face.
You're just so disappointed.

586 "Kathleen Deppeler" (482953984)
01:32:52.944 --> 01:33:04.854
Really identify the emotions that are being expressed and name them. So
so important, especially in these difficult situations. I know that
there's a common, um.

587 "Kathleen Deppeler" (482953984)
01:33:09.264 --> 01:33:21.774
That we don't often want to that people are often worried that if they
say you're so heartbroken or so disappointed that they might make things
worse. But, in fact, it makes things better for the person. Because they,
they hear that.

588 "Kathleen Deppeler" (482953984)
01:33:21.774 --> 01:33:31.524
You understand them that you see them that you see how the situation is
affecting them or or what their experiences and that connection can make
things better.

589 "Kathleen Deppeler" (482953984)
01:33:32.184 --> 01:33:37.344
So name it, tell the person that you see how they're feeling and and tell
them tell them, you.

590 "Kathleen Deppeler" (482953984)
01:33:37.439 --> 01:33:47.099
See them tell them name that emotion they tell them how this situation is
affecting them that you see them that connection will really help
escalate the situation.

591 "Kathleen Deppeler" (482953984)
01:33:48.054 --> 01:34:01.854
And then use encouragement, identify anything a person is doing that
would be good for them to continue and say it, you know, even if the only
thing that's happening, that's desirable is that they're talking to you
about it that can be encouragement.

592 "Kathleen Deppeler" (482953984)
01:34:02.094 --> 01:34:04.854

You know, the situation is so difficult you're already talking about it.

593 "Kathleen Deppeler" (482953984)
01:34:05.219 --> 01:34:09.779
If, you know, they've been through something like this before there's encouragement.

594 "Kathleen Deppeler" (482953984)
01:34:09.779 --> 01:34:22.944
You know, you know oh, this is so hard and I know you've been through this before and you can last time you did this and I think you can do it again. I know you can get through this, you know, encourage something desirable that they're doing.

595 "Kathleen Deppeler" (482953984)
01:34:22.944 --> 01:34:28.944
Right now tell them what it means for them in the future, you know, you're already taking deep breaths. I see that.

596 "Kathleen Deppeler" (482953984)
01:34:32.039 --> 01:34:45.804
It's really something good to Hong Kong calm the situation. This is so difficult. Um, so really just empathy encouragement for anything desirable that you can see and that is going to help calm the situation help de, escalate the situation.

597 "Kathleen Deppeler" (482953984)
01:34:45.804 --> 01:34:51.624
You're going to repeat these skills until a person demonstrates that they're calming down.

598 "Kathleen Deppeler" (482953984)
01:34:51.929 --> 01:35:00.564
That that things are coming into control and and that can be assigned that they're ready for the next step.

599 "Kathleen Deppeler" (482953984)
01:35:00.564 --> 01:35:15.444
So, repeat repeat repeat until the person is ready for the next step, and then direct to an alternative behavior, maybe problem solving, but really, maybe accessing that coping skill that could have helped them in the 1st place. You know I see. You're starting to feel a little bit better.

600 "Kathleen Deppeler" (482953984)
01:35:16.104 --> 01:35:21.834
I know that 1 thing that really helps when you're having a bad day, is to take a walk. Do you think that that's something that we could do now?

601 "Kathleen Deppeler" (482953984)
01:35:22.169 --> 01:35:32.939
And hopefully they want to do that, and maybe they say, no, go right back to the empathy. You're right. This is a difficult situation. I just.

602 "Kathleen Deppeler" (482953984)
01:35:32.939 --> 01:35:37.469
I know you're having a really hard time. It seems like you're really
starting to, um.

603 "Kathleen Deppeler" (482953984)
01:35:37.469 --> 01:35:48.599
You're really handling this. Well, I know it's difficult. So, just go
back to those earlier steps of empathy and encouragement if, if you try
to direct and it doesn't go. Well, we just need to keep going back.

604 "Kathleen Deppeler" (482953984)
01:35:48.599 --> 01:35:52.529
Repeat repeat repeat open, ended questions, empathy, encouragement.

605 "Kathleen Deppeler" (482953984)
01:35:53.304 --> 01:36:04.104
That's a great way to de, escalate a situation. So again, empathy is
identifying in emotion. Someone is feeling and naming. It tells the
person that you see how they're feeling. You understand their point of
view.

606 "Kathleen Deppeler" (482953984)
01:36:04.284 --> 01:36:17.184
You do not have to agree with the emotion in order to do this you don't
have to agree with the reason behind the emotion you're just naming the
emotion and seeing that. You see how the person is feeling that is a
great connection, and we'll help de, escalate.

607 "Kathleen Deppeler" (482953984)
01:36:18.324 --> 01:36:24.564
Let's practice these I have 2 scenarios that we're going to practice. The
1st, 1 is is sad.

608 "Kathleen Deppeler" (482953984)
01:36:24.564 --> 01:36:33.744
Sammy, she called you and she or she texted you part of me and she's
like, oh, I'm so over this I'm not going to take their crap anymore.

609 "Kathleen Deppeler" (482953984)
01:36:33.893 --> 01:36:47.484
She's told you about how her her roommate gotten in an argument, and you
know, that often, and we'll lay in bed for just hours and cry. So this
time she's laying in bed and she texts, you tells you about this fight
and she says.

610 "Kathleen Deppeler" (482953984)
01:36:47.549 --> 01:36:48.149
Oh.

611 "Kathleen Deppeler" (482953984)
01:36:48.149 --> 01:36:54.629
I'm over this, I'm not going to take their crap anymore. What's an
empathy statement that you can give to Sam?

612 "Kathleen Deppeler" (482953984)
01:36:54.629 --> 01:36:58.949
How is am feeling, how can you name that emotion? Tell her.

613 "Kathleen Deppeler" (482953984)
01:36:58.949 --> 01:37:03.569
What can you say to Sam? It's in the empathy statement for Sam.

614 "Kathleen Deppeler" (482953984)
01:37:18.024 --> 01:37:26.964
This sounds frustrating. Great, great job. You named the emotion, and you
made a statement. You see how she's feeling this sounds frustrating.

615 "Kathleen Deppeler" (482953984)
01:37:27.804 --> 01:37:41.214
You're hurting uh, it sounds like you're really fresh for us. I agree.
Frustrated. It seems like a really good word for how Sam's feeling right
now. I think you guys hit the nail on the head. Great. Okay. No
encouragement.

616 "Kathleen Deppeler" (482953984)
01:37:41.579 --> 01:37:48.809
You know, that Sam will often lean bed for hours crying when she's upset
she's texted you though.

617 "Kathleen Deppeler" (482953984)
01:37:48.809 --> 01:37:51.929
Yes, she's hanging by crying, but she's texted you.

618 "Kathleen Deppeler" (482953984)
01:37:51.929 --> 01:37:55.889
What kind of encouragement can we give Sam? She's been through this
before.

619 "Kathleen Deppeler" (482953984)
01:37:55.889 --> 01:38:01.139
What kind of encouragement? What about this situation is good for them to
continue.

620 "Kathleen Deppeler" (482953984)
01:38:01.139 --> 01:38:06.179
That will be helpful for it's an encouragement statement.

621 "Kathleen Deppeler" (482953984)
01:38:08.549 --> 01:38:14.729
Does she reached out? Exactly this is you're so frustrated and you
reached out. It's great.

622 "Kathleen Deppeler" (482953984)
01:38:14.729 --> 01:38:23.939
Love it reaching out to someone in a time of need is a great strategy. So
you can encourage her that that's the thing that she could do.

623 "Kathleen Deppeler" (482953984)
01:38:23.939 --> 01:38:32.159
It's great. You can also say things like, man, you guys have been through
this before. Sounds sounds really difficult. Um.

624 "Kathleen Deppeler" (482953984)
01:38:32.159 --> 01:38:38.669
I know that you can get through this again. I'm glad that you, you
already reached out. We're already talking about this difficult
situation.

625 "Kathleen Deppeler" (482953984)
01:38:38.669 --> 01:38:48.419
Okay, let's talk about Malcolm. Let's talk about Malcolm. We're going to
do a stay close hot here. It's time to go inside and Malcolm is not
happy.

626 "Kathleen Deppeler" (482953984)
01:38:48.419 --> 01:38:52.529
And he screams this is bull, and I don't want to.

627 "Kathleen Deppeler" (482953984)
01:38:52.529 --> 01:38:58.469
And so we're going to give malcolm's some empathy. How is Malcolm
feeling.

628 "Kathleen Deppeler" (482953984)
01:38:59.664 --> 01:39:13.944
How is Malcolm feeling? How is Malcolm feeling? What's that? Empathy
statement? We need a good emotion word.

629 "Kathleen Deppeler" (482953984)
01:39:13.944 --> 01:39:15.264
You're disappointed.

630 "Kathleen Deppeler" (482953984)
01:39:15.599 --> 01:39:19.049
Yeah, well, I know you're disappointed Malcolm.

631 "Kathleen Deppeler" (482953984)
01:39:19.049 --> 01:39:22.379
Instead it was time to go inside. I know. You're disappointed. I can tell
you.

632 "Kathleen Deppeler" (482953984)
01:39:22.379 --> 01:39:36.629
That's great. And again, I think that's a really good example of
oftentimes people don't want to say that, because they're worried it's
going to make it worse, but acknowledging reality with that. Emotion is
so important. He is disappointed. Tell him you see it.

633 "Kathleen Deppeler" (482953984)
01:39:42.569 --> 01:39:46.079
Any other emotions people thought of when they thought about Malcolm.

634 "Kathleen Deppeler" (482953984)
01:40:05.339 --> 01:40:08.999
Might also be frustrated or angry? Um.

635 "Kathleen Deppeler" (482953984)
01:40:11.549 --> 01:40:19.764
So, we're really looking for an empathy statement. You see, we're trying to connect in that. You're trying to tell him that you see how this is affecting him.

636 "Kathleen Deppeler" (482953984)
01:40:20.154 --> 01:40:33.444
Um, and really what it sounds like when we say something like, I understand you want to stay outside, but we need to go into that. We're really making excuses and using lecture and logic to explain.

637 "Kathleen Deppeler" (482953984)
01:40:33.444 --> 01:40:39.294
So, as a form of coercion, and we're going to try to avoid that and to replace that, we're really just going to focus on.

638 "Kathleen Deppeler" (482953984)
01:40:39.629 --> 01:40:50.934
The fact that Americans having a hard time, he's disappointed he's frustrated or angry maybe, you know, depending on what that looks like we really want to focus on the emotion that he's experiencing.

639 "Kathleen Deppeler" (482953984)
01:40:51.084 --> 01:40:59.244
You don't have to fix it, you know, really the thing that could help fix the problem. Here is not that Malcolm has to go inside. We don't have to deal with that.

640 "Kathleen Deppeler" (482953984)
01:40:59.244 --> 01:41:07.914
The problem is that Malcolm is having difficult emotions, and he's having a hard time dealing with those emotions and we can help with that by providing empathy and encouragement.

641 "Kathleen Deppeler" (482953984)
01:41:08.819 --> 01:41:18.809
Okay, so let's talk about encouragement. What are we looking for? What what are some things we might look for from Malcolm that we could encourage.

642 "Kathleen Deppeler" (482953984)
01:41:24.599 --> 01:41:28.379
I have to infer some things, like, you know.

643 "Kathleen Deppeler" (482953984)
01:41:28.379 --> 01:41:32.039
Malcolm was successful yesterday or.

644 "Kathleen Deppeler" (482953984)
01:41:32.514 --> 01:41:34.764
's been through hard times

645 "Kathleen Deppeler" (482953984)
01:41:54.234 --> 01:41:57.414
kind of encouragement. Might we be able to provide Malcolm?

646 "Kathleen Deppeler" (482953984)
01:42:10.289 --> 01:42:14.159
Could potentially say something about, you know.

647 "Kathleen Deppeler" (482953984)
01:42:14.159 --> 01:42:25.199
About, you know, what's he doing right now if he takes a deep breath you
know, Malcolm, I can tell you frustrated and I just saw you take that.

648 "Kathleen Deppeler" (482953984)
01:42:25.199 --> 01:42:36.809
Deep breath, I think that's something really helpful. I know that when
you take deep breaths, when you're frustrated and often helps you stay
home. There's a really great thing to do Malcolm.

649 "Kathleen Deppeler" (482953984)
01:42:36.809 --> 01:42:39.809
I can do them with you.

650 "Kathleen Deppeler" (482953984)
01:42:39.809 --> 01:42:50.009
No, and model those things as you go and again, I'm not modeling them in
an attempt to get him to do that thing. I'm modeling them because I saw
him do it and I want to be a part of that.

651 "Kathleen Deppeler" (482953984)
01:42:50.009 --> 01:42:54.029
I want to be a part of that um.

652 "Kathleen Deppeler" (482953984)
01:42:55.704 --> 01:43:08.634
Okay, so I'm really in the moment with Malcolm, I've given him some
empathy and encouragement, we're going to keep doing these things until
we're ready for the next step, which would be to direct some direct to
some alternative behaviors.

653 "Kathleen Deppeler" (482953984)
01:43:08.634 --> 01:43:16.314
So, I'm really going to focus on what's happening in this moment. With
Malcolm. I'm not going to try to get him to do anything else. Um.

654 "Kathleen Deppeler" (482953984)
01:43:17.274 --> 01:43:29.694
And my method of getting getting past this moment is to be to reflect
empathy to tell him, I see how he's feeling and to find anything that
he's doing to that I want him to continue to identify it name it.

655 "Kathleen Deppeler" (482953984)
01:43:30.714 --> 01:43:34.194
And provide that encouragement about it being good for him to keep doing.

656 "Kathleen Deppeler" (482953984)
01:43:35.609 --> 01:43:41.219
Really going to avoid trying to convince him to do anything else or.

657 "Kathleen Deppeler" (482953984)
01:43:41.219 --> 01:43:51.449
Or point out, all of those other things I might provide right now are really some example of coercion. They're going to be lecture and logic or criticism or.

658 "Kathleen Deppeler" (482953984)
01:43:51.449 --> 01:44:03.299
Those are probably the pretty big ones. Okay you guys did a great job of really finding some empathy statements, encouraging statements. You did a great job of recognizing conversions. Um.

659 "Kathleen Deppeler" (482953984)
01:44:03.834 --> 01:44:13.914
This is the, the, the end of the content that I have to share today, except I have some great resources because again, this is just an overview of a much more intensive training.

660 "Kathleen Deppeler" (482953984)
01:44:14.274 --> 01:44:22.194
And so, for what I'd like to offer you a full training based on these principals, and you can take this QR code here. Um.

661 "Kathleen Deppeler" (482953984)
01:44:22.559 --> 01:44:34.139
To scan, and this is the registration for tools of choice, which is the full positive behavior support curriculum that this training this overview is based on. Um.

662 "Kathleen Deppeler" (482953984)
01:44:34.139 --> 01:44:45.479
So, there is that opportunity, and I'm just trying to leave it up here on the screen. So you have a chance to get your phone and your camera and pull up that website.

663 "Kathleen Deppeler" (482953984)
01:44:46.374 --> 01:44:58.044
There's 1 thing that you could do to continue to learn more and practice. These skills is within that tools of choice class. Another thing that you can do is listen to these podcasts.

664 "Kathleen Deppeler" (482953984)
01:44:58.704 --> 01:45:11.814

So, if you skip this 1, it's going to take you to a sound cloud that has 10 very short, just a few minutes each podcast about each 1 about each of the different kinds of coercion that we talked about today.

665 "Kathleen Deppeler" (482953984)
01:45:12.179 --> 01:45:15.659
So, it's another resource that's available to, you.

666 "Kathleen Deppeler" (482953984)
01:45:17.939 --> 01:45:31.824
I have 1 last 1, the family coaching workshops, which are an opportunity to come and interact with a consultant tools, a choice trainer, and work on these skills in a smaller environment,

667 "Kathleen Deppeler" (482953984)
01:45:31.824 --> 01:45:45.624
and really focused on the family dynamics. So that's like the types of relationships that we're talking about, people who attend those are parents siblings. We've had a parent and their teenager attend together.

668 "Kathleen Deppeler" (482953984)
01:45:46.254 --> 01:45:47.934
But again, we spend.

669 "Kathleen Deppeler" (482953984)
01:45:47.939 --> 01:45:58.709
This time talking about a few of these strategies, and then focusing on practicing them and really getting good at and implementing them.

670 "Kathleen Deppeler" (482953984)
01:45:59.969 --> 01:46:09.899
So that's the last resource that I have to share today. We're finishing a few minutes early. I'm going to look at the chat box and see if I have any questions that I can answer for folks.

671 "Kathleen Deppeler" (482953984)
01:46:09.899 --> 01:46:19.229
But, but otherwise, this concludes our class, I really appreciate your time and I hope to see you and tools and choice soon.

672 "Kathleen Deppeler" (482953984)
01:46:21.209 --> 01:46:26.159
Thank you, Kathy, thank you.