

WEBVTT

1 "Cana Poteet" (1459756800)
00:00:00.925 --> 00:00:09.895

Excited to have you all here to kind of sit and talk a little bit about these universal strategies that we're going to discuss in this training today.

2 "Cana Poteet" (1459756800)
00:00:10.435 --> 00:00:19.975

We've got 2 hours together, so before we go ahead and get started, I would love to kind of let, you know, a little bit about myself and maybe get to know a little bit about who.

3 "Cana Poteet" (1459756800)
00:00:20.000 --> 00:00:34.935

Who is in our room today so my name is Tina. I am a positive support consultant supervisor in the Kansas City area. My region supports Kansas City, Springfield, Joplin, and everything in between.

4 "Cana Poteet" (1459756800)
00:00:35.445 --> 00:00:39.915

I have been teaching tools and working with the multi tiered system.

5 "Cana Poteet" (1459756800)
00:00:40.000 --> 00:00:41.255

Support team since 2016,

6 "Cana Poteet" (1459756800)
00:00:41.255 --> 00:00:55.835

and we have learned a lot about how to impact the behavior and how to impact our providers and kind of build some good universal systems that are going to ultimately impact the quality of life of the consumers and individuals that

7 "Cana Poteet" (1459756800)
00:00:56.105 --> 00:00:59.765

we work with. On the day to day so. to day so

8 "Cana Poteet" (1459756800)
00:01:00.000 --> 00:01:00.930

Um.

9 "Cana Poteet" (1459756800)
00:01:01.345 --> 00:01:08.815

If you've never been on a Webex before. Welcome. I know that it could be a bit confusing to figure out all of the bits and pieces of it.

10 "Cana Poteet" (1459756800)
00:01:09.084 --> 00:01:17.455

But on the right hand, side of your screen, you should be able to see a chat box and I am going to put something in there just so you can see it.

11 "Cana Poteet" (1459756800)

00:01:18.415 --> 00:01:33.175

And if you could tell me just a little bit about who you are, maybe where you're from and how you heard about the tools for everyone's sessions in that chat box. I will kind of keep an eye on that and say a little hello to the people who are in today.

12 "Cana Poteet" (1459756800)

00:01:35.910 --> 00:01:46.200

You are also welcome to unmute. Unmute button is at the bottom of our Webex today. And then you probably have a little fewer features than I do.

13 "Cana Poteet" (1459756800)

00:01:46.200 --> 00:01:51.480

But in front of you, you should see our PowerPoint, which is going to be primarily what we're going to look at today.

14 "Cana Poteet" (1459756800)

00:01:52.950 --> 00:01:59.400

So, again, if you found that chat box, just a little, just who you are, where you're from, how you heard about tools for everyone.

15 "Cana Poteet" (1459756800)

00:02:01.500 --> 00:02:06.390

And you want to choose cat? Am I right that they want to choose everyone? Or should they choose all panelists?

16 "Kat Craig" (3491640832)

00:02:07.440 --> 00:02:18.630

They don't have the everyone box, and they can just choose panelists if they have questions. But if they have everyone, they should use that.

17 "Cana Poteet" (1459756800)

00:02:18.955 --> 00:02:33.325

Okay, awesome. And this class is going to be highly interactive. So I'm going to ask you all to participate in that chat box a couple of times. So this is our 1st, we'll run through of the chat box mentioned.

18 "Kat Craig" (3491640832)

00:02:51.840 --> 00:02:59.520

Okay hello? Hello? Hey hello? Hello? Hello?

19 "Cana Poteet" (1459756800)

00:02:59.520 --> 00:03:02.940

They've got somebody from Ray county enrichment.

20 "Cana Poteet" (1459756800)

00:03:12.120 --> 00:03:16.920

Okay, family, advocacy and Charles County. Hello? Welcome.

21 "Cana Poteet" (1459756800)

00:03:16.920 --> 00:03:20.670

Service coordinator hello Saint Louis.

22 "Cana Poteet" (1459756800)
00:03:20.670 --> 00:03:24.570
Can you see the arch from your office?

23 "Cana Poteet" (1459756800)
00:03:26.820 --> 00:03:30.540
I got some people out of just city.

24 "Cana Poteet" (1459756800)
00:03:31.650 --> 00:03:42.870
Hello Roxy and we. Okay, so we got some staff. It looks like we've got some providers and community members here. That's awesome.

25 "Cana Poteet" (1459756800)
00:03:45.600 --> 00:03:49.290
Some sc's, I love seeing in the in the team today.

26 "Cana Poteet" (1459756800)
00:03:50.515 --> 00:03:56.395
Okay, awesome. Well, thank you. All for joining us. If you're still typing please feel free.

27 "Cana Poteet" (1459756800)
00:03:56.395 --> 00:04:10.165
I'm going to keep an eye on that chat box the whole time, and we are going to have some just kind of interactive moments here and there where I'm going to be asking for participation, you can type your answers in the chat box. You can always unmute.

28 "Cana Poteet" (1459756800)
00:04:10.340 --> 00:04:21.405
You feel like you, it would be easier to communicate that way. I know that that's an intimidating thing. But this is a very cool little group of people, and I am the most human that you'll interact with.

29 "Cana Poteet" (1459756800)
00:04:21.405 --> 00:04:28.665
So, I do not mind whatever makes you feel most comfortable so let's go ahead and just jump into it. Hello Katie.

30 "Cana Poteet" (1459756800)
00:04:31.014 --> 00:04:40.914
So, like I said, the best experience that we'll have today is just kind of knowing that chat box function and being able to comfortably use it. I see. A lot of people put some stuff in there. So excellent.

31 "Cana Poteet" (1459756800)
00:04:41.334 --> 00:04:48.984
And if you're the type of person who really likes to take notes, I find that note taking is just really cathartic for me. It helps me kind of jot.

32 "Cana Poteet" (1459756800)
00:04:49.069 --> 00:04:59.534

Down some ideas, so if that's the way that you'd like to go, I also know that we're all on computers so maybe typing out some notes. We are going to talk a lot today about many, many different concepts.

33 "Cana Poteet" (1459756800)
00:04:59.534 --> 00:05:06.914

So, if that's the way that you, like, please feel free, otherwise this will be recorded. And we'll have some of these recordings on our website.

34 "Cana Poteet" (1459756800)
00:05:09.419 --> 00:05:16.079

So, today we're going to talk about what is positive behavior supports, and that universal strategy overview.

35 "Cana Poteet" (1459756800)
00:05:16.374 --> 00:05:29.814

We're going to talk about some fundamental facts about behavior and categorize those behaviors into 4 different types. It helps us kind of know a little bit about how to interact with different behaviors that we see by categorizing them.

36 "Cana Poteet" (1459756800)
00:05:30.744 --> 00:05:35.934

We're going to talk about coercion and what punishment is and why we should really be avoiding using it.

37 "Cana Poteet" (1459756800)
00:05:37.344 --> 00:05:45.924

Why you should avoid, hey, look at 10 examples of coercion and why we should avoid using those as well. Those are going to be a big portion of what we talk about.

38 "Cana Poteet" (1459756800)
00:05:48.294 --> 00:05:55.914

And then, how are we going to improve interactions and improve behaviors across all of the environments that we work in? And that we live in.

39 "Cana Poteet" (1459756800)
00:05:56.269 --> 00:06:10.364

Until 1, I'm also positive behavior supports. Well, what is it so really, it's this idea about increasing the quality of life, through what we call the science of behavior.

40 "Cana Poteet" (1459756800)
00:06:10.664 --> 00:06:16.244

And if you want to put in the chat box, if you know a little bit about the science of behavior, you can just let me know, like, yeah, I'm familiar.

41 "Cana Poteet" (1459756800)
00:06:16.269 --> 00:06:30.694

I got an idea, I can kind of know a little bit more about how much I might add in as we go through this session today. So the science of behavior has really been around for a long time since 19,940.

42 "Cana Poteet" (1459756800)
00:06:30.814 --> 00:06:35.974

S, you know, we've done a lot informally investigating and. a lot informally investigating and

43 "Cana Poteet" (1459756800)
00:06:36.269 --> 00:06:48.744

Trading what the science of behavior is and now we have behavioral analysts across the state of Missouri and the nation who kind of help us learn a little bit more about that, science of behavior and how it can impact people.

44 "Cana Poteet" (1459756800)
00:06:49.914 --> 00:06:56.214

There are hundreds of thousands of studies. And demonstrations of these practices and techniques.

45 "Cana Poteet" (1459756800)
00:06:56.269 --> 00:07:08.609

Through different programs and treatment services schools, and even training curriculum we use these principles and techniques to develop that are developed by our sciences.

46 "Cana Poteet" (1459756800)
00:07:08.609 --> 00:07:16.349

So, big widespread, long time, we've been using this strategy and now we just really enhanced it in several places.

47 "Cana Poteet" (1459756800)
00:07:16.349 --> 00:07:25.589

So, the positive here, some more model that Missouri uses is based off of the public health model to structure its interventions.

48 "Cana Poteet" (1459756800)
00:07:25.589 --> 00:07:34.919

When we talk about PDF here, we really talk about this, like triangle. So you'll see little triangle on the bottom right hand of the screen.

49 "Cana Poteet" (1459756800)
00:07:34.919 --> 00:07:39.659

And that is the representation of our multi tiered model.

50 "Cana Poteet" (1459756800)
00:07:39.659 --> 00:07:47.249

The green base at the bottom represents those universal strategies that support quality of life for an entire population.

51 "Cana Poteet" (1459756800)
00:07:47.664 --> 00:07:57.624

In a healthy population, we're really looking at 80 to 90% of people, and they will just need these universal supports. So they are getting all of these strategies.

52 "Cana Poteet" (1459756800)
00:07:57.624 --> 00:08:07.134
Their quality of life is really being impacted medically physically socially emotionally. And they're 80 to 90% of our population. our population

53 "Cana Poteet" (1459756800)
00:08:07.499 --> 00:08:14.879
The yellow center represents the population at risk for poor outcomes. The people who are.

54 "Cana Poteet" (1459756800)
00:08:14.879 --> 00:08:23.159
Kind of impacting our system at a little bit of a higher rate. They need something extra. They might be groups of people who need something extra.

55 "Cana Poteet" (1459756800)
00:08:23.159 --> 00:08:36.599
Um, the interventions for this population often, look like an extra scoop from that 1st, Universal strategy that green that green bar at the bottom. And these targeted interventions are intended to be short term.

56 "Cana Poteet" (1459756800)
00:08:36.599 --> 00:08:44.579
And then faded as risk as the risk decreases in healthy populations. This is about 10 to 15% of the people.

57 "Cana Poteet" (1459756800)
00:08:44.579 --> 00:08:52.859
So, yellow is about short term, systematic approaches to helping people get that extra scoop. Maybe.

58 "Cana Poteet" (1459756800)
00:08:52.859 --> 00:08:57.389
Taking those universal strategies and make and doing a bit more of individualizing.

59 "Cana Poteet" (1459756800)
00:08:57.389 --> 00:09:05.939
The top part of our triangle that's read, represents those in crisis and in need of short term intensive support systems.

60 "Cana Poteet" (1459756800)
00:09:05.939 --> 00:09:10.559
In a healthy population, this might be about 5% of who we're looking at.

61 "Cana Poteet" (1459756800)
00:09:11.334 --> 00:09:23.214
So, today, what we're really going to be focusing on is the base of the triangle, this universal approach, this positive behavior support approach, that's going to be focused on building positive relationships changing how we react to things,

62 "Cana Poteet" (1459756800)

00:09:23.274 --> 00:09:27.354

teaching modeling and motivating that will all improve a person's quality of life.

63 "Cana Poteet" (1459756800)

00:09:30.029 --> 00:09:44.639

So, what makes this approach really difficult to accept a lot of people have these kind of predetermination of the tools of choice curriculum and this idea that we should be kind and caring all of the time.

64 "Cana Poteet" (1459756800)

00:09:44.639 --> 00:09:56.549

And, yeah, I am, I'm kind of asking people to be kind and caring, you know, being thoughtful in how we interact of trying our best to be as positive as possible. And that can be really hard.

65 "Cana Poteet" (1459756800)

00:09:57.894 --> 00:09:59.994

But, you know, when we talk about being kind of carrying,

66 "Cana Poteet" (1459756800)

00:09:59.994 --> 00:10:13.734

it doesn't necessarily mean that we are cold to that people that we support sometimes just being non emotional or as little emotional as possible can make a really big difference in comic situations,

67 "Cana Poteet" (1459756800)

00:10:13.734 --> 00:10:16.464

or helping somebody de escalate it also will help.

68 "Cana Poteet" (1459756800)

00:10:16.549 --> 00:10:20.909

Avoid that situation for becoming worse it is really hard.

69 "Cana Poteet" (1459756800)

00:10:20.909 --> 00:10:31.439

I just will throw that out there. It's very difficult and emotionally stressed out situations being kind and caring, especially when you're encountering difficult behaviors or difficult people, it can be.

70 "Cana Poteet" (1459756800)

00:10:31.439 --> 00:10:43.019

Difficult so we also want to avoid creating or responding with coercion, or what we would consider these we're sending consequences and we're going to spend a bunch of time on that. So I'm not going to go into great detail there.

71 "Cana Poteet" (1459756800)

00:10:43.794 --> 00:10:52.164

We often think that there must be some sort of punishment for learning and let me tell you I have a really cool answer for that which is, that's not true.

72 "Cana Poteet" (1459756800)

00:10:52.794 --> 00:10:58.884

We're going to talk a lot about how behaviors responds much much better to positive consequences than anything else.

73 "Cana Poteet" (1459756800)

00:10:59.129 --> 00:11:04.769

And then it's often thought that a positive approach is just letting people get away with things.

74 "Cana Poteet" (1459756800)

00:11:04.769 --> 00:11:13.799

And also is not really what we're going for, you know, having a positive approach is more like, looking at the desirable things that are happening around us.

75 "Cana Poteet" (1459756800)

00:11:13.799 --> 00:11:21.599

Um, and then really trying to motivate and recognize when those occur.

76 "Cana Poteet" (1459756800)

00:11:21.599 --> 00:11:32.819

And it all kind of goes back to this objective that I mentioned earlier is about we're going to be improving those practices and those interactions and those improving behaviors.

77 "Cana Poteet" (1459756800)

00:11:32.819 --> 00:11:42.839

As we go through our session today, so we really just want to focus on modeling and teaching and being proactive, which is kind of a too long didn't read sort of response.

78 "Cana Poteet" (1459756800)

00:11:42.839 --> 00:11:46.589

Okay, so these are very 1st, little activity.

79 "Cana Poteet" (1459756800)

00:11:46.589 --> 00:12:00.054

So, I would love for people in the chat box or if you are brave and would like to unmute to just tell me what you think behavior is if you were kind of explaining it to a 5 year old, you know, explained to me like,

80 "Cana Poteet" (1459756800)

00:12:00.054 --> 00:12:06.324

I'm 5 what is behavior and I'm going to type out some of our responses on the screen and you will see a little bit of a.

81 "Cana Poteet" (1459756800)

00:12:06.589 --> 00:12:09.929

But I'm going to add those in, as I see them.

82 "Cana Poteet" (1459756800)

00:12:09.929 --> 00:12:22.854

So, what is behavior way?

83 "Cana Poteet" (1459756800)
00:12:22.854 --> 00:12:24.954
Someone responds to something.

84 "Cana Poteet" (1459756800)
00:12:39.719 --> 00:12:43.379
That is a very technical definition, nor am I dig it.

85 "Cana Poteet" (1459756800)
00:12:52.704 --> 00:12:53.274
I love that.

86 "Cana Poteet" (1459756800)
00:13:12.319 --> 00:13:20.429
All right anyone else have any ideas about what behavior is I'll give you just a few more seconds.

87 "Cana Poteet" (1459756800)
00:13:37.049 --> 00:13:42.299
Okay, awesome guys, thank you so much for helping me kind of define what behavior is.

88 "Cana Poteet" (1459756800)
00:13:42.834 --> 00:13:54.114
So, we've got on the board the way someone responds to something, or the way that a person responds to a stimuli, which is kind of just like a thing in their environment or even a personal thing.

89 "Cana Poteet" (1459756800)
00:13:54.114 --> 00:14:02.274
You know, maybe I suddenly start to feel really overwhelmed and I respond with a behavior or somebody says.

90 "Cana Poteet" (1459756800)
00:14:02.299 --> 00:14:10.559
Hello to me, and I respond with the Hello back. We're just kind of having this response back and forth. It might be a method of communication.

91 "Cana Poteet" (1459756800)
00:14:10.559 --> 00:14:20.699
Which is awesome. Yeah, I think all of these are really good ways of kind of thinking about behavior and what it really is. So, let's look at this definition that we've got going for us.

92 "Cana Poteet" (1459756800)
00:14:20.699 --> 00:14:26.399
So, behavior really is anything that a person does that can be seen and counted.

93 "Cana Poteet" (1459756800)
00:14:26.399 --> 00:14:39.024
So, anything a person does that is like, talking to somebody sitting down in a chair, running through the hall, taking their medication crying,

94 "Cana Poteet" (1459756800)
00:14:39.414 --> 00:14:46.254
because they're upset slamming a door or closing it nicely. All of these things are things.

95 "Cana Poteet" (1459756800)
00:14:46.399 --> 00:14:47.489
People do.

96 "Cana Poteet" (1459756800)
00:14:47.489 --> 00:14:54.419
So, behavior can be anything and everything that a person does, as long as it can be seen and counted.

97 "Cana Poteet" (1459756800)
00:14:55.469 --> 00:14:58.559
Okay, so let's do another quick activity.

98 "Cana Poteet" (1459756800)
00:14:58.559 --> 00:15:12.029
I would love for you guys to kind of just throw out a bunch of different behaviors, any behaviors that you can think of, just throw them in the chat box. And I'm going to keep up with them as they come in.

99 "Cana Poteet" (1459756800)
00:15:20.519 --> 00:15:29.039
And I know our support coordinators probably have a lot of behaviors that they're thinking of those people that are working with our population directly.

100 "Cana Poteet" (1459756800)
00:15:29.039 --> 00:15:36.899
Probably got some ideas about behaviors. Okay.

101 "Cana Poteet" (1459756800)
00:15:36.899 --> 00:15:41.399
Arguing smiling being quiet.

102 "Cana Poteet" (1459756800)
00:15:45.779 --> 00:15:55.709
Hmm.

103 "Cana Poteet" (1459756800)
00:15:59.094 --> 00:15:59.994
These are great.

104 "Cana Poteet" (1459756800)
00:16:18.559 --> 00:16:25.889
Okay.

105 "Cana Poteet" (1459756800)
00:16:27.569 --> 00:16:31.679
That's a big 1. some did some people call that norm allotment.

106 "Cana Poteet" (1459756800)
00:16:33.179 --> 00:16:39.329
So, we're going to type them up there too. Okay. Thank you. Guys so much.
Yes.

107 "Cana Poteet" (1459756800)
00:16:40.974 --> 00:16:52.194
Oh, I like that 1, too. All right, so you guys are welcome to keep
throwing in some behaviors in here. We're going to talk a lot about
behaviors today.

108 "Cana Poteet" (1459756800)
00:16:52.194 --> 00:17:00.774
So all of those examples are gonna be great for us to look at as we go
through the slides. So, what I'm going to do next is I'm going to kind of
highlight a few.

109 "Cana Poteet" (1459756800)
00:17:00.859 --> 00:17:02.069
These words.

110 "Cana Poteet" (1459756800)
00:17:02.069 --> 00:17:05.819
And I'd love for you guys to think about what they all have in common.

111 "Cana Poteet" (1459756800)
00:17:05.819 --> 00:17:11.399
I'm going to put some check marks next to some of these words.

112 "Cana Poteet" (1459756800)
00:17:11.399 --> 00:17:16.109
This 1, this 1, this 1.

113 "Cana Poteet" (1459756800)
00:17:17.159 --> 00:17:31.134
This 1, this 1, I'm going to leave that 1 kind of ambiguous. So I check
my I put a little check mark next to arguing, trying hitting, yelling,
running away and screaming.

114 "Cana Poteet" (1459756800)
00:17:31.404 --> 00:17:33.924
What do you guys think that all of these words have in common.

115 "Cana Poteet" (1459756800)
00:17:38.519 --> 00:17:42.959
Yeah, they really are seeing more as those negative behaviours. Right?

116 "Cana Poteet" (1459756800)
00:17:42.959 --> 00:17:46.469
Oftentimes, those are negative behaviors.

117 "Cana Poteet" (1459756800)
00:17:50.429 --> 00:17:54.329
That's where our little check marks got our negative years.

118 "Cana Poteet" (1459756800)

00:17:55.164 --> 00:18:09.354

It could also be the way that somebody knows how to cope. Yeah. That's a very empathetic way of thinking about our behaviors on the screen. Right, if I know for a fact that I don't feel heard arguing might be the way that I get that need met.

119 "Cana Poteet" (1459756800)

00:18:09.384 --> 00:18:13.914

Right we're going to talk a little bit about the ways that people interact and.

120 "Cana Poteet" (1459756800)

00:18:14.329 --> 00:18:20.309

To behavior as we go through both on the service side and the supported side.

121 "Cana Poteet" (1459756800)

00:18:22.734 --> 00:18:37.434

So could crying I'm a CRIER I'll admit it. I cry about pretty much everything. I'm very an emotional person so I'll cry about the dog who loses its phone on a commercial versus crying about something. That's really difficult in my life.

122 "Cana Poteet" (1459756800)

00:18:37.464 --> 00:18:40.284

I'll cry all at the time. That's the way that I know how to cope and get to.

123 "Cana Poteet" (1459756800)

00:18:40.309 --> 00:18:43.199

Few moments. Okay.

124 "Cana Poteet" (1459756800)

00:18:43.199 --> 00:18:53.429

Awesome job you guys. So what this really tells us is that most of the time about 60% of the time, we're really just looking at.

125 "Cana Poteet" (1459756800)

00:18:53.429 --> 00:19:06.054

Those negative undesirable behaviors, behaviors that we either try to spend a lot of time on correcting or we just have a difficult time in general. We spend a lot of energy on these.

126 "Cana Poteet" (1459756800)

00:19:06.294 --> 00:19:13.404

So we do have some good positive behaviors. So, excellent jobs to those people who added that smiling being quiet, I would consider.

127 "Cana Poteet" (1459756800)

00:19:13.429 --> 00:19:25.604

That more of that desirable behavior just based off of context laughing, clapping, hands, maybe verbalizing to sell for others. You know, this 1 was a bit ambiguous because depending on the person.

128 "Cana Poteet" (1459756800)

00:19:26.894 --> 00:19:33.224

It kinda, just talks to herself to problem solve. That might be a desirable behavior, but if talks to herself.

129 "Cana Poteet" (1459756800)

00:19:33.429 --> 00:19:44.639

Constantly all of the time, and the things that she's saying are difficult socially, that might be considered a different type of behavior, something that we would see as undesirable.

130 "Cana Poteet" (1459756800)

00:19:45.984 --> 00:19:59.754

So, when we're thinking about these behaviors, we often think about them as those negatives, this just kind of where our brain goes and really our goal here is to just really look at the grand scheme of things. Because remember behavior is anything that can be seen encountered.

131 "Cana Poteet" (1459756800)

00:20:01.109 --> 00:20:15.449

The other thing to note is that we really should be talking about behavior as specific actions, rather than bagel categories. You know, instead of saying something like routine is being rude. We actually look at what Kayla is doing in that moment.

132 "Cana Poteet" (1459756800)

00:20:15.449 --> 00:20:18.509

Um, so we can break down that behavior more.

133 "Cana Poteet" (1459756800)

00:20:18.509 --> 00:20:27.599

So, I'm going to choose this behavior just because I really like it. Oh, go away little checklist.

134 "Cana Poteet" (1459756800)

00:20:27.599 --> 00:20:35.219

So, what does verbalizing to self really look like, what does this word verbalizing mean.

135 "Cana Poteet" (1459756800)

00:20:35.219 --> 00:20:40.469

And we'll break that down together so everything is a good answer.

136 "Cana Poteet" (1459756800)

00:20:40.469 --> 00:20:41.874

What does verbalizing mean?

137 "Cana Poteet" (1459756800)

00:21:00.469 --> 00:21:08.549

Got making sounds same words.

138 "Cana Poteet" (1459756800)
00:21:08.549 --> 00:21:11.549
What kind of words might we say.

139 "Cana Poteet" (1459756800)
00:21:17.339 --> 00:21:23.489
And I don't think that the chat box is being recorded so if you want to throw out some explanations, you will not bother me.

140 "Cana Poteet" (1459756800)
00:21:36.594 --> 00:21:51.054
Okay, so maybe saying negative things I think a lot of the population that I work around, they are self deprecating, which is just a big old word for we talked out about ourselves, you know, like,

141 "Cana Poteet" (1459756800)
00:21:51.264 --> 00:21:52.434
I'm not good enough.

142 "Cana Poteet" (1459756800)
00:21:52.529 --> 00:22:00.149
I, I can never do this, and we kind of categorize those as despairing verbalization of.

143 "Cana Poteet" (1459756800)
00:22:00.149 --> 00:22:05.039
I just I'm never going to make it. I, I just suck, you know.

144 "Cana Poteet" (1459756800)
00:22:07.439 --> 00:22:21.234
So those very clear broken down examples of what behavior is beyond just this bigger category verbalizing can look like many things. Transforming can look like many things.

145 "Cana Poteet" (1459756800)
00:22:21.384 --> 00:22:27.354
When my niece tantrums, she sits on the ground and she starts sobbing when my nephew.

146 "Cana Poteet" (1459756800)
00:22:27.854 --> 00:22:40.544
He runs around the house starts screaming and then he also cries, but those are those are different behaviors sitting on the ground crying and running around screaming. Those are very different behaviors.

147 "Cana Poteet" (1459756800)
00:22:40.934 --> 00:22:46.964
So as behavior modification practitioners, you know, this idea that we need to help.

148 "Cana Poteet" (1459756800)
00:22:47.439 --> 00:22:53.969

Shift our understanding of behavior and to impact behavior with really desirable, positive outcomes.

149 "Cana Poteet" (1459756800)
00:22:53.969 --> 00:22:58.829

We really should be thinking about behavior in very clear, specific, actionable.

150 "Cana Poteet" (1459756800)
00:22:58.829 --> 00:23:13.584

Words, so what is that what is kind of doing? So, if you are the type of person who's working in an environment, where you observe behavior on a regular basis, really break down what those people are doing are they sitting? How long are they sitting?

151 "Cana Poteet" (1459756800)
00:23:13.794 --> 00:23:18.534

Are? They are they saying I stop how many times do they say that? I.

152 "Cana Poteet" (1459756800)
00:23:18.829 --> 00:23:24.749

Are they crying for what, what timeframe? And and how intense would you categorize that as a.

153 "Cana Poteet" (1459756800)
00:23:24.749 --> 00:23:31.554

Full blown sobbing, or would it be just kind of a couple of tiers here, and there that they got over really quickly? Right.

154 "Cana Poteet" (1459756800)
00:23:31.554 --> 00:23:44.664

So when we break down those behaviors into very specific actions, rather than these larger categories, we not only help us know how to impact them. Meaning. How do I respond to the speed or now? But we also get a.

155 "Cana Poteet" (1459756800)
00:23:44.749 --> 00:23:46.799

Chance to withhold judgment.

156 "Cana Poteet" (1459756800)
00:23:46.799 --> 00:23:55.019

And we help our, our staff, our Implementers who are interacting with these behaviors on a regular basis. Just know more about.

157 "Cana Poteet" (1459756800)
00:23:55.344 --> 00:24:07.404

I don't have to feel any sort of way about this behavior. I don't have to look at this behavior as they're trying to get under my skin or they're doing it to make me upset. Right? Cause there's no judgment. Cane does not being rude.

158 "Cana Poteet" (1459756800)
00:24:07.584 --> 00:24:14.844

She's just advocating for herself in a way with very strong language, and that I can impact a lot easier than I.

159 "Cana Poteet" (1459756800)

00:24:15.019 --> 00:24:21.809

And just being grouped, because I have my own personal feelings about that rudeness and being specific helps avoid that.

160 "Cana Poteet" (1459756800)

00:24:21.809 --> 00:24:29.879

So, do you guys have any questions so far about just kind of, like what behavior is and how we typically think about it and we really should shift our mindset.

161 "Cana Poteet" (1459756800)

00:24:33.539 --> 00:24:34.704

Do a little check in.

162 "Cana Poteet" (1459756800)

00:24:50.574 --> 00:24:53.244

Alright, so let's talk a little bit more.

163 "Cana Poteet" (1459756800)

00:24:53.539 --> 00:25:07.124

Breaking down behavior into these categories. I've just told you, we should really try to avoid breaking things down and or putting things in a bigger categories. But the way that we talk about behavior is really just trying to help us understand that.

164 "Cana Poteet" (1459756800)

00:25:07.124 --> 00:25:09.224

Behavior is not inherently good or bad.

165 "Cana Poteet" (1459756800)

00:25:09.659 --> 00:25:21.599

It just is behavior just is there's lots of reasons why somebody might engage in certain types of behavior, but behavior just is what it is and depending on that context, it can change.

166 "Cana Poteet" (1459756800)

00:25:21.599 --> 00:25:28.824

So our behavioral categories, that kind of help us know how to react things are desirable and undesirable.

167 "Cana Poteet" (1459756800)

00:25:28.854 --> 00:25:41.514

We break them up into 2 sections and then we break down those a little bit even more so desirable, significant desirable just okay. Undesirable serious and undesired behavior or that annoying.

168 "Cana Poteet" (1459756800)

00:25:41.599 --> 00:25:42.329

Stuff.

169 "Cana Poteet" (1459756800)

00:25:44.189 --> 00:25:56.489

So, whether the behavior is desirable or undesirable, like I said, it just depends on the context. So a behavior that might be classified as annoying spits on the floor in her house.

170 "Cana Poteet" (1459756800)

00:25:56.489 --> 00:26:11.034

That's annoying junk behavior, right? But canada's fitting in the sink after brushing her teeth might be a different type of category of behavior. The context may impact what that behavior is, which also lets us know that behavior is not good or bad.

171 "Cana Poteet" (1459756800)

00:26:11.034 --> 00:26:12.564

Spitting is not good or bad.

172 "Cana Poteet" (1459756800)

00:26:12.869 --> 00:26:20.459

The context makes that behavior have a different kind of ramification or impact on the environment that they are in.

173 "Cana Poteet" (1459756800)

00:26:23.579 --> 00:26:37.194

So, 1st, let's just break down our significantly desirable behaviors. These are the behaviors that we want to teach increase or have a replacement of something else. They typically help people succeed in their environment.

174 "Cana Poteet" (1459756800)

00:26:37.644 --> 00:26:43.014

So, a significantly desirable behavior for me might be that I.

175 "Cana Poteet" (1459756800)

00:26:45.024 --> 00:26:57.234

I count the calories of my food and tie it back to my exercise and terrible exercising. I'm not interested in it. I just want to be healthy, but I realize you have to work for that.

176 "Cana Poteet" (1459756800)

00:26:57.744 --> 00:27:03.234

So, exercising would be a significantly desirable behavior for me, but for Michael Phelps.

177 "Cana Poteet" (1459756800)

00:27:03.319 --> 00:27:11.909

Who is like an Olympian swimmer exercising is what we consider. Just okay. So these behaviors are very common.

178 "Cana Poteet" (1459756800)

00:27:11.909 --> 00:27:24.869

Often overlooked, because we take them for granted and then we don't usually notice them until they don't happen. So, I like to think of the example of the milk carton in the fridge.

179 "Cana Poteet" (1459756800)

00:27:24.869 --> 00:27:32.939

Most people have a milk carton there are like a bunch of different varieties of milk. Now we have the lactose free milk.

180 "Cana Poteet" (1459756800)

00:27:33.414 --> 00:27:43.404

But they all kind of have a cap on them. So I would never say to my partner Thank you for putting the cap back on the fridge. Right? It just doesn't cross my mind.

181 "Cana Poteet" (1459756800)

00:27:43.404 --> 00:27:51.504

There are a 1000 other things that I'm thinking about, but when they don't put the the cap back on, and they leave it on pitch counter.

182 "Cana Poteet" (1459756800)

00:27:51.869 --> 00:28:05.309

Now, I am flipping into what we call Co. I want to lecture, I want to criticize I want to talk about that bad behavior, but I never once said anything kind or positive about them doing this on a regular basis.

183 "Cana Poteet" (1459756800)

00:28:05.604 --> 00:28:17.184

So these just okay, behaviors are often noticeable when they don't happen, and they are the type of behavior that we should be recognizing more often to increase and maintain desirable behaviors.

184 "Cana Poteet" (1459756800)

00:28:17.244 --> 00:28:25.284

So, if you're noticing some justify behaviors used to happen, and they're not anymore, it might be good for you to try some of these practice we're going to talk about in the latter half of the.

185 "Cana Poteet" (1459756800)

00:28:25.309 --> 00:28:26.309

This session.

186 "Cana Poteet" (1459756800)

00:28:27.899 --> 00:28:36.059

Annoying junk behaviors. These are undesirable junk behaviors. They are the ones that we spend so much of our energy on.

187 "Cana Poteet" (1459756800)

00:28:36.059 --> 00:28:46.409

They are the things that want to make us rip our hair out. They're the things that are very annoying and they are often at some point socially acceptable, but no longer.

188 "Cana Poteet" (1459756800)

00:28:47.909 --> 00:28:56.729

So, junk behavior is undesirable. It's annoying. It's like Super annoying like, really, really, really it's really annoying.

189 "Cana Poteet" (1459756800)

00:28:56.729 --> 00:29:07.829

But it's not harmful so junk behaviors. If we go back to our list, I'm going to slide up right here. We go back to our list. So arguing might be junk behavior.

190 "Cana Poteet" (1459756800)

00:29:08.814 --> 00:29:19.254

Might be junk behavior. I would imagine that sometimes, while my supervisor is incredible at using these tools skills, I'm imagining that at some point, my crime is junk behavior.

191 "Cana Poteet" (1459756800)

00:29:20.694 --> 00:29:27.594

Yelling might be junk behavior hitting a pillow right might be junk behavior. Right? Depending on that context that.

192 "Cana Poteet" (1459756800)

00:29:27.829 --> 00:29:32.639

Here could fall into serious or just just jump behavior.

193 "Cana Poteet" (1459756800)

00:29:32.639 --> 00:29:41.459

Screaming oh, man. I get overstimulated. Pretty easy. Screaming is a lot for me. So I would consider that some junk behavior.

194 "Cana Poteet" (1459756800)

00:29:42.479 --> 00:29:51.119

Let me go back to this. Okay, so remember, it is not physically harmful to themselves. Others, property or illegal. We're going to talk about that after we talk about gender.

195 "Cana Poteet" (1459756800)

00:29:53.249 --> 00:30:06.534

So, here's some additional examples of junk behavior. Cursing, threatening, not going to work, not being respectful, slamming doors, screening, name, calling and saying, mean things. So, some of these, I would even consider those big categories.

196 "Cana Poteet" (1459756800)

00:30:06.534 --> 00:30:09.684

Like, we just mentioned that we really want to break things down. So.

197 "Cana Poteet" (1459756800)

00:30:10.319 --> 00:30:13.859

When you have a person who is not going to work.

198 "Cana Poteet" (1459756800)

00:30:13.859 --> 00:30:19.169

What might actually be happening in that moment? Do you guys want to add some stuff in the chat box? About.

199 "Cana Poteet" (1459756800)

00:30:19.169 --> 00:30:22.709

What might be really going on about not going to work.

200 "Cana Poteet" (1459756800)

00:30:24.749 --> 00:30:26.244

Some junk behavior around that.

201 "Cana Poteet" (1459756800)

00:30:55.634 --> 00:30:59.264

Boredom or anxiety yeah, those are really empathetic.

202 "Cana Poteet" (1459756800)

00:30:59.759 --> 00:31:06.149

If I am bored at my job, maybe I don't want to go. This is also very true for children.

203 "Cana Poteet" (1459756800)

00:31:06.149 --> 00:31:09.179

Who are very bored about school.

204 "Cana Poteet" (1459756800)

00:31:09.179 --> 00:31:14.339

Or they're just anxious about going maybe there's something going on.

205 "Cana Poteet" (1459756800)

00:31:14.339 --> 00:31:29.159

At that place of work, or at the place where they're going, where they're just really anxious about going there, maybe they're depressed. Right? Maybe we need to give them some time to work through or to come out of this depression.

206 "Cana Poteet" (1459756800)

00:31:29.159 --> 00:31:43.404

Sometimes, it's really hard for people to just get up and they're really depressed so that junk behavior it might be seen as junky on our end. But when we break it down, like, you guys did, just now, there might be some reasons as to why this is happening.

207 "Cana Poteet" (1459756800)

00:31:43.434 --> 00:31:49.074

And that's what we're gonna do next. So, let's continue to talk about why people do these.

208 "Cana Poteet" (1459756800)

00:31:49.159 --> 00:31:52.919

Behaviors, why would somebody curse at another person?

209 "Cana Poteet" (1459756800)

00:31:52.919 --> 00:31:58.379

I think that fits for this 1 too. Right? Stress and workload is too heavy. Oh, man.

210 "Cana Poteet" (1459756800)

00:31:59.489 --> 00:32:05.639

There is some science that says that when you cuss and you're in pain, it helps with pain.

211 "Cana Poteet" (1459756800)

00:32:05.639 --> 00:32:10.379

So, maybe they're in pain and they're really stressed out.

212 "Cana Poteet" (1459756800)

00:32:10.379 --> 00:32:16.439

Why why else might somebody curse at another person?

213 "Cana Poteet" (1459756800)

00:32:16.439 --> 00:32:19.559

I'll tell you that somebody's on their thoughts.

214 "Cana Poteet" (1459756800)

00:32:46.979 --> 00:32:53.009

Why might somebody curse at another person? Then? An angry.

215 "Cana Poteet" (1459756800)

00:33:02.459 --> 00:33:14.339

Okay, so this is a really good example is wanting to hurt somebody else. That is something that we're gonna kind of hit on. I think maybe on the next slide that often like.

216 "Cana Poteet" (1459756800)

00:33:14.364 --> 00:33:28.974

Junk behavior, knowing that occurs cursing and somebody is like a prerequisite to a more serious outcome, like wanting to hurt somebody chain of custody. And we know that pain is likely to go on to this more serious event.

217 "Cana Poteet" (1459756800)

00:33:30.084 --> 00:33:34.164

This is the time to really kind of hone in and talk with Tina and use some of these.

218 "Cana Poteet" (1459756800)

00:33:34.339 --> 00:33:38.669

So, we're going to talk about after we get through what to avoid using.

219 "Cana Poteet" (1459756800)

00:33:38.669 --> 00:33:44.579

So, I'm going to put some asterisks there because knowing that this might be the potential outcome.

220 "Cana Poteet" (1459756800)

00:33:44.579 --> 00:33:50.309

Recognizing this junk behavior initially is going to help us as we move forward.

221 "Cana Poteet" (1459756800)

00:33:50.309 --> 00:33:53.909

I'm trying to support this person.

222 "Cana Poteet" (1459756800)
00:33:53.909 --> 00:33:59.639
Okay, let's do 1 more slamming the door. Why do you think people slamming the door or slam the door?

223 "Cana Poteet" (1459756800)
00:34:08.789 --> 00:34:18.989
I can't remember why I slammed the door. They're angry.

224 "Cana Poteet" (1459756800)
00:34:21.389 --> 00:34:25.499
Frustrated taking attention.

225 "Cana Poteet" (1459756800)
00:34:25.499 --> 00:34:29.489
Who express that the satisfaction.

226 "Cana Poteet" (1459756800)
00:34:31.979 --> 00:34:37.919
I'm gonna add to feel heard because that's why I would do it.

227 "Cana Poteet" (1459756800)
00:34:39.809 --> 00:34:50.699
Oh, they don't want to do something worse. So this is a replacement behavior that they found it helps them avoid doing something more intense. Right? Again that's 1 of those opportunities for us to recognize.

228 "Cana Poteet" (1459756800)
00:34:50.699 --> 00:35:02.544
That oftentimes reacting to that junk behavior or of not reacting. So ignoring it, it's is slamming the door over and over and over again.

229 "Cana Poteet" (1459756800)
00:35:02.544 --> 00:35:10.674
And we ignore that behavior knowing that that behavior is a replacement for them and or that they could be doing something different.

230 "Cana Poteet" (1459756800)
00:35:10.699 --> 00:35:17.369
And I and I just let that go, we could be encouraging them to do something more serious.

231 "Cana Poteet" (1459756800)
00:35:17.369 --> 00:35:30.209
That they will go to physically damage themselves others, they might hurt damage property or they might do something illegal. Right? So punching somebody in the face. That's a serious behavior.

232 "Cana Poteet" (1459756800)
00:35:30.209 --> 00:35:41.369
Throwing a chair at somebody at a window I have met individuals that have punch holes through windows and glass panes in the door. Like.

233 "Cana Poteet" (1459756800)
00:35:41.369 --> 00:35:52.499

Those are serious behaviors. Junk behaviors might escalate to Sirius if we react or avoid reacting. That's why we're gonna talk about a still called pivot.

234 "Cana Poteet" (1459756800)
00:35:52.499 --> 00:35:56.249
Um, yeah, and then we.

235 "Cana Poteet" (1459756800)
00:35:56.844 --> 00:36:04.344

We do something to try and get that behavior to change in the moment and we only end up making it escalate to the point of a serious behavior.

236 "Cana Poteet" (1459756800)
00:36:04.554 --> 00:36:14.664

And when we talk about series behaviors, we're really going to mention that there is a time and place to deal with serious behaviors and you might have to add additional interventions to help a person stay safe.

237 "Cana Poteet" (1459756800)
00:36:14.939 --> 00:36:22.799

Robin talks about her, her toddler really just not understanding emotions and so they just become really physical.

238 "Cana Poteet" (1459756800)
00:36:22.799 --> 00:36:33.089

Because those are easy, right? And I would say that that's pretty normal. That's a pretty socially acceptable. Developmentally acceptable behavior is like, I just go big.

239 "Cana Poteet" (1459756800)
00:36:33.089 --> 00:36:47.454

Because I don't know how to communicate my feelings very well. So we're going to talk about at the very end of our session just kind of like, how you might support somebody through that difficult moment. So you can help them de escalate and emotionally regulate. That's 1 of our skills called stay close hot.

240 "Cana Poteet" (1459756800)
00:36:47.664 --> 00:36:53.004

I really like it because it's all about the escalation through self recognition and.

241 "Cana Poteet" (1459756800)
00:36:53.089 --> 00:36:54.299
Regulation.

242 "Cana Poteet" (1459756800)
00:36:56.069 --> 00:37:02.369

So just want to preface that serious behaviors are not junk behaviors. These are 2 different things.

243 "Cana Poteet" (1459756800)
00:37:05.159 --> 00:37:10.109
So, if a series behavior happens, you might consider building a safety crisis plan.

244 "Cana Poteet" (1459756800)
00:37:11.669 --> 00:37:25.259
If you scan with your phone, the QR code, it'll take you to some more information about safety crisis planning. We're actually building an entire like, presentation in workshop about how to build these safety crisis plans. But this is for.

245 "Cana Poteet" (1459756800)
00:37:25.259 --> 00:37:40.164
Keeping somebody safe, if Kana cusses and we know that this is a trigger or a precursor behavior to something more serious, we might need to build a plan helping to stay in this mindset instead of escalating to that more serious behavior.

246 "Cana Poteet" (1459756800)
00:37:40.439 --> 00:37:46.709
And also, all of this information will be available later. If you don't get a chance to scan the QR code.

247 "Cana Poteet" (1459756800)
00:37:48.749 --> 00:38:03.329
Also, if you need to talk to somebody, or this person needs to talk to somebody 908, the suicide hotline is a really good resource for people. They, they are there for anyone who needs emotional support.

248 "Cana Poteet" (1459756800)
00:38:03.329 --> 00:38:14.040
It doesn't really matter what, but that's another good resource that you might be able to just have access to, uh, quickly. I have a pin that kind of just reminds me that it's there whenever I need it.

249 "Cana Poteet" (1459756800)
00:38:17.010 --> 00:38:21.300
Okay, so we talked a lot about the different types of behaviors.

250 "Cana Poteet" (1459756800)
00:38:22.165 --> 00:38:34.405
We've got desirable and undesirable and for our desirable, it's really that improvement of quality of life. So maybe they've never read a book before. That's a pretty significant behavior. It's very new to them. Maybe they're writing a letter.

251 "Cana Poteet" (1459756800)
00:38:34.435 --> 00:38:41.275
Maybe they're writing a letter to their parent or guardian or a natural support. Maybe they're writing a letter to a teacher that heavily impacted them.

252 "Cana Poteet" (1459756800)

00:38:41.985 --> 00:38:54.555

Maybe, they are writing a letter to get out the feelings. They don't know how to describe elsewhere. Those are significant behaviors just okay. Answering the question. I do it all the time and everybody in my chat box is doing some, just okay.

253 "Cana Poteet" (1459756800)

00:38:54.555 --> 00:39:01.215

Behaviors for some of you, it might be significant because you're kind of in a public space. So thank you so much for participating.

254 "Cana Poteet" (1459756800)

00:39:01.300 --> 00:39:16.145

And really just helping us move through our session with lots of participation today, dancing to music, right? That's just okay. Behavior. Most people are Bob or they, or they tap their foot. Right? Those are just things that people do that often.

255 "Cana Poteet" (1459756800)

00:39:16.145 --> 00:39:16.955

Go unnoticed.

256 "Cana Poteet" (1459756800)

00:39:18.385 --> 00:39:29.695

Curious behaviors are those very dangerous physically harmful to themselves damaging others property and then they could be illegal so, maybe they're taking their clothes off in public that is an illegal action.

257 "Cana Poteet" (1459756800)

00:39:29.935 --> 00:39:35.245

It can be very scary for lots of people, and those are going to need some extra support.

258 "Cana Poteet" (1459756800)

00:39:35.550 --> 00:39:43.410

And you might need to set some very clear expectations with this person, or teach them something that they can do. Right? Where can they take their clothes off?

259 "Cana Poteet" (1459756800)

00:39:44.425 --> 00:39:58.795

Annoying or junk behaviors are those things that we spend a lot of time on, but they often can be responded to with being good models, teaching and replacing behaviors, or just avoiding offering that attention when they're asking for it.

260 "Cana Poteet" (1459756800)

00:40:01.435 --> 00:40:11.575

Okay, so that's a lot about behavior. Remember behavior is anything that can be seen encountered behavior is not inherently good and bad. It just is a context.

261 "Cana Poteet" (1459756800)

00:40:11.575 --> 00:40:21.235

Can change what that behavior is, and recognizing the categories of behavior and knowing that this is just okay or this is junk is going to give you a lot more confidence.

262 "Cana Poteet" (1459756800)

00:40:21.320 --> 00:40:25.170

And knowing how to respond to that behavior, when it is occurring.

263 "Cana Poteet" (1459756800)

00:40:26.760 --> 00:40:33.390

So, let's talk about some fundamental facts and these just kind of help us know a little bit more and ground us in some science.

264 "Cana Poteet" (1459756800)

00:40:33.390 --> 00:40:37.050

So, that way, we know why we're talking about what we're talking about.

265 "Cana Poteet" (1459756800)

00:40:37.050 --> 00:40:40.110

So, what behavior is always right?

266 "Cana Poteet" (1459756800)

00:40:40.110 --> 00:40:45.240

Given the person's environment and history, which might be their current situation.

267 "Cana Poteet" (1459756800)

00:40:45.240 --> 00:40:51.990

Their history of learning experiences or physiology, or they're just like who they are biologically.

268 "Cana Poteet" (1459756800)

00:40:51.990 --> 00:40:56.520

Genetics, all of these are responsible for behavior.

269 "Cana Poteet" (1459756800)

00:40:56.520 --> 00:41:00.150

I like I said, I am a prior.

270 "Cana Poteet" (1459756800)

00:41:00.150 --> 00:41:04.050

But I also tend to shut down when I get really overwhelmed.

271 "Cana Poteet" (1459756800)

00:41:04.050 --> 00:41:07.080

And I learned that from my mom, um.

272 "Cana Poteet" (1459756800)

00:41:07.080 --> 00:41:21.775

There were just moments when things have become very overwhelming and that was the GoTo strategy for my mom and that's what I learned to do as

well my dad, on the other hand, he was a sailor using the Navy. So he learned some very colorful vocabulary.

273 "Cana Poteet" (1459756800)
00:41:21.775 --> 00:41:26.755

And he taught that to me at a very young age. So I also have that response.

274 "Cana Poteet" (1459756800)
00:41:27.080 --> 00:41:37.110

You I love my parents, and I'm very excited about these strategies that they have given me to succeed in the world. But that is my environment. My environment also is the people that I work with.

275 "Cana Poteet" (1459756800)
00:41:37.110 --> 00:41:42.960

The people who come to me and help me succeed my partners and friends.

276 "Cana Poteet" (1459756800)
00:41:42.960 --> 00:41:49.260

All of these kind of tell me a lot more about what my environment is and why my behavior is the way that it is.

277 "Cana Poteet" (1459756800)
00:41:49.260 --> 00:41:56.790

So just know that the reason why the behavior that is occurring, it should occur given that person's history.

278 "Cana Poteet" (1459756800)
00:41:56.790 --> 00:42:10.710

And if we want to change that person's behavior, we have to change how we're reacting to it, which is our consequences consequences of motivating that behavior and consequences of withholding. And we need to change the environment.

279 "Cana Poteet" (1459756800)
00:42:11.185 --> 00:42:25.405

So think about some individuals that you're working with, or some people that you came to this session for a reason, you were interested in learning more about these strategies. Somebody prompted you to want to come here. Something in your environment made you want to come here.

280 "Cana Poteet" (1459756800)
00:42:25.615 --> 00:42:30.325

Think about these people that are in your life and why they do what they do.

281 "Cana Poteet" (1459756800)
00:42:30.690 --> 00:42:43.320

You guys have such an empathetic approach that I think that you can maybe start to put together some pieces as oh their history. Their biology. That's the reason why they react. And I am a part of that environment now.

282 "Cana Poteet" (1459756800)

00:42:43.320 --> 00:42:49.920

And I need to shift how I'm reacting in order to make a huge impact and everybody else around me needs to be the same.

283 "Cana Poteet" (1459756800)

00:42:52.165 --> 00:43:06.655

Consequences that can either strengthen or we can a behavior. This is true. This is like, how anything works if you go to the slot machine and you don't get something, you get more determined to keep pulling that that bar.

284 "Cana Poteet" (1459756800)

00:43:06.685 --> 00:43:11.695

If you get something, you're even more determined to pull that bar. The only way.

285 "Cana Poteet" (1459756800)

00:43:11.780 --> 00:43:21.180

We know the effect of the consequences by looking at what happened to that behavior in the future. So, if you're kind of thinking about it in, like, a scientific lens.

286 "Cana Poteet" (1459756800)

00:43:21.180 --> 00:43:26.880

You have a, is trying to work on studying for 30 minutes a day.

287 "Cana Poteet" (1459756800)

00:43:26.880 --> 00:43:37.290

You tell Cana that she gets a break every 10 minutes, and through that break, she gets like a snack that she prefers right now. This would cost some money.

288 "Cana Poteet" (1459756800)

00:43:37.290 --> 00:43:49.440

But you recognize that does not continue to study 30 minutes every day. In fact, it's becoming harder and harder for the consequence that we've added as her getting this turned snack interval.

289 "Cana Poteet" (1459756800)

00:43:49.885 --> 00:44:04.375

Has really not impacted the behavior in the way that we wanted. So we have to take notes. We have to take some data we have to monitor and then we have to adjust as needed, but just know that consequences are impacting behaviors. We just have to figure out how.

290 "Cana Poteet" (1459756800)

00:44:06.930 --> 00:44:10.050

It takes time it's going to take time.

291 "Cana Poteet" (1459756800)

00:44:10.050 --> 00:44:17.400

Behavior doesn't switch over in a day if it did, I would be exercising so good. You guys.

292 "Cana Poteet" (1459756800)
00:44:17.400 --> 00:44:20.790
But I'm not even it takes time to change.

293 "Cana Poteet" (1459756800)
00:44:20.790 --> 00:44:34.950
You have to be patient I would say, you also should be empathetic because you're asking a lot of people, especially if you're trying to help an organization implement some strategies like this time and consistency. Are your best friends.

294 "Cana Poteet" (1459756800)
00:44:34.950 --> 00:44:38.850
Um, and if it's not working, use your data, to know how to tweak it.

295 "Cana Poteet" (1459756800)
00:44:40.560 --> 00:44:52.590
I love this fundamental fact about past behavior is the best predictors of future behavior, because it really helps me know how I can interact with as I know that has often made threats of.

296 "Cana Poteet" (1459756800)
00:44:52.590 --> 00:45:04.950
Well, I'm just going to run away. makayla has never done that. I know that I can be in a safe place with Tina. I can have a conversation with her. I know that this, this threat is just junk behavior and it doesn't mean anything.

297 "Cana Poteet" (1459756800)
00:45:04.950 --> 00:45:08.880
I also know that, uh, like we mentioned earlier.

298 "Cana Poteet" (1459756800)
00:45:08.880 --> 00:45:12.300
Somebody in our chat box said something about.

299 "Cana Poteet" (1459756800)
00:45:12.300 --> 00:45:18.030
Wanting to do something worse. Right? Christina talked about wanting to do something worse.

300 "Cana Poteet" (1459756800)
00:45:18.030 --> 00:45:22.590
So, if I know that often, has this doing something worse response?

301 "Cana Poteet" (1459756800)
00:45:22.590 --> 00:45:27.450
But I know that that comes after certain time frames or behaviors.

302 "Cana Poteet" (1459756800)
00:45:27.450 --> 00:45:34.770
Then I know that I can continue to work with kina during these moments to try and keep her in this in this mindset.

303 "Cana Poteet" (1459756800)

00:45:34.770 --> 00:45:38.130

Versus wanting to go to that someplace for it.

304 "Cana Poteet" (1459756800)

00:45:38.130 --> 00:45:42.660

So anticipate problems and then trying to prevent them.

305 "Cana Poteet" (1459756800)

00:45:42.660 --> 00:45:54.360

Negative coercive, punishing consequences typically result in many problems if they just do, and we're going to talk about that in more detail. So I'm going to just kind of move on to the next 1.

306 "Cana Poteet" (1459756800)

00:45:54.360 --> 00:46:05.250

Um, and then in the long run failure response that are positive consequences. This is just like, it's based in science. It's based in cognitive science, your brain.

307 "Cana Poteet" (1459756800)

00:46:05.250 --> 00:46:17.575

Uh, as the young kids would say your brain goes burn it. Like, it gets really happy. Whenever you do the things that you like to do. That's why you keep doing them. So, I drink coffee because it makes me happy.

308 "Cana Poteet" (1459756800)

00:46:17.605 --> 00:46:21.985

I buy stationary supplies for my journaling. Because it makes me happy.

309 "Cana Poteet" (1459756800)

00:46:22.350 --> 00:46:26.250

Those things are feeding that behavior.

310 "Cana Poteet" (1459756800)

00:46:26.250 --> 00:46:31.440

And having those positive consequences, make that behavior happen longer and more frequently.

311 "Cana Poteet" (1459756800)

00:46:31.440 --> 00:46:37.950

So, when we want to increase desirable behaviors, we have to notice them for 1 and then we have to pay them off.

312 "Cana Poteet" (1459756800)

00:46:39.030 --> 00:46:42.360

Okay, any questions about those fundamental facts.

313 "Cana Poteet" (1459756800)

00:46:43.440 --> 00:46:44.485

Before we move on.

314 "Cana Poteet" (1459756800)

00:46:57.235 --> 00:47:03.265

Okay if you do have a question at any point, you can always just privately message me. Um, 1 of the.

315 "Cana Poteet" (1459756800)

00:47:03.440 --> 00:47:06.900

Analysts or you can just post in a chat box and I'll keep an eye on that.

316 "Cana Poteet" (1459756800)

00:47:06.900 --> 00:47:13.350

We're going to do some more lecture and then we're going to get into a more interactive intensity portion.

317 "Cana Poteet" (1459756800)

00:47:13.350 --> 00:47:21.810

So, Universal strategies are the approach to everything that we should do they're found there was the foundation for all of our interventions.

318 "Cana Poteet" (1459756800)

00:47:21.810 --> 00:47:28.020

In order to effectively change behavior, we must find ways to teach.

319 "Cana Poteet" (1459756800)

00:47:28.020 --> 00:47:34.920

And and pay more attention to those desirable behaviors, teach model and proactively recognize behaviors.

320 "Cana Poteet" (1459756800)

00:47:34.920 --> 00:47:42.330

If you are a, or you work with, this is how they think your analyst is how they think all of the time it's.

321 "Cana Poteet" (1459756800)

00:47:42.330 --> 00:47:47.215

Tina, I'm going to use robin's example, because it's like, right there on the screen. Right?

322 "Cana Poteet" (1459756800)

00:47:47.215 --> 00:47:58.285

So, my person responds physically when they're overwhelmed, maybe we find ways to teach in a way that this toddler understands how to express their emotions in different ways.

323 "Cana Poteet" (1459756800)

00:47:58.380 --> 00:48:04.110

Verbalize their emotions, it's why some people teach babies like baby sign language.

324 "Cana Poteet" (1459756800)

00:48:04.465 --> 00:48:19.165

So, they can communicate communication is 1 of the primary reasons, why people express a lot of junk behavior is that they don't feel heard and their needs are being met. So we might need to think about this as is not just being difficult.

325 "Cana Poteet" (1459756800)

00:48:19.195 --> 00:48:21.955

She needs to learn something and how can we teach that to her?

326 "Cana Poteet" (1459756800)

00:48:24.510 --> 00:48:32.610

So, uh, when we're finding those behaviors that we want to teach, replace or increase, we consider those like, our target behaviors.

327 "Cana Poteet" (1459756800)

00:48:32.610 --> 00:48:47.130

So, the behaviors that we want to spend more focus on, the behaviors that we recognize are going to impact this person in the long run, we call those, like, our target behaviors. So, maybe it's China wants to get a job.

328 "Cana Poteet" (1459756800)

00:48:47.130 --> 00:49:00.445

Well, in order for Canada to get a job, she needs to learn how to do a set of skills. Those set of skills are our target behavior and we're going to ensure that. The people who are helping, came to learn know how to teach her.

329 "Cana Poteet" (1459756800)

00:49:00.595 --> 00:49:05.455

They know when to recognize her, and that kinda gets value out of the effort of her work.

330 "Cana Poteet" (1459756800)

00:49:08.730 --> 00:49:14.610

Motivating our desirable behavior we just have to put more emphasis on on the positive things.

331 "Cana Poteet" (1459756800)

00:49:14.610 --> 00:49:19.740

That's really it, any behavior can be motivated by our attention.

332 "Cana Poteet" (1459756800)

00:49:19.740 --> 00:49:27.000

And let me tell you that your attention is far more motivating than you would ever understand. Right? If you have, um.

333 "Cana Poteet" (1459756800)

00:49:27.000 --> 00:49:32.280

If you have, like, a, a hub, so, like, I think about our nurses hospitals.

334 "Cana Poteet" (1459756800)

00:49:32.280 --> 00:49:42.000

There's like a hub often where all the nurses will go, because they have to document it. They have to take notes. They need to do other things. There they touch in with the other nurses. Um.

335 "Cana Poteet" (1459756800)

00:49:42.000 --> 00:49:51.295

And then that's when the individuals go to say, hi, that's where a lot of interactions are happening. Those behaviors are being motivated, because they're being reacted to at that hub.

336 "Cana Poteet" (1459756800)

00:49:51.925 --> 00:50:01.855

If the nurses go out to the floor, and they interact with the individuals on the floor in a regular basis, or in their rooms, those behaviors will decrease because they're getting attention in other places that are.

337 "Cana Poteet" (1459756800)

00:50:02.000 --> 00:50:09.390

Desirable in the hallway in their room in the common area. So in order to motivate desirable behavior, we have to look for it.

338 "Cana Poteet" (1459756800)

00:50:09.390 --> 00:50:15.090

We have to recognize them and sometimes we have to teach it before we can even get there.

339 "Cana Poteet" (1459756800)

00:50:17.100 --> 00:50:24.300

So don't focus on the behaviors that you want to stop you want to instead focus on the desirable behaviors the person should do.

340 "Cana Poteet" (1459756800)

00:50:24.300 --> 00:50:29.700

I always think about what do you want this person to do and did you recognize them for doing it?

341 "Cana Poteet" (1459756800)

00:50:31.470 --> 00:50:36.690

This is going to require a change in your focus tools of choice is very self reflective.

342 "Cana Poteet" (1459756800)

00:50:36.690 --> 00:50:47.400

After I went to my 1st class, I had to think a lot about oh, my God, what am I doing? And so it's just going to require a lot of our focus because remember, I am a part of the environment.

343 "Cana Poteet" (1459756800)

00:50:47.400 --> 00:50:53.880

And behavior is impacted by the environment that this person is in where these people are in, it takes time.

344 "Cana Poteet" (1459756800)

00:50:53.880 --> 00:50:57.510

You're always looking for improvement and be patient.

345 "Cana Poteet" (1459756800)

00:50:57.510 --> 00:51:03.030

Any sign of improvement is good and I use these strategies on the smallest of things.

346 "Cana Poteet" (1459756800)
00:51:03.030 --> 00:51:12.750

When we get a new team member on my team, I look for every tiny little thing that they do that I think is good for them or that will really help them in their job. And I pay it off.

347 "Cana Poteet" (1459756800)
00:51:12.750 --> 00:51:24.300

All the way down to sending an email and pay off that desirable email. This is very well worded. You were very clear and concise in what you said. Thank you so much for sending that out in a timely manner.

348 "Cana Poteet" (1459756800)
00:51:24.300 --> 00:51:27.990

When was the last time that you got recognized for sending an email.

349 "Cana Poteet" (1459756800)
00:51:27.990 --> 00:51:41.880

All right, it's because every behavior is impacting what's going on in the bigger scale and down the line. If I see an email that I don't like, I am shaping that behavior from the beginning. So I never even have to worry about it.

350 "Cana Poteet" (1459756800)
00:51:43.110 --> 00:51:46.530

So improvement, not perfection and be patient.

351 "Cana Poteet" (1459756800)
00:51:47.305 --> 00:51:58.045

So let's talk about some conversions so conversions is there a societal expectation of how to shape behavior and I will tell you that they just they're not they're not worth it. They don't work.

352 "Cana Poteet" (1459756800)
00:51:58.645 --> 00:52:06.505

They make things sometimes works and they are motivating those undesirable behaviors because we're reacting to that.

353 "Cana Poteet" (1459756800)
00:52:06.530 --> 00:52:07.380

And.

354 "Cana Poteet" (1459756800)
00:52:07.380 --> 00:52:18.865

So, verbal coercion might look like a put down. It could be show of disrespect, you know, it's just it's a way that we try to control and stop a behavior through force and sometimes they're so habitual right? This morning.

355 "Cana Poteet" (1459756800)
00:52:18.865 --> 00:52:26.005

I was really tired, and I coercively have faces and said some things that weren't super nice.

356 "Cana Poteet" (1459756800)

00:52:26.100 --> 00:52:37.860

And I recognize them, and I was like, man, I'm really tired. So I knew that my environment and my, um, just being sleepy was impacting how I was reacting to my significant other.

357 "Cana Poteet" (1459756800)

00:52:39.180 --> 00:52:45.780

We often try to teach people by punishing the person, but that's just going to corrode your relationship punishment relationship.

358 "Cana Poteet" (1459756800)

00:52:46.795 --> 00:53:01.675

It's just the way that it is, you have to do the thing, like, you are the 1 who's punishing that person will always see you as somebody who punished. So, in order, if that is the thing that is currently happening, you need to really use some relationship building skills that we're going to talk about right?

359 "Cana Poteet" (1459756800)

00:53:01.675 --> 00:53:02.395

After this.

360 "Cana Poteet" (1459756800)

00:53:02.700 --> 00:53:12.330

To supplement to counterbalance and just shift how much you coerced the person into. Now we're building positive relationships.

361 "Cana Poteet" (1459756800)

00:53:12.330 --> 00:53:17.160

So, anytime we punish, we're also not teaching what we want to see.

362 "Cana Poteet" (1459756800)

00:53:17.160 --> 00:53:21.810

Right, if I tell him to stop, don't do that, I'd never told him, you know, what she needs to do.

363 "Cana Poteet" (1459756800)

00:53:23.310 --> 00:53:27.540

So, instead it's just easier to say. Can you please sit on your butt?

364 "Cana Poteet" (1459756800)

00:53:27.540 --> 00:53:31.140

You know, if I'm talking to my nephew who likes to stay in and chairs.

365 "Cana Poteet" (1459756800)

00:53:31.140 --> 00:53:37.380

Can you please sit down in that chair? Thank you so much for sitting down in that chair I really appreciate it. It means that you're being very safe.

366 "Cana Poteet" (1459756800)

00:53:39.150 --> 00:53:51.150

We often think about this punishment as a way to, like, foster discipline but discipline is really different than the way that we know it. The way that it's been taught to us discipline is.

367 "Cana Poteet" (1459756800)

00:53:51.150 --> 00:54:00.510

Like, a thing that you do, and that you're good at and that you practice. So, science is a discipline map is a discipline English. These are all disciplines. There are things that we're taught.

368 "Cana Poteet" (1459756800)

00:54:00.510 --> 00:54:08.070

So, when we're trying to really change behavior, we need to focus on modeling, teaching and motivating.

369 "Cana Poteet" (1459756800)

00:54:08.070 --> 00:54:15.745

Those desirable behaviors across all sorts of environments. So, discipline is not the way that we talk about this 1, very specifically here.

370 "Cana Poteet" (1459756800)

00:54:15.895 --> 00:54:23.605

And if you join the tools of choice class, if that's the thing that you're interested in, they'll talk a little bit more about discipline in our recorded.

371 "Cana Poteet" (1459756800)

00:54:25.650 --> 00:54:31.290

Okay, so there are 10 examples of coercion and we're going to go through them pretty quickly. Um.

372 "Cana Poteet" (1459756800)

00:54:31.290 --> 00:54:37.770

So asking a question that you don't want answered, it's really just you ask a question and then the person.

373 "Cana Poteet" (1459756800)

00:54:37.770 --> 00:54:47.520

Says the response, but it's really just not good enough. So why are you doing that? What were you thinking? I can't believe that you did that. What went through your head. All of those are questioning.

374 "Cana Poteet" (1459756800)

00:54:47.520 --> 00:54:51.270

Arguing takes 2 people to argue.

375 "Cana Poteet" (1459756800)

00:54:51.270 --> 00:54:55.290

And sometimes I feel like I'm really good at it and then I'm like, oh, dang, it.

376 "Cana Poteet" (1459756800)

00:54:55.290 --> 00:55:02.220

So, arguing is when 2 people are trying to compete against each other and share their ideas, but neither 1 is really listening.

377 "Cana Poteet" (1459756800)

00:55:04.770 --> 00:55:13.320

Sarcasm and teasing, I often see sarcasm as like a defense mechanism for especially our staff.

378 "Cana Poteet" (1459756800)

00:55:13.320 --> 00:55:18.210

They say things like well, this is going well, and it's really not.

379 "Cana Poteet" (1459756800)

00:55:18.210 --> 00:55:24.450

And so I just want to kind of hit on that sarcasm and teasing is a high level skill.

380 "Cana Poteet" (1459756800)

00:55:24.450 --> 00:55:39.300

That even if you're using it with the people around us, like the people who have autism, they think about things, pretty black and white. And so if we teach them a skill that requires a lot of Nuance for gray, they might not be able to replicate it very easily.

381 "Cana Poteet" (1459756800)

00:55:39.300 --> 00:55:44.670

And sarcasm teasing is most often at the expense of somebody.

382 "Cana Poteet" (1459756800)

00:55:45.870 --> 00:55:51.390

Oh, well, this is going well. Okay, well, johnny's over there and he's having a hard time. It's not going well.

383 "Cana Poteet" (1459756800)

00:55:51.390 --> 00:55:56.460

So, it includes body language that hurts it's often to put down in a show of disrespect.

384 "Cana Poteet" (1459756800)

00:55:56.460 --> 00:56:04.440

Force this is just putting your hands on somebody or verbally trying to get them to move from 1 place to another within with great intent.

385 "Cana Poteet" (1459756800)

00:56:06.090 --> 00:56:19.915

A threatening kind of pointing out potential negative events that will happen. I see a lot of people wanting to use if then statements, you know, like, if you do this, then this is going to happen and we do kind of talk about inside expectations, which is a skill.

386 "Cana Poteet" (1459756800)

00:56:19.915 --> 00:56:21.895

I don't think that we hit on in the session.

387 "Cana Poteet" (1459756800)

00:56:22.200 --> 00:56:27.330

Um, but when we're talking about threats, it's really like, if you eat that you're going to get sick.

388 "Cana Poteet" (1459756800)

00:56:27.330 --> 00:56:34.890

You're pointing out a potential worsening or a bad outcome for this person and oftentimes it's really not helpful.

389 "Cana Poteet" (1459756800)

00:56:34.890 --> 00:56:39.090

For them, because they're going to do it anyway and they don't care.

390 "Cana Poteet" (1459756800)

00:56:39.090 --> 00:56:44.130

And sometimes those threats are even empty, you know, like, if you don't stop, we're going to turn this car around.

391 "Cana Poteet" (1459756800)

00:56:44.130 --> 00:56:47.190

I've never had my dad turn the car around.

392 "Cana Poteet" (1459756800)

00:56:48.420 --> 00:56:53.400

So, threats often, just kind of add a worsening, but don't have any follow through.

393 "Cana Poteet" (1459756800)

00:56:54.655 --> 00:57:05.005

Criticism, I would say that if you want to help somebody do something differently because criticism often comes after, you see, somebody do something and then not do it. Well, just help them the next time.

394 "Cana Poteet" (1459756800)

00:57:05.035 --> 00:57:09.715

If you see somebody doing the laundry and you have a specific way, teach them how to do that.

395 "Cana Poteet" (1459756800)

00:57:10.080 --> 00:57:24.930

Instead of waiting for them to fail and then tell him how to do it differently. It's very motivating to be taught that way. So, instead teach them show them practice. Wait, give positive consequences and motivate that behavior improvement. Not perfection.

396 "Cana Poteet" (1459756800)

00:57:24.930 --> 00:57:29.220

Despair things are hopeless.

397 "Cana Poteet" (1459756800)

00:57:29.725 --> 00:57:42.115

Acting like, the person is never going to accomplish anything and that you're just giving up hope. This is a difficult place to be in. And I would say that if you are feeling very despairing, that 908 number is a great place for you to call.

398 "Cana Poteet" (1459756800)
00:57:42.115 --> 00:57:49.105

And there are ways that you can get out of this despairing attitude. Especially if you can. if you can

399 "Cana Poteet" (1459756800)
00:57:49.220 --> 00:57:54.240

To take things more positively, you will slowly get out of that. 1.

400 "Cana Poteet" (1459756800)
00:57:54.775 --> 00:58:00.775

This 1 is mine lecture and logic it's because you all know things you're so good at knowing things.

401 "Cana Poteet" (1459756800)
00:58:00.805 --> 00:58:14.155

You're knowledgeable you want to share you want to make a difference you're here, because you want to make an impact and a change on a person and using it using this lecture and logic in certain timeframe is only going to make the person worse or.

402 "Cana Poteet" (1459756800)
00:58:14.240 --> 00:58:16.890

Or have a more difficult time.

403 "Cana Poteet" (1459756800)
00:58:16.890 --> 00:58:29.700

I don't know if any of you have ever used, like, a strategy when somebody's really overwhelmed or stressed out and you give them a solution and then they say, oh, well, that's just not going to work for me because I've already tried that.

404 "Cana Poteet" (1459756800)
00:58:29.700 --> 00:58:44.370

It didn't work you are, they are meeting coercion. They are trying to get out of that situation. They can't really listen to you. So lecture and logic is a is a really specific skill that should be used in very limited time frames.

405 "Cana Poteet" (1459756800)
00:58:44.370 --> 00:58:49.710

Taking away, you're just taking away things from people. Um.

406 "Cana Poteet" (1459756800)
00:58:50.365 --> 00:59:05.185

In our system, we have something called like a due process, because we always want to give it back. This 1 can be very difficult for us because it's like an easy thing to want to do and take away. Is your skill set if that's the conversion that you like? I would really highly recommend.

407 "Cana Poteet" (1459756800)

00:59:05.185 --> 00:59:09.355

Then you come to the full tools of choice class because we talk about set expectations.

408 "Cana Poteet" (1459756800)

00:59:09.450 --> 00:59:16.620

Where they get to earn or not earn, and that really puts their responsibility back on them and you're no longer just taking things away. punitively.

409 "Cana Poteet" (1459756800)

00:59:18.000 --> 00:59:22.650

And talking about a person's bad behavior in front of them, you're really just like.

410 "Cana Poteet" (1459756800)

00:59:22.650 --> 00:59:28.650

You're talking about Johnny, right? This is going well, Johnny had a really bad day today and he's sitting right here.

411 "Cana Poteet" (1459756800)

00:59:28.650 --> 00:59:40.440

So, talking about a person, just makes it really difficult for that person to trust you. So, if there are things that you need to share about, what happened or what's going on, do so in a very private setting away from the person.

412 "Cana Poteet" (1459756800)

00:59:42.300 --> 00:59:56.935

You talk about coercion we often say that it ages us that we want to avoid get even or escape the situation. So, coercion really has a large impact in what we do the more that you use it. The more that you'll see that person wants to avoid you completely.

413 "Cana Poteet" (1459756800)

00:59:57.715 --> 01:00:02.215

If you have ever had a difficult interaction with somebody, and you see them.

414 "Cana Poteet" (1459756800)

01:00:02.300 --> 01:00:05.310

They turn around and lock the other way they are avoiding you.

415 "Cana Poteet" (1459756800)

01:00:05.310 --> 01:00:09.360

So, that might be a relationship to repair getting even.

416 "Cana Poteet" (1459756800)

01:00:09.360 --> 01:00:23.850

They do, uh, behavior you do a behavior, they're coercive, you're coercive now we're just getting even with each other and we're never going to give me where because what we know about behavior is that when

somebody doubles down, we also double down and we're never gonna find a solid place.

417 "Cana Poteet" (1459756800)
01:00:23.850 --> 01:00:27.120
Of compromise and then escape.

418 "Cana Poteet" (1459756800)
01:00:27.120 --> 01:00:40.560
I think about the teenagers who, like, walk away from a parent when we're having a conversation, they slam on their door, they're escaping the situation. They don't want to be involved anymore for me. It's I just kind of disassociate.

419 "Cana Poteet" (1459756800)
01:00:40.560 --> 01:00:46.860
You stop trying to interact because I'm so overwhelmed. I escape mentally and I'm not there anymore.

420 "Cana Poteet" (1459756800)
01:00:46.860 --> 01:00:58.320
There are also some of these other ideas about coercion and there is a conversion podcast that I'll show with you or share with you guys at the very end that kind of goes more into detail about these. I know I ran through them pretty fast.

421 "Cana Poteet" (1459756800)
01:00:58.320 --> 01:01:01.830
But I want to make sure that we get through the rest of our, our session today.

422 "Cana Poteet" (1459756800)
01:01:03.120 --> 01:01:06.690
Okay, and so when are we typically courses.

423 "Cana Poteet" (1459756800)
01:01:06.690 --> 01:01:12.930
Well, I'm retired, we're hungry if anybody knows the hungry.

424 "Cana Poteet" (1459756800)
01:01:12.930 --> 01:01:16.380
Very hungry. I'm uncomfortable.

425 "Cana Poteet" (1459756800)
01:01:16.380 --> 01:01:21.930
This is a big 1 when somebody is uncomfortable, they will do what they need to do to survive.

426 "Cana Poteet" (1459756800)
01:01:21.930 --> 01:01:26.040
And sometimes that survival might come across as I need you to get away from me.

427 "Cana Poteet" (1459756800)

01:01:26.040 --> 01:01:32.610
That's not what I told you to do or, let me just do it myself. All of those are conversions.

428 "Cana Poteet" (1459756800)
01:01:32.610 --> 01:01:35.610
Um, maybe they're having a really bad day.

429 "Cana Poteet" (1459756800)
01:01:35.610 --> 01:01:39.624
They're frustrated people who might be overly excited.

430 "Cana Poteet" (1459756800)
01:01:40.465 --> 01:01:55.375
They might get, like, really ramped up and they might just kind of, like, take over a situation, or start to criticize people in a positive way of, like, oh, well, you know, when I did this the last time, here's what I did. And it was really successful. So, I'm just gonna kind of show you and now we've kind of.

431 "Cana Poteet" (1459756800)
01:01:55.610 --> 01:01:58.020
Criticize this person unintentionally.

432 "Cana Poteet" (1459756800)
01:01:58.020 --> 01:02:01.290
And especially when we encounter our pet peeves.

433 "Cana Poteet" (1459756800)
01:02:01.290 --> 01:02:13.680
I have a pet peeve of everybody talking over each other. It's hard for me to kind of hear what's going on. It's gotten worse as I've grown older. And so I have to be really cognizant about.

434 "Cana Poteet" (1459756800)
01:02:13.680 --> 01:02:22.920
That so I don't just shout into the room stop talking. It can become overwhelming, but that pet peeve I'm aware of it.

435 "Cana Poteet" (1459756800)
01:02:22.920 --> 01:02:26.190
And I know how to respond to it whenever it happens. So.

436 "Cana Poteet" (1459756800)
01:02:26.190 --> 01:02:36.180
Think about the times when you're more likely to be coercive or the times when you're more likely to use those strategies of criticism, questioning, arguing despair.

437 "Cana Poteet" (1459756800)
01:02:36.180 --> 01:02:39.990
Is it when you're tired is it when you're hungry?

438 "Cana Poteet" (1459756800)

01:02:39.990 --> 01:02:51.000

So, when you had a really bad day, these are the moments that you are using those skill sets. I would really start to look for them and to think about what can I do differently?

439 "Cana Poteet" (1459756800)

01:02:51.000 --> 01:02:57.600

Or what expectation can I set, you know, when sometimes when I'm really overwhelmed and had a bad day, I just say to my partner.

440 "Cana Poteet" (1459756800)

01:02:57.600 --> 01:03:02.190

I need, like 10 minutes by myself and then I'll come back and hang out with you.

441 "Cana Poteet" (1459756800)

01:03:02.190 --> 01:03:12.090

All right, you also have to recognize that you are important and you're a part of your environment and sometimes just setting those boundaries can help you avoid adding additional conversion.

442 "Cana Poteet" (1459756800)

01:03:13.410 --> 01:03:18.840

Because conversion produces short term compliance, followed by long term problems.

443 "Cana Poteet" (1459756800)

01:03:20.280 --> 01:03:23.670

You might get them to do what you want right now.

444 "Cana Poteet" (1459756800)

01:03:23.670 --> 01:03:29.400

But you might have to work harder and harder and harder and harder to get that to happen every time.

445 "Cana Poteet" (1459756800)

01:03:29.400 --> 01:03:33.240

You give in to the person who, um.

446 "Cana Poteet" (1459756800)

01:03:34.440 --> 01:03:42.540

An example, the other day where the, the little boy wanted to be picked up on a long walk, hike through the woods.

447 "Cana Poteet" (1459756800)

01:03:42.540 --> 01:03:51.900

And when you pick out that person, you're feeding into that behavior, right? Because they're whining, they're displaying a bunch of junk behaviors. So we respond by trying to problem solve.

448 "Cana Poteet" (1459756800)

01:03:51.900 --> 01:04:02.430

Um, and we do the thing, and then the next time, it's even more intense, the request for being picked up. And at some point, you're not going to be able to sustain that anymore.

449 "Cana Poteet" (1459756800)

01:04:02.430 --> 01:04:10.500

And so we have to try and do something different because coercion might give you a moment's piece, but it won't solve the problem.

450 "Cana Poteet" (1459756800)

01:04:13.380 --> 01:04:16.830

So, if not coercion, what do we do we're going to talk about it.

451 "Cana Poteet" (1459756800)

01:04:16.830 --> 01:04:28.075

We are about to go into how do we build positive relationships? How do we avoid reacting to behavior? How do we recognize when somebody is in an emotional state and then responding appropriately to that?

452 "Cana Poteet" (1459756800)

01:04:28.525 --> 01:04:36.385

So, we're going to talk all about what we can do if coercion is not our plan. Um, 1 of the best things to do is just know you're human.

453 "Cana Poteet" (1459756800)

01:04:36.720 --> 01:04:48.540

No, your humans know yourself how do they respond? How do I respond and am I feeding into this behavior? Or am I missing my opportunities to recognize successes?

454 "Cana Poteet" (1459756800)

01:04:51.505 --> 01:05:05.275

Okay, so we are in the last half of our session today, we're gonna be doing a lot of kind of like activity. So I'm going to be giving you some skill sets. We're going to talk about them a scenario.

455 "Cana Poteet" (1459756800)

01:05:05.275 --> 01:05:11.335

And then I'm gonna ask for you guys to share with me, how you would respond to that scenario. So there might be some quiet moments.

456 "Cana Poteet" (1459756800)

01:05:11.420 --> 01:05:19.050

Here as I let people type, but I just want to let, you know, that that's coming. They're very, very cool. So all of these are from our tools of choice skill set.

457 "Cana Poteet" (1459756800)

01:05:19.050 --> 01:05:25.165

They're all from the tools of choice curriculum that we teach our provider agencies across the state of Missouri.

458 "Cana Poteet" (1459756800)

01:05:25.855 --> 01:05:38.965

It is a long class, but it is very, very impactful and we are able to help coach those providers to start coaching their own staff and using these skills. So, this 1 and done training is never enough.

459 "Cana Poteet" (1459756800)

01:05:39.050 --> 01:05:44.880

You're always welcome to come back and always welcome to sign up for those tools classes to see more.

460 "Cana Poteet" (1459756800)

01:05:46.260 --> 01:05:55.680

So, building positive relationships, when we talk about building positive relationships, we're really trying to do is just recognize that.

461 "Cana Poteet" (1459756800)

01:05:55.680 --> 01:06:08.905

Demonstrating desirable skills and finding moments when people are doing the things that are good for them, they are going to have a far longer impact on that person's quality of life and trying to stamp out or change behaviors.

462 "Cana Poteet" (1459756800)

01:06:08.935 --> 01:06:15.325

That are undesirable in the moment. So we want to be really proactive here so here are some steps to building a positive.

463 "Cana Poteet" (1459756800)

01:06:15.680 --> 01:06:28.785

So, you always want to move towards the person and remain within arm's, reach the closer you are to the person, the better that it is because if you have to do these skills during a difficult time, you already know that. You can get close to that person.

464 "Cana Poteet" (1459756800)

01:06:28.785 --> 01:06:35.595

And that person knows that you're a safe person to allow them in their personal bubble. I always kind of do an arms reach because I don't want to get.

465 "Cana Poteet" (1459756800)

01:06:35.680 --> 01:06:46.590

Too close, because there are humans in there in our world that just don't like physical closeness. I don't have a bubble so I have to remind myself that other people do.

466 "Cana Poteet" (1459756800)

01:06:46.590 --> 01:06:54.840

A touch if appropriate, so everybody has to be touched. At some point. If you go to a doctor's office, if you go to.

467 "Cana Poteet" (1459756800)

01:06:56.125 --> 01:07:04.405

If you're in line in the store, somebody might actually bump into you. So, this just kind of help teaches people what is appropriate touch and how you can do.

468 "Cana Poteet" (1459756800)

01:07:04.405 --> 01:07:14.575

So, with different relationships, you know, a handshake versus a hug, pat on the back, a high 5, all of those are appropriate touches and that can help somebody know that. That's an okay thing.

469 "Cana Poteet" (1459756800)

01:07:15.775 --> 01:07:29.785

Being calm and caring in your facial expression, tone of voice and body language. I always remind people that you don't have to be me. I'm pretty expressive. I like to get really hype and energetic, but you just want to be genuine. That's what your goal is is to be genuine.

470 "Cana Poteet" (1459756800)

01:07:30.180 --> 01:07:38.970

If you're com, caring, facial expression is just kind of neutral and you smile every once in a while and that's genuine. Just be who be your authentic selves.

471 "Cana Poteet" (1459756800)

01:07:38.970 --> 01:07:42.480

But also recognize that you might have to say it.

472 "Cana Poteet" (1459756800)

01:07:42.480 --> 01:07:54.175

For certain people, right I have if you know what that is and so I have to remind myself that in certain instances, when people don't know me, I have to smile.

473 "Cana Poteet" (1459756800)

01:07:54.445 --> 01:07:57.805

So that way they know that I'm okay person to approach and talk to.

474 "Cana Poteet" (1459756800)

01:07:59.815 --> 01:08:13.825

Relax body language just be kind of chill relaxed be Lucy. I like to do the open palm gesture call this the beggars post. This is very open and welcoming. I'm totally inviting you into my space.

475 "Cana Poteet" (1459756800)

01:08:13.945 --> 01:08:17.995

This is a bit more closed off. This is a bit more intimidating. It's what.

476 "Cana Poteet" (1459756800)

01:08:18.170 --> 01:08:18.630

Huh.

477 "Cana Poteet" (1459756800)

01:08:18.630 --> 01:08:26.520

It's, it's what our public officials like to doodle arms on their hips.
So I like to be very open and relaxed.

478 "Cana Poteet" (1459756800)

01:08:27.415 --> 01:08:42.325

Ask open ended positive questions so I already taught you earlier that asking those like, questioning is a coercive. That's what are you doing? Why did you do that? What were you thinking? But an open ended question is what's going on? What's the coolest thing about your day?

479 "Cana Poteet" (1459756800)

01:08:42.475 --> 01:08:46.465

Your goal is to gain information and then use that information.

480 "Cana Poteet" (1459756800)

01:08:46.520 --> 01:08:56.010

As good responses, so I don't want to gave an information to necessarily problem solved, but I do want to allow this 1st in the opportunity to share whatever it is.

481 "Cana Poteet" (1459756800)

01:08:56.010 --> 01:09:00.930

So, if you have children who, like to play video games to them about their video games.

482 "Cana Poteet" (1459756800)

01:09:00.930 --> 01:09:04.680

Can you tell me a little bit more about what your goal is in this video game?

483 "Cana Poteet" (1459756800)

01:09:04.680 --> 01:09:11.310

Um, who is that guy? Tell me about that guy, right? Oh, I saw that. You win can you tell me how you did that?

484 "Cana Poteet" (1459756800)

01:09:11.310 --> 01:09:18.330

If you have a partner who really enjoys working on this, something that you don't know a lot about, ask them questions.

485 "Cana Poteet" (1459756800)

01:09:18.330 --> 01:09:27.360

If you are interacting with a, with a coworker and they share oh, like had a really busy weekend. Well, tell me about your weekend, right? You're just trying to.

486 "Cana Poteet" (1459756800)

01:09:27.360 --> 01:09:35.280

Allow that our best person, the opportunity to say a lot of words. So that way you can show investment.

487 "Cana Poteet" (1459756800)

01:09:35.280 --> 01:09:42.030

Empathy statements, we're going to talk about that on the next slide use encouragement. Listen.

488 "Cana Poteet" (1459756800)

01:09:42.030 --> 01:09:54.150

We talked a lot about active listening. Oftentimes I might repeat back whatever the person has said to me. Like, okay, so you, you worked really hard on that project. Tell me more about this project right? That's listening.

489 "Cana Poteet" (1459756800)

01:09:54.150 --> 01:10:04.920

And you want to speak far less than the person at the beginning of tools for a long time. I felt like I had a hard time listening because I was thinking about these strategies that I was taught.

490 "Cana Poteet" (1459756800)

01:10:04.920 --> 01:10:17.095

But as you continue to practice them, it gets much much easier, so just know that, at some point, if you use this on a regular basis, it will become a natural response instead of oh, my gosh. Should I ask my opening a question?

491 "Cana Poteet" (1459756800)

01:10:17.095 --> 01:10:20.245

I did I get empathy it'll just become a natural response.

492 "Cana Poteet" (1459756800)

01:10:20.640 --> 01:10:33.360

Don't react to junk behavior and I'm going to teach you, it's called pivot in just a 2nd, and avoid using coercion if you went through the whole interaction. So well, and then you said, well, you know, that's not really an appropriate thing for you to do.

493 "Cana Poteet" (1459756800)

01:10:33.360 --> 01:10:36.810

Spending your money on that soda.

494 "Cana Poteet" (1459756800)

01:10:37.825 --> 01:10:47.995

Now, we just really tarnished that whole interaction. That person had a really good time. There was so excited about spending their money on that soda and we've added in some criticism and it's kind of tarnished that interaction.

495 "Cana Poteet" (1459756800)

01:10:47.995 --> 01:10:52.915

So, we really want to be cautious about just withholding that coercion at all costs.

496 "Cana Poteet" (1459756800)

01:10:54.840 --> 01:11:07.495

So, empathy is 1 of our most important skill sets it's the skill set. That's really going to help us. Do a lot of things. It is. My go to skill

set when I'm talking about building positive relationships and using a universal approach.

497 "Cana Poteet" (1459756800)

01:11:08.275 --> 01:11:14.755

Empathy is the ability to take the perspective of another person and then communicate that to them. So it's different.

498 "Cana Poteet" (1459756800)

01:11:14.840 --> 01:11:19.140

And sympathy, which is, I'm so sad for you. I'm sorry that that happened.

499 "Cana Poteet" (1459756800)

01:11:19.140 --> 01:11:23.520

That that is, you feel bad for that person, but you're really just.

500 "Cana Poteet" (1459756800)

01:11:23.520 --> 01:11:28.560

You're just laying it out there. Empathy is I feel bad with you.

501 "Cana Poteet" (1459756800)

01:11:28.560 --> 01:11:42.600

It's a vulnerable place to empathize and requires a lot of self reflection, requires you to know that that is a difficult and hard moment for them or that. It is a very exciting and positive moment.

502 "Cana Poteet" (1459756800)

01:11:42.600 --> 01:11:47.460

I signed up and in this field that we are empathetic in difficult times.

503 "Cana Poteet" (1459756800)

01:11:47.460 --> 01:12:00.025

But we're less empathetic and positive times. So my significant other just worked on this huge project for like, 2 years. We've been working on this thing and they finally finished it.

504 "Cana Poteet" (1459756800)

01:12:00.055 --> 01:12:06.985

And this month we're going to be presenting it to our friends. And they're gonna have, we're gonna have a big party that is so exciting.

505 "Cana Poteet" (1459756800)

01:12:07.290 --> 01:12:13.770

And emphasizing with him in that moment, I'm just recognizing that this is a great time.

506 "Cana Poteet" (1459756800)

01:12:13.770 --> 01:12:27.745

Is how I can really maintain and build that relationship, even though the thing that he did. I don't really know a lot about it's not like there are technical things about it that are very complicated for me. This moment is so exciting.

507 "Cana Poteet" (1459756800)

01:12:27.775 --> 01:12:32.905

I want to emphasize by saying you seem so fulfilled about what you built.

508 "Cana Poteet" (1459756800)

01:12:33.180 --> 01:12:37.320

I can tell that you're really happy about it and I'm happy with you. Right?

509 "Cana Poteet" (1459756800)

01:12:39.630 --> 01:12:45.625

Encouragement is the a communicate how this person's own behavior has improved that situation.

510 "Cana Poteet" (1459756800)

01:12:45.625 --> 01:12:58.195

So, you can do this by saying, like, I believe that you have that you've done a good job in the past that you've done a good job here that you can continue to create more improvements and that maybe you're indicating that you're available to help.

511 "Cana Poteet" (1459756800)

01:12:58.650 --> 01:13:06.060

Encouragement is quite complicated because often we teach people that you need to encourage Johnny to put on his shoes.

512 "Cana Poteet" (1459756800)

01:13:06.060 --> 01:13:09.570

All right, well, you got to encourage Tina to put her code on. It's cold outside.

513 "Cana Poteet" (1459756800)

01:13:09.570 --> 01:13:13.830

That's a prompt your just prompting keynote keynote you gotta put your code on.

514 "Cana Poteet" (1459756800)

01:13:14.725 --> 01:13:28.495

So, when we're talking about encouragement, we have to shift our understanding that encouragement isn't about what they're not doing and getting them to do something different encouragement is you are doing something right now. That's good for you. And you should keep doing.

515 "Cana Poteet" (1459756800)

01:13:28.950 --> 01:13:32.970

Prepared for this training.

516 "Cana Poteet" (1459756800)

01:13:32.970 --> 01:13:43.710

Uh, earlier this morning, and now we're, we're doing it so I know that that preparation was really good for me and it helped me feel more comfortable. Right? That is encouragement about what I did.

517 "Cana Poteet" (1459756800)

01:13:43.710 --> 01:13:57.925

And how it impacted me encouragement on you save so much money from your job that now you get to go and buy a soda. That's awesome. You did such a good job. You really worked hard for that money. And now you get to do cool things with it.

518 "Cana Poteet" (1459756800)

01:13:59.005 --> 01:14:03.625

So, encouragement is, what are they doing in this moment, or what have they done in this moment that they.

519 "Cana Poteet" (1459756800)

01:14:03.710 --> 01:14:09.810

Keep doing, or to show them that they have made successes and that they can make big successes later. Right?

520 "Cana Poteet" (1459756800)

01:14:10.855 --> 01:14:22.225

The full tools of choice class is a lot more in depth about this. So when we move into just practicing, we are going to be very low effort. We're gonna be just like, it's very chill.

521 "Cana Poteet" (1459756800)

01:14:22.405 --> 01:14:29.725

Not a whole lot of stress here, but I'd love for you guys to help me kind of come up with some approaches for awesome.

522 "Cana Poteet" (1459756800)

01:14:29.810 --> 01:14:36.600

Alex, so Alex just passed his GED so he passed it guys results back and he passed it.

523 "Cana Poteet" (1459756800)

01:14:36.600 --> 01:14:47.005

So, Alex has studied for hours preparing for this test, and he walks down the hall and he shows you that he got a really good score.

524 "Cana Poteet" (1459756800)

01:14:47.005 --> 01:14:53.635

So I'd like for you guys to tell me what your open ended questions are open ended questions.

525 "Cana Poteet" (1459756800)

01:14:54.210 --> 01:14:59.310

Empathy and encouragement.

526 "Cana Poteet" (1459756800)

01:15:00.390 --> 01:15:10.620

So, what might be a good open ended question and we can do this kind of like, as a group and start with just some open ended questions or you can try and do all 3. so, what's a good opening question that we can ask Alex.

527 "Cana Poteet" (1459756800)

01:15:10.620 --> 01:15:16.140

Our goal is to get information or allow that person the opportunity to speak.

528 "Cana Poteet" (1459756800)
01:15:22.290 --> 01:15:26.820
How does that make you feel? Oh, that's a good 1.

529 "Cana Poteet" (1459756800)
01:15:27.745 --> 01:15:29.275
A lot of how does that make you feel.

530 "Cana Poteet" (1459756800)
01:15:46.820 --> 01:16:00.240
Give people a few more minutes to kind of put their thoughts in the chat box before we move on.

531 "Cana Poteet" (1459756800)
01:16:07.620 --> 01:16:12.570
Do you feel about it? What questions can you ask, Alex?

532 "Cana Poteet" (1459756800)
01:16:29.280 --> 01:16:37.410
All right, let's talk about empathy. So what empathy statement can I give Alex? So we talk about empathy as you look.

533 "Cana Poteet" (1459756800)
01:16:37.410 --> 01:16:46.530
You see, I can tell you feel so these the reason why we put them in this, this.

534 "Cana Poteet" (1459756800)
01:16:46.530 --> 01:17:01.105
Context there's a better word for that. Sorry it's because we want to be reflective. Empathy is reflective. Right? It's taking in that emotion and recognizing how that person feels and reflecting it back. So you look some way you've seen some way. I can tell you feel somewhat.

535 "Cana Poteet" (1459756800)
01:17:01.435 --> 01:17:06.235
So you look and then an emotion work. You look super excited. Yeah, that's so good. You.

536 "Cana Poteet" (1459756800)
01:17:06.530 --> 01:17:07.020
Okay.

537 "Cana Poteet" (1459756800)
01:17:08.725 --> 01:17:23.005
Stephanie also asked a question about, how do you feel about all the time you spent working toward this? Oh, what a good specific question, right? You know, he studied hard, you know, that he's going to have a lot to say, knows how big of a door that's going to open. Right.

538 "Cana Poteet" (1459756800)

01:17:23.155 --> 01:17:26.935
Tell me how you felt about the time working on this, and you look so.

539 "Cana Poteet" (1459756800)
01:17:27.020 --> 01:17:33.195
Proud what a lovely thing to say to somebody right? They worked hard. They're excited. They're proud.

540 "Cana Poteet" (1459756800)
01:17:33.795 --> 01:17:45.705
They put a lot of effort and dedication into this skill set of practicing and studying and who knows what else right sending is not easy for everybody. This might be a significant behavior for Alex.

541 "Cana Poteet" (1459756800)
01:17:46.045 --> 01:17:59.635
And he got a great consequence out of it. He passed his, which is a huge thing for people. So, how could we encourage Alex in this moment? What's a way that we could phrase our encouraging statement? Right? What did he do?

542 "Cana Poteet" (1459756800)
01:17:59.815 --> 01:18:01.255
And what was his result?

543 "Cana Poteet" (1459756800)
01:18:01.530 --> 01:18:05.430
Oh, you look for leave. I love that too. April. Great empathy.

544 "Cana Poteet" (1459756800)
01:18:10.290 --> 01:18:15.240
So, let's think about our encouraging statement what did he do and what did he get out of it?

545 "Cana Poteet" (1459756800)
01:18:34.890 --> 01:18:38.700
You worked so hard and now you get to feel that success.

546 "Cana Poteet" (1459756800)
01:18:38.700 --> 01:18:46.470
Very, very good. You got what did he do? He worked hard and what did he get out of it? Success.

547 "Cana Poteet" (1459756800)
01:18:46.470 --> 01:18:50.310
Right. The is a pretty big deal.

548 "Cana Poteet" (1459756800)
01:18:52.200 --> 01:19:05.700
That opens them up to a lot of options here. Right? All of that hard work that you can into studying for this difficult test has really paid off. And now you get to read those successes. Good job. Alex.

549 "Cana Poteet" (1459756800)

01:19:05.700 --> 01:19:16.170

Right. Is this such a good opportunity for us to be positive and motivating in a way that's going to, like, really strongly build that relationship?

550 "Cana Poteet" (1459756800)

01:19:16.170 --> 01:19:26.820

Right, if Alex is the person that comes to you to share this most exciting news, think about all of the reasons why they might, because you have been positive encouraging throughout this full time.

551 "Cana Poteet" (1459756800)

01:19:26.820 --> 01:19:33.450

And now they want to show you what they did. Excellent job. You guys, okay we've got another 1.

552 "Cana Poteet" (1459756800)

01:19:37.410 --> 01:19:46.590

So, your coworker, Carl, you're walking to the lunch break, or walk into the break room and it's your lunch Carl sees you and says, hi.

553 "Cana Poteet" (1459756800)

01:19:46.590 --> 01:19:52.140

And so he moved some papers to let you sit down. So this one's a bit less like.

554 "Cana Poteet" (1459756800)

01:19:52.465 --> 01:20:06.625

Loud right that last 1 was really loud we saw, we could feel that energy we can feel that emotion, so this 1 is a bit more chill. This is what we would call maybe like a routine situation for us to use those steps of the building relationships skill sets.

555 "Cana Poteet" (1459756800)

01:20:06.625 --> 01:20:11.725

So, Carl says hi to you, he moves some paper so you can sit down. So how what.

556 "Cana Poteet" (1459756800)

01:20:12.140 --> 01:20:15.630

You ask, let's do the same thing. So open ended question.

557 "Cana Poteet" (1459756800)

01:20:17.160 --> 01:20:24.510

Empathy and encouragement. What's on your mind today?

558 "Cana Poteet" (1459756800)

01:20:24.510 --> 01:20:29.040

I'll tell me what's on your mind I love that question. Yeah.

559 "Cana Poteet" (1459756800)

01:20:29.040 --> 01:20:40.885

What would you like me to join you for lunch? Yeah April. That's a great way for you to really just you. See, Carl you say, hey, can I join you

for lunch right? You sit down and you ask this. Awesome question about. What's on your mind today?

560 "Cana Poteet" (1459756800)

01:20:41.965 --> 01:20:48.445

When Angelica even gave a little bit of a positive consequence and saying, thank you for moving your papers right?

561 "Cana Poteet" (1459756800)

01:20:48.840 --> 01:21:00.120

All of us together, we're going to build a really incredible human. That's just kind of what I'm seeing here. The thoughtful person considerate person offering a lot of positive praise and encouragement.

562 "Cana Poteet" (1459756800)

01:21:00.120 --> 01:21:11.850

Great job. Okay. So, empathy. So Carl's having a good time. He's happy. He sees you. He smiles. So what empathy might you offer to to Carl?

563 "Cana Poteet" (1459756800)

01:21:11.850 --> 01:21:17.940

I can tell you feel.

564 "Cana Poteet" (1459756800)

01:21:19.500 --> 01:21:24.870

And this 1 might require you to think a little bit of creatively about what Carl had a good day on.

565 "Cana Poteet" (1459756800)

01:21:40.740 --> 01:21:44.790

What's happening today? Right? That's empathy statement.

566 "Cana Poteet" (1459756800)

01:21:44.790 --> 01:21:51.570

So, happy that something awesome happen, or we combine those together. Those are incredible.

567 "Cana Poteet" (1459756800)

01:21:51.570 --> 01:22:05.820

Right. Those are incredible things. I love giving empathy and then asking a question, I think that that's such a powerful move. Right? Carl you look so happy today. Can I sit down and chat with? You? Tell me what happened? Like, what what awesome thing happened to you today?

568 "Cana Poteet" (1459756800)

01:22:05.820 --> 01:22:14.100

Yeah, he likes this that's always good that your coworker likes you and that he's interested in wanting to hang out with you today during lunchtime.

569 "Cana Poteet" (1459756800)

01:22:16.500 --> 01:22:23.490

You seem so happy and welcome today. What's going on? Yeah, there we go. Now. We're combining a lot of these good skills together. That's excellent. You guys.

570 "Cana Poteet" (1459756800)

01:22:23.490 --> 01:22:31.080

All right, so Carl seems really happy. Maybe 1 of those papers is that he just got, um.

571 "Cana Poteet" (1459756800)

01:22:31.080 --> 01:22:40.590

He finished some work that he was working on today and now he's really enjoying his lunch. So, how can we encourage him? What did Carl do? And what did he get out of it?

572 "Cana Poteet" (1459756800)

01:22:49.170 --> 01:22:52.170

Add that in there, so you guys have some reference.

573 "Cana Poteet" (1459756800)

01:23:06.540 --> 01:23:10.110

Did Carl do what did he get out of it?

574 "Cana Poteet" (1459756800)

01:23:17.340 --> 01:23:28.980

Is a bit trickier.

575 "Cana Poteet" (1459756800)

01:23:32.940 --> 01:23:41.250

Okay, so maybe he was really thoughtful about moving the paperwork. Right? So, you know, you're always so kind.

576 "Cana Poteet" (1459756800)

01:23:41.815 --> 01:23:52.255

2 people, whenever you see them, you know, moving your documents and letting me say it was just a really thoughtful thing. And I really appreciate it. I bet that's why people like you so much. Right?

577 "Cana Poteet" (1459756800)

01:23:52.435 --> 01:24:01.165

We're combining what Carl did and what he got out of it in a really structured way. That's what encouragement is. It can be really challenging, especially.

578 "Cana Poteet" (1459756800)

01:24:01.250 --> 01:24:08.460

When we don't think about encouragement in that way, that's why we keep practicing. Right? So, thank you so much Karl for moving your stuff.

579 "Cana Poteet" (1459756800)

01:24:08.460 --> 01:24:13.260

While you're always so thoughtful and kind to those around you. I really appreciate it.

580 "Cana Poteet" (1459756800)

01:24:13.260 --> 01:24:24.420

You know, you've really just brightened my day and being able to talk to you has been really, really fun. Right? So you're encouraging these behaviors happen again in the future that he did for you instead of.

581 "Cana Poteet" (1459756800)

01:24:24.420 --> 01:24:27.480

Trying to get him to do something that he currently wasn't.

582 "Cana Poteet" (1459756800)

01:24:27.480 --> 01:24:33.270

Thank you so much. I know that bravery there about the encouraging statement. You did a good job.

583 "Cana Poteet" (1459756800)

01:24:34.290 --> 01:24:43.530

Okay, do you have questions about this relationship building skillset before we move on to what do you do during undesirable behaviors?

584 "Cana Poteet" (1459756800)

01:25:04.260 --> 01:25:09.420

Okay, awesome. So I'm going to we're going to run through.

585 "Cana Poteet" (1459756800)

01:25:09.420 --> 01:25:21.295

Some stuff, some, some stuff about our junk behavior, but let's put some of this together. So this 1 was a bit easier for us to put together. So we're gonna put together all of this just.

586 "Cana Poteet" (1459756800)

01:25:21.295 --> 01:25:29.395

So we can kind of wrap up our session. So, would anybody be brave enough to just kind of take all of these.

587 "Cana Poteet" (1459756800)

01:25:29.420 --> 01:25:32.430

Great things that we said for Alex.

588 "Cana Poteet" (1459756800)

01:25:32.430 --> 01:25:35.790

And put them together into 1 cohesive.

589 "Cana Poteet" (1459756800)

01:25:35.790 --> 01:25:46.440

Statement, so that opening a question, empathy and encouragement, would anybody be brave enough to unmute and do that or volunteer in the chat box to put it all together?

590 "Cana Poteet" (1459756800)

01:26:14.310 --> 01:26:18.210

If you're typing it in the chat box, I'll give you a few minutes to do that.

591 "Cana Poteet" (1459756800)

01:26:18.210 --> 01:26:29.970

We're going to put it all together. Right? What was an open ended question for Alex and empathy statement for Alex and then encouraging statement for Alex to put it all into 1 little message or you can unmute and just share it with me.

592 "Cana Poteet" (1459756800)

01:27:16.110 --> 01:27:21.180

Okay, so if you're typing in the chat box, I am going to.

593 "Cana Poteet" (1459756800)

01:27:21.180 --> 01:27:26.370

Call somebody that I think has provided a lot of really good examples.

594 "Cana Poteet" (1459756800)

01:27:26.370 --> 01:27:40.200

So, hopefully, this is not going to start you, but Stephanie, you provided such great examples of how to provide some relationship building skills to Alex. Would you be open to.

595 "Cana Poteet" (1459756800)

01:27:40.200 --> 01:27:55.015

Um, okay, Angelina also gave us Stephanie you might have gotten a relief from. We're sitting here. Thank you so much. How do you feel about getting your you've seen happy that you passed way to go, Alex?

596 "Cana Poteet" (1459756800)

01:27:55.555 --> 01:27:58.735

You also mentioned up here that.

597 "Cana Poteet" (1459756800)

01:27:59.370 --> 01:28:07.645

I'm gonna steal stephanie's for our really good encouragement addition to what you had going on so you work so hard and now you get to feel that success. Right?

598 "Cana Poteet" (1459756800)

01:28:07.645 --> 01:28:19.345

So, encouragement is a lot stronger than those positive consequences of just way way to go for doing the thing. So, always make sure that you tie back into what behavior Alex actually did.

599 "Cana Poteet" (1459756800)

01:28:19.370 --> 01:28:31.770

And how did that help him succeed? So very, very good job. Thank you so much for volunteering to share it with us an entire completed. Stay close. We'll go ahead and keep moving on.

600 "Cana Poteet" (1459756800)

01:28:31.770 --> 01:28:35.340

To our next skill set, which is a pivot.

601 "Cana Poteet" (1459756800)

01:28:35.340 --> 01:28:40.770

So, if you encounter undesirable junk behavior, you might have to pivot.

602 "Cana Poteet" (1459756800)

01:28:40.770 --> 01:28:44.280

And pivoting is a very complicated skill set.

603 "Cana Poteet" (1459756800)

01:28:44.280 --> 01:28:52.800

So, and the reason why we pivot is to avoid paying off that junk behavior, undesirable junk behavior that is not serious.

604 "Cana Poteet" (1459756800)

01:28:52.825 --> 01:28:56.874

Not physically harmful to themselves, others, property or damaging,

605 "Cana Poteet" (1459756800)

01:28:57.565 --> 01:29:09.325

or is illegal pivot might just be the skill that you use to avoid reacting and feeding into the attention that they want giving you to comfort them getting you to react.

606 "Cana Poteet" (1459756800)

01:29:09.570 --> 01:29:15.150

Making you go away, right? If I go LA, LA, that might make you go away.

607 "Cana Poteet" (1459756800)

01:29:15.150 --> 01:29:19.800

To get you to give it to them sometimes it is just what people do.

608 "Cana Poteet" (1459756800)

01:29:19.800 --> 01:29:23.430

There are some behaviors that are very, um.

609 "Cana Poteet" (1459756800)

01:29:23.430 --> 01:29:35.100

Their habitual, right? So and their behavioral so stemming is a behavior. I can't necessarily just remove that behavior. I can't get somebody to stop stemming.

610 "Cana Poteet" (1459756800)

01:29:35.100 --> 01:29:40.830

This is a national behavior, it's what they do, but I can avoid having a reaction to it.

611 "Cana Poteet" (1459756800)

01:29:40.830 --> 01:29:48.990

I can't avoid letting myself gets so overwhelmed and annoyed by this behavior. Instead. I'm going to do something different cause I can't change this.

612 "Cana Poteet" (1459756800)

01:29:48.990 --> 01:29:54.690

Another good thing about pivot is that is not your fix it behavior.

613 "Cana Poteet" (1459756800)

01:29:54.690 --> 01:30:04.290

It's not your fixed behavior, your reaction to behaviors it doesn't fix those behaviors isn't in the moment skill for us. So we avoid reacting.

614 "Cana Poteet" (1459756800)

01:30:04.290 --> 01:30:10.140

And often episodes of serious behaviors start with junk and then we react to it and it escalates.

615 "Cana Poteet" (1459756800)

01:30:10.140 --> 01:30:13.500

So, we don't want to react to behavior.

616 "Cana Poteet" (1459756800)

01:30:14.545 --> 01:30:29.185

And we do that by avoiding any reaction, our facial expression, our tone of voice, our body language, we don't do say, or react any way. Sometimes this is really hard if you're the type of person who normally reacts to things or you find that junk behavior funny.

617 "Cana Poteet" (1459756800)

01:30:29.545 --> 01:30:34.465

Laughing at junk behavior is still a reaction going. Oh, gosh. You're so silly.

618 "Cana Poteet" (1459756800)

01:30:34.465 --> 01:30:49.345

Is still a reaction they're feeding into that behavior and giving it attention and behavior is motivated by getting something getting that attention escaping the situation or just feeling like that person's need is being.

619 "Cana Poteet" (1459756800)

01:30:49.520 --> 01:30:50.130

Okay.

620 "Cana Poteet" (1459756800)

01:30:50.130 --> 01:30:58.710

So you have to be really cautious about which behaviors we respond to and which behaviors we avoid adding additional consequences to.

621 "Cana Poteet" (1459756800)

01:30:58.710 --> 01:31:04.770

We can do a pivot in 1 of 3 ways. Now this is really complicated and I don't think.

622 "Cana Poteet" (1459756800)

01:31:04.770 --> 01:31:19.765

I would not expect anybody to just know these pivots after we talk about them very briefly in our tools for every 1 session today. Um, that's why, I would recommend that if you want to learn more and you want to practice

with some experts, you could sign up for our tools of choice class, the full, the full series.

623 "Cana Poteet" (1459756800)

01:31:20.365 --> 01:31:24.445

But for us today, we'll just talk a little bit about the different types of pivots.

624 "Cana Poteet" (1459756800)

01:31:25.110 --> 01:31:33.450

So, you're going to pivot on another person, so, in order to avoid reacting to and her very loud conversation that she's having with herself.

625 "Cana Poteet" (1459756800)

01:31:33.450 --> 01:31:48.390

I am going to look at John John, and I are just going to talk about something. I might talk to John about what he's doing later. I might look at what he's working on. Maybe we're doing some paperwork together. I don't know, but I'm going to focus my attention on John.

626 "Cana Poteet" (1459756800)

01:31:48.390 --> 01:31:52.500

And then I'm going to look back to Katie whenever she decreases, or stops.

627 "Cana Poteet" (1459756800)

01:31:52.500 --> 01:31:55.589

Uh, talking really loudly to herself, right?

628 "Cana Poteet" (1459756800)

01:31:55.589 --> 01:32:09.869

That's pivot on another person and find another person in the room to give your attention to. So you do not react to the behavior of the person that you're that you are avoiding, adding that reaction to pivot on an activity.

629 "Cana Poteet" (1459756800)

01:32:09.869 --> 01:32:17.279

Is signing some activity in your environment to give your attention to so you don't react to.

630 "Cana Poteet" (1459756800)

01:32:17.279 --> 01:32:26.609

So this is all about me, pivot is always a skill. It's what I can do in this moment to avoid adding a reaction or feeding into that behavior.

631 "Cana Poteet" (1459756800)

01:32:26.609 --> 01:32:36.569

So, some pivots that I like to do that are activity based are I did a book. I have a lot of journals around and I open it and I start taking notes.

632 "Cana Poteet" (1459756800)

01:32:36.684 --> 01:32:47.604

I'm in a pretty, pretty professional setting, so I don't have to worry about anybody, taking my notes from me, but I'm gonna go. I'm just going to jot down a quick note and I'm going to really be listening to who's across the table for me.

633 "Cana Poteet" (1459756800)

01:32:47.934 --> 01:32:52.014

Who's complaining about the fact that we can't wear cracks in our office?

634 "Cana Poteet" (1459756800)

01:32:52.319 --> 01:32:58.559

And as soon as that complaining stops, and they maybe say something else that isn't about the cracks.

635 "Cana Poteet" (1459756800)

01:32:58.559 --> 01:33:08.879

I'm going to put back to and I'm going to continue talking as if we were normally talking and not bring up the crops anymore. Right? So I might write down some notes.

636 "Cana Poteet" (1459756800)

01:33:08.879 --> 01:33:21.774

And then look up and be like, you know, I really appreciate you coming in and talk to me about it or talking to me. Is there anything else about your, your workload today that you need some assistance on it? Right? We're talking. We're having a little 1 on 1.

637 "Cana Poteet" (1459756800)

01:33:22.044 --> 01:33:28.794

that's something I might easily be able to pivot to because that might have already occurred in our conversation but I am doing something to.

638 "Cana Poteet" (1459756800)

01:33:28.879 --> 01:33:38.099

Avoid reacting to the behavior at the moment. Another pivot to an activity that I do is I have a lot of things behind me so I might kind of like push away.

639 "Cana Poteet" (1459756800)

01:33:38.099 --> 01:33:44.549

And turn around and go over there for a minute to kind of break up my space because I don't want to react to.

640 "Cana Poteet" (1459756800)

01:33:44.549 --> 01:33:49.439

Another activity that I do that's really available to me is just taking a drink of water.

641 "Cana Poteet" (1459756800)

01:33:51.029 --> 01:34:02.814

Because you can't talk and drink at the same time. So, if you're like, oh, I'm about to say something, take a drink of water pivot to an

activity of you drinking a glass of water or something, or or taking a little bit of your snack.

642 "Cana Poteet" (1459756800)

01:34:03.024 --> 01:34:07.704

So you do not react or say something that would be otherwise coercive.

643 "Cana Poteet" (1459756800)

01:34:08.099 --> 01:34:11.459

That is pivot to an activity. It's my activity.

644 "Cana Poteet" (1459756800)

01:34:11.459 --> 01:34:19.469

It's my activity is the person in the environment to avoid saying, or doing something. Okay. Now who's behaving in a way that I don't like them.

645 "Cana Poteet" (1459756800)

01:34:19.469 --> 01:34:29.159

Pivot on the person is really just looking at the person and thinking of anything else than the 1 thing that's happening that you could talk about or do, or say.

646 "Cana Poteet" (1459756800)

01:34:29.159 --> 01:34:32.279

I pivot on the 1st, 1 more often than not.

647 "Cana Poteet" (1459756800)

01:34:32.279 --> 01:34:44.544

Um, I often just pivot on the conversation, or I translate what they're saying. They're complaining about their crocks they're complaining about this dress code right?

648 "Cana Poteet" (1459756800)

01:34:44.544 --> 01:34:52.254

So, I try not to talk about bring up or react to anything about the dress code. But at some point, they're gonna say.

649 "Cana Poteet" (1459756800)

01:34:52.279 --> 01:34:53.549

You know.

650 "Cana Poteet" (1459756800)

01:34:53.549 --> 01:35:00.839

It's just really it's really nice outside and I really enjoy hanging out outside and I might say, oh, yeah, it really is nice outside.

651 "Cana Poteet" (1459756800)

01:35:00.839 --> 01:35:04.439

It's, it's the weather's turning in really beautiful.

652 "Cana Poteet" (1459756800)

01:35:04.439 --> 01:35:14.729

I might have to like, change my cardigan wearing strategies and then now we're kind of talking to each other. We're not talking about the crops so it's very subtle.

653 "Cana Poteet" (1459756800)

01:35:14.729 --> 01:35:24.359

It's very hard, and I am asking you to avoid reacting to certain behaviors because otherwise you're just feeding into them and again, junk behavior.

654 "Cana Poteet" (1459756800)

01:35:24.359 --> 01:35:29.279

Would you say that if you type in the chat box is junk behavior annoying.

655 "Cana Poteet" (1459756800)

01:35:29.279 --> 01:35:39.929

Or is it serious? Yeah, it's annoying.

656 "Cana Poteet" (1459756800)

01:35:39.929 --> 01:35:50.249

So, it's not hurtful. It's not physically harmful to self. Others. Property doesn't damage anything. It's not illegal. It's just annoying. So I can avoid reacting to the crux.

657 "Cana Poteet" (1459756800)

01:35:50.249 --> 01:35:55.769

I can avoid the loud talking. I can avoid the cussing.

658 "Cana Poteet" (1459756800)

01:35:55.769 --> 01:35:59.729

All of those behaviors and don't need to react to because they are not harmful.

659 "Cana Poteet" (1459756800)

01:36:01.134 --> 01:36:12.444

After you pivot, you might have to pivot back. Remember whenever I said, I might go back here and grab something or look at something and then return. I'm pivoting back physically, but I also might have to pivot back mentally. Right?

660 "Cana Poteet" (1459756800)

01:36:12.444 --> 01:36:16.164

If I go over here and take a drink of water and I disconnect for a minute.

661 "Cana Poteet" (1459756800)

01:36:16.529 --> 01:36:21.719

I'm going to have to listen and pay it back to this person. So that way they know that I'm not ignoring them.

662 "Cana Poteet" (1459756800)

01:36:21.719 --> 01:36:26.999

Because we're not ignoring behavior ignoring it is coercive.

663 "Cana Poteet" (1459756800)

01:36:28.104 --> 01:36:42.294

You're either giving them what they want you're criticizing them maybe talking about their bad behavior, right? Because you're just, they're gone. They're gone to you. It also could be reinforcing and it could increase the likelihood that your person will get really, really mad.

664 "Cana Poteet" (1459756800)

01:36:42.689 --> 01:36:53.399

So, you don't want to ignore it. Kane is sitting in here and she's talking about her crops and they just start to ignore her and then go out and they do my own thing on my computer and I don't ever pay it back.

665 "Cana Poteet" (1459756800)

01:36:53.484 --> 01:37:08.364

She's gonna feel on her and now we're going to have a difficult situation in my office. So I have to pick it back when desirable behavior occurs. That's when you put it back you do not put it back earlier before that when stops talking about the cracks.

666 "Cana Poteet" (1459756800)

01:37:08.544 --> 01:37:09.564

I'm going to put it back.

667 "Cana Poteet" (1459756800)

01:37:09.869 --> 01:37:19.679

So that we can increase desirable behaviors because we're focusing on the just okay. That's what we put it back to you is some sort of just okay or positive behavior.

668 "Cana Poteet" (1459756800)

01:37:20.424 --> 01:37:33.594

We're not feeding into that behavior anymore so it's really like, we put up these little barriers around our heads. So we don't look at or respond to that behavior, which means that they're not getting a lot of attention for it. So they probably won't do it often.

669 "Cana Poteet" (1459756800)

01:37:34.734 --> 01:37:39.654

It can prevent a behavior burst because I'm just I'm with that person and it can.

670 "Cana Poteet" (1459756800)

01:37:39.679 --> 01:37:42.059

Per escalating that serious behavior.

671 "Cana Poteet" (1459756800)

01:37:42.059 --> 01:37:45.119

So, pivot is really, really powerful.

672 "Cana Poteet" (1459756800)

01:37:46.739 --> 01:37:51.659

Okay, so ignore unprepared behavior from children. So.

673 "Cana Poteet" (1459756800)
01:37:51.659 --> 01:37:55.889
Behavior analysts, and, like, people who work with.

674 "Cana Poteet" (1459756800)
01:37:55.889 --> 01:38:01.589
Behavior a lot you talk about these sorts of ideas of ignore that behavior.

675 "Cana Poteet" (1459756800)
01:38:01.589 --> 01:38:08.129
So, the difference between ignoring and pivoting is very, very subtle, but often when you ignore.

676 "Cana Poteet" (1459756800)
01:38:08.129 --> 01:38:11.759
We get into our heads that we need to ignore the whole person.

677 "Cana Poteet" (1459756800)
01:38:11.759 --> 01:38:18.749
I'm going to ignore Tina and often if I'm like, well, I'm going to ignore that. He was talking about.

678 "Cana Poteet" (1459756800)
01:38:18.749 --> 01:38:31.199
In the end, I almost just ignore all this and that's where a lot of our, especially like, our direct support professionals get in the mindset of we'll just ignore that behavior. So when it's happening, they never try to do anything else.

679 "Cana Poteet" (1459756800)
01:38:31.199 --> 01:38:34.409
They just walk away where they go to another room.

680 "Cana Poteet" (1459756800)
01:38:34.409 --> 01:38:44.639
Or they sit there on their phone and now Jane is gonna get pissed because you're on your phone instead of reactants talking or giving attention to me.

681 "Cana Poteet" (1459756800)
01:38:44.639 --> 01:38:51.689
So, ignoring has those kind of potential consequences when we pivot.

682 "Cana Poteet" (1459756800)
01:38:51.689 --> 01:38:57.239
We are still aware of the person, and we're still focusing on the person.

683 "Cana Poteet" (1459756800)
01:38:57.239 --> 01:39:00.869
We're just not reacting to that 1, tiny thing that they're doing.

684 "Cana Poteet" (1459756800)
01:39:01.344 --> 01:39:11.544

So sometimes, I like to think about pivoting as you're talking to somebody, and they're wearing the most obnoxious hat, you know, like I'm thinking about, like cat and a half hat it's this tall it's got bells and whistles on it. It's wild.

685 "Cana Poteet" (1459756800)

01:39:12.354 --> 01:39:19.194

I am not going to react to that hat because it's not harmful and it's just annoying, but I'm still going to react to the person who's wearing it.

686 "Cana Poteet" (1459756800)

01:39:19.589 --> 01:39:23.099

Because they are important they are my primary focus.

687 "Cana Poteet" (1459756800)

01:39:23.099 --> 01:39:29.459

Yeah, a child cursing. So there's a lot of consequences that happen.

688 "Cana Poteet" (1459756800)

01:39:29.459 --> 01:39:36.989

When a child curses, right? Somebody laughs. Somebody says you're not supposed to do that. That's a bad word.

689 "Cana Poteet" (1459756800)

01:39:36.989 --> 01:39:43.589

And so all of those reactions are causing that person to continue to do it. That's why they continue to curse.

690 "Cana Poteet" (1459756800)

01:39:43.589 --> 01:39:47.489

So, if you hear your Kyle or your child drop an F1.

691 "Cana Poteet" (1459756800)

01:39:47.489 --> 01:39:53.549

And you don't respond and you have everyone else in your proximity, not respond.

692 "Cana Poteet" (1459756800)

01:39:53.549 --> 01:40:04.709

And you just go back to them and say, depending on the context of why they're testing, you know, like, they want a video game. Oh, oh, yeah. Right.

693 "Cana Poteet" (1459756800)

01:40:04.709 --> 01:40:11.189

I might be like, hey, congratulations on winning your game. I can tell that you're really excited about it. Right? Maybe that's a strategy that I do.

694 "Cana Poteet" (1459756800)

01:40:11.189 --> 01:40:16.619

And the less that I pay attention to the f word, the less likely they'll want to do it.

695 "Cana Poteet" (1459756800)

01:40:16.619 --> 01:40:28.499

I can also teach them maybe, depending on their age when, and where they could say that is my home a safe place for them to express themselves very freely. I do not find cursing to be a bad thing.

696 "Cana Poteet" (1459756800)

01:40:28.499 --> 01:40:43.379

Society thinks cursing is a bad thing and some people think cursing is a negative or undesirable behavior, but can they do it in my my house that's private and safe. Should they avoid using it at school? Hey, just wanted you to know that. You can use that here.

697 "Cana Poteet" (1459756800)

01:40:43.379 --> 01:40:46.739

Teaching them where they can use it versus using it here.

698 "Cana Poteet" (1459756800)

01:40:46.739 --> 01:40:55.469

Definitely don't want them to cuss at work except if you work with me, then you get to do that in tools classes where you behave certain ways. Right? So.

699 "Cana Poteet" (1459756800)

01:40:55.469 --> 01:41:06.029

That 1 has requires a lot of teaching modeling motivating, and I'm waiting reacting in certain situations to impact that behavior. But, like I said, pivot is not the fixed it skill.

700 "Cana Poteet" (1459756800)

01:41:06.029 --> 01:41:11.939

So just avoiding reacting and pivoting and said, may not change the behavior.

701 "Cana Poteet" (1459756800)

01:41:11.939 --> 01:41:20.399

You have to do a few other things in order to really impact that and I could talk for a long time about this that I do in tools classes.

702 "Cana Poteet" (1459756800)

01:41:20.399 --> 01:41:26.489

So, if you really want to learn more, I would really recommend and I'm going to show you down here.

703 "Cana Poteet" (1459756800)

01:41:26.489 --> 01:41:33.179

We have a to our codes for our tools class so I would really recommend that you come to that.

704 "Cana Poteet" (1459756800)

01:41:33.179 --> 01:41:42.599

And ask more of those really good questions, and see a little bit more about why we recommend what we recommend. Because again, I'm not letting people get away with it, but I am changing how I respond to it.

705 "Cana Poteet" (1459756800)

01:41:42.599 --> 01:41:51.329

So, I hope that give you a little bit. I know I probably didn't answer your question completely, but you can also always email me and we can chat if you need to.

706 "Cana Poteet" (1459756800)

01:41:51.329 --> 01:41:56.909

That is very, very good example. We learn a lot of different things in this field.

707 "Cana Poteet" (1459756800)

01:41:56.909 --> 01:42:02.549

Hey, that's awesome.

708 "Cana Poteet" (1459756800)

01:42:02.549 --> 01:42:13.049

Yeah, April. Okay. So let's just really quickly do this 1 because we've only got about 15 minutes left and I, um.

709 "Cana Poteet" (1459756800)

01:42:13.049 --> 01:42:27.894

We're going to talk about some stay closes or the stakeholders hot after this. So I want to just do 1 of these scenario practices so annoying. Addy. So she picks her nose. She's telling people about this really cool package that she got and you're in the middle of typing an email.

710 "Cana Poteet" (1459756800)

01:42:28.044 --> 01:42:32.904

So let's talk about what that undesirable behavior is. What is the undesirable behavior of.

711 "Cana Poteet" (1459756800)

01:42:33.049 --> 01:42:33.719

B.

712 "Cana Poteet" (1459756800)

01:42:38.879 --> 01:42:42.809

Sometimes it's best to just start off with what's the undesirable behavior.

713 "Cana Poteet" (1459756800)

01:42:42.809 --> 01:42:48.329

Taking her notes. Excellent. What is something that you could focus on? Instead of.

714 "Cana Poteet" (1459756800)

01:42:50.999 --> 01:42:55.049

There are 2 things on our screen, the package.

715 "Cana Poteet" (1459756800)
01:42:55.049 --> 01:43:00.029
Okay, yeah, I love that focus on the package, right? Focus on what she got.

716 "Cana Poteet" (1459756800)
01:43:00.029 --> 01:43:03.779
Another response might be on your email.

717 "Cana Poteet" (1459756800)
01:43:03.779 --> 01:43:09.479
All right, maybe you're focusing on your email instead of picking the notes. Oh, and package.

718 "Cana Poteet" (1459756800)
01:43:09.479 --> 01:43:19.079
Okay, so when we're talking to Addy, she's in front of us, she's taking her nose and she's talking about our package package and she got she's really excited.

719 "Cana Poteet" (1459756800)
01:43:19.079 --> 01:43:25.379
So, what might we say to Addie without drawing attention to the nose? What could we talk about with the package?

720 "Cana Poteet" (1459756800)
01:43:33.239 --> 01:43:38.339
Okay, perfect excellent open ended question. Tell me about this package. What's in it?

721 "Cana Poteet" (1459756800)
01:43:38.339 --> 01:43:43.379
What's in your package? Right? And then we can just go right into a state close.

722 "Cana Poteet" (1459756800)
01:43:43.379 --> 01:43:51.419
You seem really excited about your package Thank you for bringing it to me. This is such an exciting opportunity for us to talk about. What's in your package? I don't know.

723 "Cana Poteet" (1459756800)
01:43:51.419 --> 01:44:01.739
You'll have more when you interact with people, because doing real plays is really, really odd is no 1 knows what anyone's going to say, but in a real natural setting, you might have more ideas. So, again.

724 "Cana Poteet" (1459756800)
01:44:01.739 --> 01:44:11.279
Think about what that undesirable behavior is what's anything else that you can do in that moment either for yourself to avoid reacting and not doing or saying anything about that behavior?

725 "Cana Poteet" (1459756800)

01:44:11.279 --> 01:44:20.969

Um, and how can you naturally just continue to interact with this person without drawing attention to it? This is a very, very good example of good practice. Thank you. Guys for participating.

726 "Cana Poteet" (1459756800)

01:44:20.969 --> 01:44:24.599

Okay, so stay close hat.

727 "Cana Poteet" (1459756800)

01:44:24.599 --> 01:44:30.449

These are all of the relationship building steps that we just talked about all those are hidden.

728 "Cana Poteet" (1459756800)

01:44:30.449 --> 01:44:38.999

Not helpful on these. These are the same steps. This 1 and our skillset are the same.

729 "Cana Poteet" (1459756800)

01:44:38.999 --> 01:44:42.509

There are a few differences. 1 of them is.

730 "Cana Poteet" (1459756800)

01:44:42.509 --> 01:44:48.839

Repeat repeat, repeat, repeat, repeat repeat you will not get through a Staples hot by using these steps 1 time.

731 "Cana Poteet" (1459756800)

01:44:49.134 --> 01:44:59.424

All right, so we're not reacting. We're moving. Close is appropriate and states touch if appropriate in safe ask open ended questions what happened? What's going on? Tell me more.

732 "Cana Poteet" (1459756800)

01:44:59.424 --> 01:45:06.054

I love those as a stakeholder hoc question, because you don't know what's happening most of the time, and you need to gain information.

733 "Cana Poteet" (1459756800)

01:45:06.449 --> 01:45:11.909

You're going to listen to what they say no matter how they're saying it.

734 "Cana Poteet" (1459756800)

01:45:11.909 --> 01:45:19.799

In the staples hot people might be cussing at you. They might be really overwhelmed and annoyed, but you want to just try to get through it.

735 "Cana Poteet" (1459756800)

01:45:19.799 --> 01:45:26.849

And listen and stick with that person, validate what they're feeling with empathy. It does not mean that you agree with them.

736 "Cana Poteet" (1459756800)

01:45:26.849 --> 01:45:33.029

It just means that I hear you, you're really upset. You're serious. I can tell you're livid.

737 "Cana Poteet" (1459756800)

01:45:33.029 --> 01:45:37.319

Oh, my gosh. You seem so devastated. You look you see, I can tell you feel.

738 "Cana Poteet" (1459756800)

01:45:37.319 --> 01:45:41.429

Encourage any desirable behavior that they're doing in the moment.

739 "Cana Poteet" (1459756800)

01:45:41.429 --> 01:45:51.569

And you might need a few, just like, off the written on your hands, right? If you've ever watched move on the Disney movie, she's got all of her answers written. On her hand, you might have to do that.

740 "Cana Poteet" (1459756800)

01:45:51.569 --> 01:45:58.079

It's talking to you staying with you sitting down pacing.

741 "Cana Poteet" (1459756800)

01:45:58.194 --> 01:46:12.384

All of these behaviors are desirable when people are stressed out taking a drink of water, any small thing you might have to look for, in order to provide encouragement. Oh, that was such a good deep breath. You did such a good job of helping of taking in good air.

742 "Cana Poteet" (1459756800)

01:46:12.954 --> 01:46:14.634

That's really going to help you calm down.

743 "Cana Poteet" (1459756800)

01:46:14.999 --> 01:46:18.839

You can also generalize.

744 "Cana Poteet" (1459756800)

01:46:18.839 --> 01:46:25.469

Like, you've been through a difficult situation like this before I know that you can do this again. It sucks.

745 "Cana Poteet" (1459756800)

01:46:25.494 --> 01:46:38.754

And I've seen you succeed before, right? So, encouragement and cycles had situations is really hard. That's why I just recommend that you practice that empathy and encouragement. I know. This is really difficult. And you're doing a good job. I know. This is really difficult.

746 "Cana Poteet" (1459756800)

01:46:38.934 --> 01:46:45.444

And you're taking such good, deep breath That'll help you calm down. I know that this is really stressful. And you really thought about some solution.

747 "Cana Poteet" (1459756800)
01:46:45.469 --> 01:46:47.399
Here that will help us, right?

748 "Cana Poteet" (1459756800)
01:46:47.399 --> 01:46:51.419
It's that empathy and encouragement.

749 "Cana Poteet" (1459756800)
01:46:51.419 --> 01:46:56.429
Okay, so Sam, sad call Sam has has that call.

750 "Cana Poteet" (1459756800)
01:46:56.429 --> 01:47:00.389
Sam has just had an argument with his roommate or his house.

751 "Cana Poteet" (1459756800)
01:47:00.389 --> 01:47:13.709
He frequently lays in bed for hours crying when she's upset. Oh, sorry Sam, she's a, she, she's in bed crying and texts. You about the fight saying off and so over this, and not even going to take this crap anymore.

752 "Cana Poteet" (1459756800)
01:47:13.709 --> 01:47:19.199
So, sometimes when we're doing a, it's really great to start off with.

753 "Cana Poteet" (1459756800)
01:47:19.199 --> 01:47:22.829
What is the emotion? What is what a stamp feeling.

754 "Cana Poteet" (1459756800)
01:47:34.199 --> 01:47:39.869
I'm feeling hurt really hurt.

755 "Cana Poteet" (1459756800)
01:47:39.869 --> 01:47:43.769
I like that empathy were too. D*** feels really hurt.

756 "Cana Poteet" (1459756800)
01:47:43.769 --> 01:47:49.289
Oh, in some cases you might even start with empathy, but we could also start with an open question.

757 "Cana Poteet" (1459756800)
01:47:49.289 --> 01:47:52.769
So, what open in question.

758 "Cana Poteet" (1459756800)
01:47:52.769 --> 01:47:57.719

We asked Sam in this moment, I'm so over this, I just can't take their crap any more.

759 "Cana Poteet" (1459756800)

01:48:04.019 --> 01:48:12.089

I don't think that's not right, but opening question might be able to ask Sam.

760 "Cana Poteet" (1459756800)

01:48:12.089 --> 01:48:15.149

What did you guys fight about.

761 "Cana Poteet" (1459756800)

01:48:19.739 --> 01:48:20.069

Yeah,

762 "Cana Poteet" (1459756800)

01:48:20.064 --> 01:48:21.054

what did you find about

763 "Cana Poteet" (1459756800)

01:48:35.244 --> 01:48:36.234

what happened.

764 "Cana Poteet" (1459756800)

01:48:38.849 --> 01:48:43.409

I guess what happened, let's make go to what happened.

765 "Cana Poteet" (1459756800)

01:48:43.409 --> 01:48:48.029

I usually put an emoji, especially in texts. I'm like, what happened, right?

766 "Cana Poteet" (1459756800)

01:48:48.029 --> 01:48:54.329

I just want to know information, but I never use that information to problems.

767 "Cana Poteet" (1459756800)

01:48:54.329 --> 01:49:06.659

I want to make that clear when you are doing a Staples hot, you don't use that information to problem solve. You're just trying to figure out what's happening. Right? If if Sam walks up to us, and it's just like wildly emotion.

768 "Cana Poteet" (1459756800)

01:49:06.659 --> 01:49:12.149

I might say you seem really, uh, you seem really overwhelmed right now what's going on.

769 "Cana Poteet" (1459756800)

01:49:12.149 --> 01:49:17.279

Just want to figure out information that I can use later, but I'm never going to use it now.

770 "Cana Poteet" (1459756800)
01:49:17.279 --> 01:49:26.279
Unless I'm going to build some encouraging statements after it. Right.
Okay. So what empathy might we provide? Right? We've already identified
that Sam is feeling hurt.

771 "Cana Poteet" (1459756800)
01:49:31.589 --> 01:49:37.229
So, what empathy statement might we provide here is an empathy question.

772 "Cana Poteet" (1459756800)
01:49:51.569 --> 01:49:56.999
Look you seem, I can tell you feel what empathy might we provide Sam.

773 "Cana Poteet" (1459756800)
01:50:00.444 --> 01:50:12.984
Okay, so I really like this strategy of wanting to try and problem solve
and getting this person to somewhere else. I would definitely say
Angelica when we talk about that, like, is there anything I can do to get
your mind off of it?

774 "Cana Poteet" (1459756800)
01:50:14.034 --> 01:50:18.414
Adding in that empathy statement of I can tell that you're really
something.

775 "Cana Poteet" (1459756800)
01:50:18.779 --> 01:50:27.299
Will help us try and figure out a problem solving as a space for that
person right Sam is interested in problem solving. There might be.

776 "Cana Poteet" (1459756800)
01:50:27.299 --> 01:50:34.859
Uh, you know, emotionally available for that. It they also might not. So,
if you suggest that and they say.

777 "Cana Poteet" (1459756800)
01:50:34.859 --> 01:50:45.959
No, I don't know what I'm going to do. I would recommend that you go back
into that empathy statement so you're really you're really close here. So
what's some good empathy that we could provide? You look you seem I can
tell you feel.

778 "Cana Poteet" (1459756800)
01:51:19.674 --> 01:51:33.024
Cool yeah, you look upset. Okay. Great. Right. That's that's pretty how
simple empathy is. Right? You look upset. You look this way. I can see
these emotions in you and that's how you look. So, I'm just gonna say it.
You look really upset.

779 "Cana Poteet" (1459756800)
01:51:33.359 --> 01:51:40.709

Or, even if it's in text messages. Oh, I'm so over this, I'm not going to take their crap anymore. Oh, my gosh. Using really upset.

780 "Cana Poteet" (1459756800)
01:51:40.709 --> 01:51:43.919
Tell me what's going on what did you guys fight about?

781 "Cana Poteet" (1459756800)
01:51:43.919 --> 01:51:55.619
Okay, I have 1 more prompt 1, just 1 more request for participation from you all. How could we encourage Sam? So, Sam has reached out.

782 "Cana Poteet" (1459756800)
01:51:55.619 --> 01:52:00.569
To talk to you, that's a good behavior. May be to encourage.

783 "Cana Poteet" (1459756800)
01:52:00.569 --> 01:52:06.209
Could you phrase that as an encouraging statement?

784 "Cana Poteet" (1459756800)
01:52:17.639 --> 01:52:21.329
What did you guys get to to fight about?

785 "Cana Poteet" (1459756800)
01:52:21.354 --> 01:52:22.914
Now, I'm gonna encourage.

786 "Cana Poteet" (1459756800)
01:52:41.329 --> 01:52:49.559
And this is a bit more challenging, but what did Sam do.

787 "Cana Poteet" (1459756800)
01:52:52.829 --> 01:53:06.114
During this difficult time, thank you for reaching out. I want to help you in any way that I can't. Oh, we got a bunch. Oh, awesome. Thank you, Jane. You reached out and I want yeah, we do want them to feel different now. Right?

788 "Cana Poteet" (1459756800)
01:53:06.294 --> 01:53:11.754
You've reached out, you've reached out to somebody to get some assistance. Thank you for telling me what's going on.

789 "Cana Poteet" (1459756800)
01:53:12.989 --> 01:53:20.579
Maybe we can talk about that with your roommate and reconcile what happened. I'm glad that you're talking about it. Right? So.

790 "Cana Poteet" (1459756800)
01:53:20.579 --> 01:53:31.224
When we talk about stakeholder situations, there's only a couple minutes left in our session, but 1 of the really important things is, you want that person to really de,

791 "Cana Poteet" (1459756800)
01:53:31.224 --> 01:53:40.554
escalate before we move into that good problem solving all of these
problem solving solutions are chess. They're beautiful. They're exactly
where we want to ultimately end up.

792 "Cana Poteet" (1459756800)
01:53:40.579 --> 01:53:45.479
We just want to make sure Sam is ready for it so that's why we do this.
Good.

793 "Cana Poteet" (1459756800)
01:53:45.479 --> 01:53:51.419
Tell me what happened while this is so difficult, I can tell that you're
really upset about that whole situation.

794 "Cana Poteet" (1459756800)
01:53:51.419 --> 01:53:54.749
That must have been really discouraging to hear that from your housemate.

795 "Cana Poteet" (1459756800)
01:53:54.749 --> 01:54:03.329
Thank you so much for telling me about it. It was really good of you to
reach out and and try and get some, some ideas about what to do. Have you
thought about anything.

796 "Cana Poteet" (1459756800)
01:54:03.329 --> 01:54:17.309
Wow, okay I know that. That's really difficult. Okay. So those are some
good strategies. Do you want to tell me more about those strategies? I'm
allowing this person to try and work their brain back down into a place
where they can problem solve.

797 "Cana Poteet" (1459756800)
01:54:17.309 --> 01:54:30.564
And then, what are your options? What are some other things that we can
do? Right? This is also a good supervision strategy. I am instead of
offering those problem solving solutions at a time when she just like,
it's not gonna work. Screw that lady.

798 "Cana Poteet" (1459756800)
01:54:30.564 --> 01:54:37.284
I don't want to be her roommate anymore. Those reactions might be what we
see so we really have to try.

799 "Cana Poteet" (1459756800)
01:54:37.309 --> 01:54:44.879
And get them to a place where problem solving is a realistic solution
right that's if we go back up to our steps.

800 "Cana Poteet" (1459756800)
01:54:44.879 --> 01:54:48.719
We have to repeat, you have to repeat, repeat, repeat.

801 "Cana Poteet" (1459756800)

01:54:49.194 --> 01:55:02.424

That to repeat those steps before we start to talk about problem solving, you'll know when your person is ready to problem solve and you'll know when they are not if they re, escalate, you just got to repeat and repeat repeat and repeat and repeat until they're ready.

802 "Cana Poteet" (1459756800)

01:55:02.544 --> 01:55:04.944

This takes time time inconsistency.

803 "Cana Poteet" (1459756800)

01:55:05.369 --> 01:55:11.879

The step is really important. I literally just go ebe in my head. Every time I'm in the state was hot.

804 "Cana Poteet" (1459756800)

01:55:12.864 --> 01:55:27.594

All right, excellent, excellent job. Thank you so much for all of your participation. This session really just drives on having you guys to share some of your ideas and thoughts, and it gives you the chance to practice.

805 "Cana Poteet" (1459756800)

01:55:27.594 --> 01:55:31.824

So, I really appreciate your bravery and your interest in wanting to just try to throw out.

806 "Cana Poteet" (1459756800)

01:55:31.879 --> 01:55:44.099

Some ideas about what we could do and how to build positive relationships. So thank you. Thank you so much. So, on the screen, you'll see this 10 common coercion podcast. You can just scan that with the QR code.

807 "Cana Poteet" (1459756800)

01:55:44.099 --> 01:55:57.299

And learn, learn more, it really breaks down those conversions a lot more. I think there are a couple of them. They're really, really cool. So that's just another additional resource for you. It's also on our website dmhc website.

808 "Cana Poteet" (1459756800)

01:55:57.299 --> 01:56:10.559

You can also attend an entire tools of choice. Course. So we have a, we have a split like a hybrid model for our tools of choice materials. You are welcome to go on the website.

809 "Cana Poteet" (1459756800)

01:56:10.559 --> 01:56:23.154

Um, and access our education and learning reliance portal and you can find tools a choice there. It's you just make an account you log in, you find the tools of choice modules there.

810 "Cana Poteet" (1459756800)

01:56:23.934 --> 01:56:29.094

If you get lost anywhere, just reach out to me. And I will send you that link.

811 "Cana Poteet" (1459756800)

01:56:29.874 --> 01:56:39.384

So you can log in there, you can watch the recorded recorded reliance modules you can also go and register on this QR code for an entire tool.

812 "Cana Poteet" (1459756800)

01:56:39.384 --> 01:56:49.314

The choice class, we are prioritizing our tiered support agencies and our coaches, because we want you guys to know that lecture is only 1 part of this big picture.

813 "Cana Poteet" (1459756800)

01:56:49.399 --> 01:57:01.529

And that coaching is going to help your staff, and the people in your organization just maintain these skills long term. So you can always go there and register and reach out. If you run into any issues.

814 "Cana Poteet" (1459756800)

01:57:02.394 --> 01:57:11.244

We also have family coaching workshops that are targeted to our parents and guardians and natural caregivers. They're really, really awesome.

815 "Cana Poteet" (1459756800)

01:57:11.244 --> 01:57:21.444

They're about an hour long in the evenings, and we host them pretty frequently there about 7 courses and you can just pop into any of them that sparked your interest. There's a whole 1.

816 "Cana Poteet" (1459756800)

01:57:21.529 --> 01:57:33.974

Pivot there's a whole 1 on positive relationships talks about behavior and how to build some expectations. Like, what do you do when your child is cussing, and you need to teach them some skills about when, and where to use that? Right.

817 "Cana Poteet" (1459756800)

01:57:34.274 --> 01:57:41.204

You might not be able to to stamp out that cussing, but you might be able to give them some strategies about appropriate types to use that.

818 "Cana Poteet" (1459756800)

01:57:41.529 --> 01:57:54.064

So those family coaching workshops are available they're free. They're an hour long. They're really, really great. So, I hope to see any of you at any of these, and if you have any additional questions, you can always reach out.

819 "Cana Poteet" (1459756800)

01:57:55.174 --> 01:57:58.744

I don't know if there's gonna be a way for them to get my contact information.

820 "Kat Craig" (3491640832)

01:57:59.099 --> 01:58:03.359

You put your email on the chat.

821 "Cana Poteet" (1459756800)

01:58:03.359 --> 01:58:16.169

I just did it, so there you go. Thank you cat. So if you guys have any questions, you can always reach out to me. I love talking about tools and if I don't stop talking, I will continue. So, is there any way that we should wrap up today?

822 "Cana Poteet" (1459756800)

01:58:18.329 --> 01:58:27.269

No, I believe we've done it. Okay. Well, thank you so much. Everyone I really appreciate you guys being here, come back any time. Um.

823 "Cana Poteet" (1459756800)

01:58:27.269 --> 01:58:33.672

For these weekly, so I hope to see you again have a great Tuesday.