WEBVTT

1 "Katherine Earll" (60164864)
00:00:00.745 --> 00:00:09.685
I guess we'll go ahead and get started. It is right at 1 o'clock. So I'm
so thankful for all of you who are here for coming. I'm so thankful for
you.

2 "Katherine Earll" (60164864)
00:00:10.165 --> 00:00:18.175
And I'm excited for you guys to get a chance to learn a little bit more
and dig into some of our tools and strategies here.

3 "Katherine Earll" (60164864)
00:00:19.524 --> 00:00:32.454
Okay, so I'll go ahead and introduce myself. I'm Katherine girl. I'm the
positive support consultant lead for the eastern region, but I am here in
the in the central region technically physically speaking.

4 "Katherine Earll" (60164864)
00:00:32.634 --> 00:00:38.544
So I'm in Jefferson say, so I'm excited to be here and I'm happier.

5 "Katherine Earll" (60164864)
00:00:38.599 --> 00:00:52.260
Here, so, why don't you guys go ahead and put into the chat? You know,
what part of the state you're from? Because we are serving everyone here
across the state or country I have heard we've had some variety in our
participants here. Um.

6 "Katherine Earll" (60164864)
00:00:52.260 --> 00:00:59.070
And we will use our chat as we go through this course, or, you know, our
time together. So.

7 "Katherine Earll" (60164864)
00:00:59.070 --> 00:01:08.730
You know, periodically I'll ask you guys for a little bit of input and
suggestions for things. So, getting used to the chat function will be
helpful.

8 "Katherine Earll" (60164864)
00:01:12.420 --> 00:01:25.080
Let's pop this out here. Okay. All right. We've got some in the St Louis
area.

9 "Katherine Earll" (60164864)
00:01:25.080 --> 00:01:29.160
The spikes in the central region.

10 "Katherine Earll" (60164864)
00:01:30.510 --> 00:01:33.600
All right, so.

11 "Katherine Earll" (60164864)
00:01:33.600 --> 00:01:39.060
Springfield, okay, so we're getting a variety.

12 "Katherine Earll" (60164864)
00:01:40.440 --> 00:01:45.780
parksville there we go covering a little bit more of North there northern area.

13 "Katherine Earll" (60164864)
00:01:45.780 --> 00:01:56.550
Awesome. So I'm so thankful for you guys again for coming here and spend here a little bit of your afternoon. We'll go ahead and get into there. We go.

14 "Katherine Earll" (60164864)
00:01:57.115 --> 00:02:08.005
Okay, so, like I said, we're going to use a chat box, some just for some input and other helpful things, some paper or notes or something. There might be something here.

15 "Katherine Earll" (60164864)
00:02:08.035 --> 00:02:16.375
Hopefully something here that you find useful and would like to take away from this. So some sort of way to remember what we talked about would be great.

16 "Katherine Earll" (60164864)
00:02:18.925 --> 00:02:33.595
Okay, so this is just a brief overview of what we're covering today. Positive behavior supports. We're going to talk about some of the basic fundamentals about behavior and how to categorize that a little bit further help our brain process.

17 "Katherine Earll" (60164864)
00:02:34.315 --> 00:02:36.415
Different kinds of behaviors talk about.

18 "Katherine Earll" (60164864)
00:02:36.950 --> 00:02:41.520
Punishments and why you should probably try and avoid them.

19 "Katherine Earll" (60164864)
00:02:41.520 --> 00:02:45.960
And.

20 "Katherine Earll" (60164864)
00:02:45.960 --> 00:02:51.840
How to improve interactions and proof behaviors and build some of those relationships.

21 "Katherine Earll" (60164864)
00:02:51.840 --> 00:02:55.350

Won't spend too much time here because we're going to learn about that later. Okay.

22 "Katherine Earll" (60164864)
00:02:56.430 --> 00:03:08.515
So, as a behavior supports to start with the science, it's behavioral analytic, we have some behavior analysis, and that's been, you know, science of behavior,

23 "Katherine Earll" (60164864)
00:03:08.515 --> 00:03:15.595
setting behaviors that's been around since the 40. S. so it is very, you know, evidence based.

24 "Katherine Earll" (60164864)
00:03:16.430 --> 00:03:17.280
Time.

25 "Katherine Earll" (60164864)
00:03:17.280 --> 00:03:22.920
We use behavior analysis and everything, you know, organizations use them.

26 "Katherine Earll" (60164864)
00:03:22.920 --> 00:03:37.405
In, you know, managing our companies or schools or therapies, or all sorts of uses for behavior analysis within that there's positive behavior supports. So it's like a public health model, almost even.

27 "Katherine Earll" (60164864)
00:03:38.040 --> 00:03:43.500
For to structure our interventions, and our way of treating people.

28 "Katherine Earll" (60164864)
00:03:43.500 --> 00:03:48.090
And and so we're going to increase the quality of life through the science of behavior.

29 "Katherine Earll" (60164864)
00:03:48.415 --> 00:04:02.695
So, today we're going to focus mainly here on this green triangle and that represents our universal strategies the strategies that we can use to teach, just, you know, every single person can benefit from these kind of strategies.

30 "Katherine Earll" (60164864)
00:04:04.020 --> 00:04:15.325
So, in a healthy population, like, 80 to 90% of people are only going to need these positive universal strategies, then we start to go up a little bit to our yellow.

31 "Katherine Earll" (60164864)
00:04:15.325 --> 00:04:23.935

And our yellow should only be, you know, that 10 to 15% of people that
have a little bit of an extra scoop. extra scoop

32 "Katherine Earll" (60164864)
00:04:24.020 --> 00:04:34.095
There are more of a at risk for a poor outcome and then our red tippy top
of our red triangle. There is just our short term, just intensive need.

33 "Katherine Earll" (60164864)
00:04:34.335 --> 00:04:41.805
And just again, like I said, short term, only for short, little bits of
time that they'll need those, that intensive level of supports. But.

34 "Katherine Earll" (60164864)
00:04:42.089 --> 00:04:47.549
Again, today, our universal strategies are what we are covering.

35 "Katherine Earll" (60164864)
00:04:49.854 --> 00:05:03.654
And they can again, they passive behavior strategies, Universal
strategies they work for every single person from the way that you
interact with people that you work with, or children or the person the
cashier at the store.

36 "Katherine Earll" (60164864)
00:05:03.654 --> 00:05:07.464
You're at your spouse, they work to improve your.

37 "Katherine Earll" (60164864)
00:05:07.549 --> 00:05:10.349
Quality of life and their quality of life.

38 "Katherine Earll" (60164864)
00:05:11.789 --> 00:05:21.299
Okay, so usually there's some people who might have some reservations
about hazard behavior supports for a variety of reasons. Um.

39 "Katherine Earll" (60164864)
00:05:22.044 --> 00:05:31.194
It's hard to accept it's hard to switch our mindsets because so much of
our society is built on punishment or coercive or worsening.

40 "Katherine Earll" (60164864)
00:05:32.364 --> 00:05:41.034
So much of that is ingrained in our past experiences and the way that
most of the world is functioning. Um, we think that there must be a.

41 "Katherine Earll" (60164864)
00:05:41.299 --> 00:05:46.859
Punishment for some is for a more undesirable behavior and, um.

42 "Katherine Earll" (60164864)
00:05:46.859 --> 00:06:01.349

We this positive behavior strategies kind of counter that, and make an argument against that. It's really just focusing on being kind and caring all the time. And that's hard. That's not easy thing to do.

43 "Katherine Earll" (60164864)
00:06:04.194 --> 00:06:17.814
Okay, so we're going to get started with some of this interaction. Um, can you guys give me maybe put in the chat some of your definitions of behavior? So so what do you think the definition of behavior is.

44 "Katherine Earll" (60164864)
00:06:31.919 --> 00:06:36.389
All right yeah, thank you were getting some, some here filling in in this chat.

45 "Katherine Earll" (60164864)
00:06:36.414 --> 00:06:47.064
Awesome you guys actions that are positive and negative the way, something or someone acts, or responds anything, which can be seen encountered,

46 "Katherine Earll" (60164864)
00:06:47.064 --> 00:06:56.364
seeing encountered actions communications tangibly acts. Yeah, absolutely. I'm not going to type these out into this slide that you guys can see those right here.

47 "Katherine Earll" (60164864)
00:06:56.389 --> 00:06:57.419
But.

48 "Katherine Earll" (60164864)
00:06:57.419 --> 00:07:06.149
I think some of you might have attended some of our tools of choice things before and I love seeing that. Absolutely. You guys are on the right track. Um.

49 "Katherine Earll" (60164864)
00:07:06.149 --> 00:07:17.549
I'll jump to our our definition here, so, behaviors, anything that a person does that can be seen and counted. So there's.

50 "Katherine Earll" (60164864)
00:07:17.549 --> 00:07:26.309
It's not just 1 thing or another if I can see it if I can count it it is absolutely anything that can be done. Um.

51 "Katherine Earll" (60164864)
00:07:26.309 --> 00:07:29.519
Anything you think of as a behavior.

52 "Katherine Earll" (60164864)
00:07:29.519 --> 00:07:32.669
That.

53 "Katherine Earll" (60164864)
00:07:32.669 --> 00:07:40.289
I mean, every single thing that you do in a day is our definition of
behavior. Can you see it? Can you count it?

54 "Katherine Earll" (60164864)
00:07:40.794 --> 00:07:55.644
Okay, so let's go ahead and put in some of our examples on examples of
behaviors that you guys commonly see that you guys, maybe people that you
work with your family members, you know.

55 "Katherine Earll" (60164864)
00:07:55.979 --> 00:08:05.609
Anyone that you interact with computers on the road, throw in the chat
box a couple of those examples.

56 "Katherine Earll" (60164864)
00:08:05.609 --> 00:08:09.029
Behaviors you commonly see.

57 "Katherine Earll" (60164864)
00:08:21.839 --> 00:08:30.959
Shouting eloping. Yeah, you guys are doing great. I'm going to try my
best to keep up with this over here. And then why.

58 "Katherine Earll" (60164864)
00:08:32.729 --> 00:08:36.809
When I say, taking.

59 "Katherine Earll" (60164864)
00:08:36.809 --> 00:08:40.859
There's got to me.

60 "Katherine Earll" (60164864)
00:08:40.859 --> 00:08:50.699
Hey, smiling. Okay. Yeah, you guys have so many here trying to keep up
smiling.

61 "Katherine Earll" (60164864)
00:08:54.269 --> 00:08:59.939
Shouting having smiling, laughing hitting, taking care of others that
refusal.

62 "Katherine Earll" (60164864)
00:08:59.939 --> 00:09:08.879
Loving crying stealing. Okay.

63 "Katherine Earll" (60164864)
00:09:12.209 --> 00:09:17.099
You guys this participation 10 out of 10 already. This is so helpful.

64 "Katherine Earll" (60164864)
00:09:25.769 --> 00:09:32.279

Okay, so like I said, thank you guys for all of these examples. This is perfect. Um.

65 "Katherine Earll" (60164864)
00:09:32.279 --> 00:09:38.069
Okay, so it's absolutely anything you can see and count. Um.

66 "Katherine Earll" (60164864)
00:09:38.069 --> 00:09:43.169
So, let's see, I'm going to maybe highlight some here.

67 "Katherine Earll" (60164864)
00:09:43.169 --> 00:09:48.539
Um, and see if we can notice a pattern.

68 "Katherine Earll" (60164864)
00:09:51.089 --> 00:09:54.569
Wow, that's a big loop. Okay.

69 "Katherine Earll" (60164864)
00:09:54.569 --> 00:09:59.339
More highlight please.

70 "Katherine Earll" (60164864)
00:10:00.599 --> 00:10:03.869
There you go.

71 "Katherine Earll" (60164864)
00:10:03.869 --> 00:10:07.799
Of course, it wants to move it every time I click on it. Okay.

72 "Katherine Earll" (60164864)
00:10:07.799 --> 00:10:12.539
We may do a quick pivot. Okay. It's going to work. It's going to work.

73 "Katherine Earll" (60164864)
00:10:17.699 --> 00:10:23.129
Refusal we're stealing or protests any sort of patterns yet.

74 "Katherine Earll" (60164864)
00:10:23.129 --> 00:10:28.739
You noticing.

75 "Katherine Earll" (60164864)
00:10:31.859 --> 00:10:35.459
Yeah, awesome. You guys.

76 "Katherine Earll" (60164864)
00:10:35.844 --> 00:10:50.784
You guys are getting it for sure. So those are all like, some of our negative behaviors are more undesirable now. Adaptive. Yeah. So, so often that we focus on, we think of behavior we think of those.

77 "Katherine Earll" (60164864)

00:10:51.389 --> 00:10:55.589
There's negative those undesirables those, um.

78 "Katherine Earll" (60164864)
00:10:55.589 --> 00:11:05.249
You know, like you guys are right on on the track here, those negative
behaviors. Those are the things that we typically focused on when we
think of behaviors. Um.

79 "Katherine Earll" (60164864)
00:11:05.249 --> 00:11:14.399
So, I mean, like, you can see our ratio here is not not too bad. Oh, I
guess we can miss crying is could be a, you know.

80 "Katherine Earll" (60164864)
00:11:14.399 --> 00:11:22.889
More negative ratio isn't too bad, but typically again it's going to be
weighted this more negative. Um.

81 "Katherine Earll" (60164864)
00:11:23.939 --> 00:11:32.069
So, we're going to keep that in mind when we say it's actually anything
we can do that, is that we can see and we can count.

82 "Katherine Earll" (60164864)
00:11:32.069 --> 00:11:38.099
Okay, so.

83 "Katherine Earll" (60164864)
00:11:38.099 --> 00:11:45.959
Also, I'm going to circle back here, so other ones that we have, we've
got some big old categories here.

84 "Katherine Earll" (60164864)
00:11:45.959 --> 00:12:00.449
And those are some, some things that were a little bit harder to wrap
around here of refusal or protest or whining. Some of those, those things
that we see that might have in common. Those are a little bit.

85 "Katherine Earll" (60164864)
00:12:00.449 --> 00:12:11.519
A little bit more vague, a little bit more broad and we'll kind of go
into that. It's best to talk about it in specific actions rather than
categories. So if we say.

86 "Katherine Earll" (60164864)
00:12:11.519 --> 00:12:15.839
You know, refusal or whining or.

87 "Katherine Earll" (60164864)
00:12:15.839 --> 00:12:19.499
You know, like this example here has saying.

88 "Katherine Earll" (60164864)

00:12:19.499 --> 00:12:30.689
You know, Catherine was rude. What does that even mean if I see and
somebody shift notes or I'm talking to a coworker and they say that
someone that person was rude.

89 "Katherine Earll" (60164864)
00:12:30.924 --> 00:12:45.294
Well, does that mean that, you know, they were cutting in line or, you
know, cut you off in traffic? Did that mean that they were using
inappropriate table manners or saying inappropriate language?

90 "Katherine Earll" (60164864)
00:12:45.774 --> 00:12:46.074
Um.

91 "Katherine Earll" (60164864)
00:12:47.669 --> 00:12:54.299
So really doesn't really help me whenever, you know, those big categories
or throwing a tantra.

92 "Katherine Earll" (60164864)
00:12:55.164 --> 00:13:06.354
What does that mean? Does that? For me? Tantrum could mean, you know,
that person through themselves on the ground and they were hitting their
fists on the ground for a duration of 5 minutes.

93 "Katherine Earll" (60164864)
00:13:06.384 --> 00:13:10.674
But for you, a tantrum is just, you know, crying and sitting there with
their arms crossed.

94 "Katherine Earll" (60164864)
00:13:10.949 --> 00:13:21.629
2, completely different things. Um, and so by really talking about it in
those very specific behaviors, it's really going to help us.

95 "Katherine Earll" (60164864)
00:13:21.629 --> 00:13:28.919
No, any sort of behavior change that's happening if it's increasing or
decreasing over time. Um.

96 "Katherine Earll" (60164864)
00:13:28.919 --> 00:13:36.599
We're going to know that if it's very specifically broken down into what
we're seeing and what we're counting.

97 "Katherine Earll" (60164864)
00:13:36.599 --> 00:13:41.609
Okay, so.

98 "Katherine Earll" (60164864)
00:13:41.609 --> 00:13:48.959
On that track too we break down behavior into 4, Universal categories. So
all behavior can.

99 "Katherine Earll" (60164864)
00:13:48.959 --> 00:13:52.289
Be put into 1 of these categories and we've got.

100 "Katherine Earll" (60164864)
00:13:52.289 --> 00:13:55.829
You know, 2 halves here of desirable and undesirable.

101 "Katherine Earll" (60164864)
00:13:55.829 --> 00:13:59.579
So, our desirable behaviors are.

102 "Katherine Earll" (60164864)
00:14:00.204 --> 00:14:14.844
If it can be significant or just. Okay, so those significant behaviors or
things that we really just want to increase. Like, they would be great
and amazing for that person that individual that you're working with to
do. More of we want to see more of we want that to be.

103 "Katherine Earll" (60164864)
00:14:16.169 --> 00:14:24.629
You know, we want that to be the focus just okay, those things that are
good and desirable.

104 "Katherine Earll" (60164864)
00:14:24.629 --> 00:14:30.239
But often, you know, forgotten about the person, just, you know, day in
day out, does it? And it's not, um.

105 "Katherine Earll" (60164864)
00:14:30.534 --> 00:14:39.714
You know, we don't need to have a big reinforcement about it, but it is
definitely a positive thing that is happening are undesirable. Hears
those things that are annoying or drunk behavior.

106 "Katherine Earll" (60164864)
00:14:39.714 --> 00:14:50.214
They're not harming anyone, but if they get onto your skin, that's kind
of the junk behavior or serious is harmful to themselves to others. Those
kinds of things.

107 "Katherine Earll" (60164864)
00:14:50.239 --> 00:14:52.079
Hello.

108 "Katherine Earll" (60164864)
00:14:52.194 --> 00:14:59.244
Okay, so when I think of our, like, behavior breakdown here, and to our
categories,

109 "Katherine Earll" (60164864)
00:14:59.454 --> 00:15:11.514

can think of a way to think about how different behaviors fall into this category and to provide that context. Because context is everything for. And when it comes to behavior, what.

110 "Katherine Earll" (60164864)
00:15:12.079 --> 00:15:23.309
Good and something we want to increase for another person is maybe just okay for another. So when I think of, you know, going to the gym, an example I used before you might have heard this going to the gym.

111 "Katherine Earll" (60164864)
00:15:23.309 --> 00:15:28.319
If I went to the gym that is going to be a significant.

112 "Katherine Earll" (60164864)
00:15:28.319 --> 00:15:31.349
Behavior that is something we want to improve and, uh.

113 "Katherine Earll" (60164864)
00:15:31.349 --> 00:15:36.839
You know, all the kudos in the world. Yes, I was so glad that I got to the gym. Um.

114 "Katherine Earll" (60164864)
00:15:36.839 --> 00:15:44.579
I just okay behavior, let's think about any 1 of your professional athletes. Um.

115 "Katherine Earll" (60164864)
00:15:45.264 --> 00:15:59.394
Any 1 of them, if they go to the gym, like yeah, of course, you're going to see them in the gym. They probably go a couple times a day, multiple times a week all those things like that. Yep they're doing it. They don't need a shout out or, you know, a reward for going to the gym that day.

116 "Katherine Earll" (60164864)
00:16:00.809 --> 00:16:11.369
A junk behavior going to the gym and, you know, maybe not really doing what they're supposed to be doing at the gym. You know, some of those Jim.

117 "Katherine Earll" (60164864)
00:16:11.369 --> 00:16:14.849
You know, lookers, if you'll say if you'll, you know.

118 "Katherine Earll" (60164864)
00:16:15.024 --> 00:16:26.304
Go down that route. That's annoying. It's junk behavior and serious as if that person goes to the gym and they are not supposed to be. It is they are not in a condition. They just had a knee surgery.

119 "Katherine Earll" (60164864)
00:16:26.964 --> 00:16:34.734

They are not cleared by their doctor to go to the gym doing. So it might ruin that knee replacement. They just got that is a serious behavior. It's.

120 "Katherine Earll" (60164864)
00:16:34.849 --> 00:16:42.449
Harmful to themselves that's kind of how you categorize how it looks different for every single person. Um.

121 "Katherine Earll" (60164864)
00:16:44.879 --> 00:16:51.539
So, just like I was talking there, I got ahead of myself classic. Um.

122 "Katherine Earll" (60164864)
00:16:51.539 --> 00:17:00.564
That whether it's undesirable or desirable, it really depends on the context, in which it, you know, on the behavior.

123 "Katherine Earll" (60164864)
00:17:00.594 --> 00:17:11.364
So, you know, another example that we usually use in the tools of choice world is our spitting. If a person's learning how to brush their teeth. And they spit that tooth.

124 "Katherine Earll" (60164864)
00:17:11.539 --> 00:17:12.569
This out.

125 "Katherine Earll" (60164864)
00:17:12.569 --> 00:17:20.309
That's so exciting. That's amazing. And you want to make sure that's, you know, given that positive consequences for, um.

126 "Katherine Earll" (60164864)
00:17:20.309 --> 00:17:23.489
But, you know, maybe it's.

127 "Katherine Earll" (60164864)
00:17:23.489 --> 00:17:33.779
You know, junk behavior, if it's somebody's like, spinning on the sidewalk that like, that's yucky to me. It's junk behavior. It's not harming themselves or others. Um.

128 "Katherine Earll" (60164864)
00:17:33.779 --> 00:17:40.559
So, that context really kind of it could be the desirable, undesirable.

129 "Katherine Earll" (60164864)
00:17:40.559 --> 00:17:47.009
Context is came here because what makes a difference for 1 person is an issue for the next.

130 "Katherine Earll" (60164864)
00:17:47.009 --> 00:17:56.459

Okay, so like I said, these significant desirable behaviors that 1st, 1,
in our on our chart, there is, um.

131 "Katherine Earll" (60164864)
00:17:56.459 --> 00:18:08.069
And those are the ones we want to increase those are going to be what
make a difference for that person that their quality of life is going to
increase after those significant desirable behaviors.

132 "Katherine Earll" (60164864)
00:18:08.069 --> 00:18:15.869
They're just going to help them and their own environment we really want
to like.

133 "Katherine Earll" (60164864)
00:18:17.609 --> 00:18:25.379
I, you know, I've said this a few times already, like, we want to
increase those, we want to see all of that happen more and more. Um.

134 "Katherine Earll" (60164864)
00:18:25.379 --> 00:18:32.279
So, just okay, behaviors often overlooked. We take them for granted.

135 "Katherine Earll" (60164864)
00:18:32.279 --> 00:18:38.369
Well, we tend to notice them if they stop happening. So I think about
that for, you know.

136 "Katherine Earll" (60164864)
00:18:38.369 --> 00:18:50.369
Going to work, you know, just okay behavior. It's definitely on the
desirable behavior side, but if I stop going to work, my boss is probably
going to notice, um.

137 "Katherine Earll" (60164864)
00:18:51.809 --> 00:19:05.369
So, or, you know, manners or turning off the light when you leave a room
taken for granted all the time. But if you stop doing it, somebody's
gonna notice are closing the door. When you leave the front of the house.

138 "Katherine Earll" (60164864)
00:19:05.369 --> 00:19:09.239
Just okay behavior, it's expected common. Good to do.

139 "Katherine Earll" (60164864)
00:19:09.239 --> 00:19:14.099
But if you stop doing that, that's going to, that might start a problem.

140 "Katherine Earll" (60164864)
00:19:17.189 --> 00:19:26.429
So then our junk behaviors, these are really usually what we focus a lot
of our time on here and, you know, just the world of.

141 "Katherine Earll" (60164864)

00:19:26.429 --> 00:19:35.309
Behavior or just your interactions, you usually focus on those things
that annoy you frustrating. Um.

142 "Katherine Earll" (60164864)
00:19:37.229 --> 00:19:44.909
They tend to send us the most it could be picking nose. Sometimes it's
pen clicking that gets on people's other people's skins. Um.

143 "Katherine Earll" (60164864)
00:19:46.589 --> 00:19:50.489
Anything like that is going to be our junk behavior.

144 "Katherine Earll" (60164864)
00:19:50.489 --> 00:19:54.899
So.

145 "Katherine Earll" (60164864)
00:19:54.899 --> 00:20:00.419
It's not harmful. Like I said earlier, it's not harmful to themselves.
Um.

146 "Katherine Earll" (60164864)
00:20:00.419 --> 00:20:12.359
It's not illegal. Um, okay but usually it's the stuff that we pay
attention to the most in your, you know.

147 "Katherine Earll" (60164864)
00:20:12.359 --> 00:20:19.889
Responding to the most when I say, pay attention to I really mean
responding to and giving a consequence.

148 "Katherine Earll" (60164864)
00:20:19.889 --> 00:20:22.889
Your attention or otherwise for that.

149 "Katherine Earll" (60164864)
00:20:22.889 --> 00:20:31.979
Other junk behaviors, you know, what are some examples of jump behaviors
that you guys have? What's something that's junk in your world?

150 "Katherine Earll" (60164864)
00:20:31.979 --> 00:20:36.389
You guys can go ahead and put that into the chat if you would like.

151 "Katherine Earll" (60164864)
00:20:42.389 --> 00:20:49.859
Okay.

152 "Katherine Earll" (60164864)
00:20:51.869 --> 00:21:00.989
Cursing absolutely that really can get get under people's nerves and
especially context, depending too.

153 "Katherine Earll" (60164864)
00:21:02.514 --> 00:21:08.364
Yeah, so leaving jelly and the peanut butter jar and vice versa yes, you
open up near the next person.

154 "Katherine Earll" (60164864)
00:21:08.364 --> 00:21:21.654
You open it up and you see it and, you know, who did it sometimes if it's
in your own house, or like, my, my spouse or my child I know they did
that. I'm leaving. Laundry unfolded. Yeah. Dishes in the.

155 "Katherine Earll" (60164864)
00:21:22.069 --> 00:21:30.269
Sometimes is another 1 that, you know, that 1 gets on my nerves, all
those kind of junk behaviors. It's not inherently a problem. It's not
harmful.

156 "Katherine Earll" (60164864)
00:21:30.269 --> 00:21:40.889
Repeatedly saying, it's saying the same word yeah. That over and over
that per separation. Sometimes really gets under people's skin.

157 "Katherine Earll" (60164864)
00:21:40.889 --> 00:21:50.879
Okay, great. You guys I mean, you guys know your pet peeves, you're in
touch with that. I'm glad that you guys aware of what's considered junk
for you guys. Perfect. Um.

158 "Katherine Earll" (60164864)
00:21:50.879 --> 00:21:57.899
Here's some more of our other ones slamming doors or screaming saying,
you know, mean things.

159 "Katherine Earll" (60164864)
00:21:57.899 --> 00:22:02.219
All sorts of these are junk behavior.

160 "Katherine Earll" (60164864)
00:22:03.389 --> 00:22:14.159
Okay, so why.

161 "Katherine Earll" (60164864)
00:22:14.159 --> 00:22:18.599
Why do people even do these kinds of junk behaviors? Um.

162 "Katherine Earll" (60164864)
00:22:18.599 --> 00:22:23.909
Why you can put in the chat if you'd like or Mike, you know, just kind
of.

163 "Katherine Earll" (60164864)
00:22:23.909 --> 00:22:28.199
Go for it. So what was cursing out? Other people? Mm. Hmm.

164 "Katherine Earll" (60164864)
00:22:28.704 --> 00:22:43.584
that first thing it could be they don't know any better they don't know
that it's an appropriate attention seeking it's a habit yeah you know
that's just the way that they were brought up they might thank you for
all these examples again they might know what's

165 "Katherine Earll" (60164864)
00:22:43.584 --> 00:22:47.124
annoying they might do it to get under that person's skin

166 "Katherine Earll" (60164864)
00:22:48.329 --> 00:22:57.869
If I, if, you know, sometimes people do that, because I know it's going
to get a reaction. I know that person is going to give me some attention.

167 "Katherine Earll" (60164864)
00:22:57.869 --> 00:23:08.759
Or the other way around, they may not know it's annoying and that's just
who they are what they've learned in life. Their past experiences have
taught them that, that that's a thing that works for them.

168 "Katherine Earll" (60164864)
00:23:08.759 --> 00:23:15.839
They may be avoiding. Yeah, absolutely. So those are some of the reasons
that we have that that.

169 "Katherine Earll" (60164864)
00:23:15.839 --> 00:23:23.639
You know, people do those drug behaviors, and typically it gets paid off
if they're in pain.

170 "Katherine Earll" (60164864)
00:23:23.639 --> 00:23:33.239
And, you know, they're cursing because they're in pain and, you know,
somebody else is going to hear it and respond to them and provide them
help. Or if they want if they're doing it to get attention.

171 "Katherine Earll" (60164864)
00:23:33.239 --> 00:23:45.474
Someone responds to then they get attention all sorts of those kinds of
things. We have something that we're going to talk about. Well, towards
the end here about drunk behavior, we have a tool for that something that
we can use for ourselves to work on.

172 "Katherine Earll" (60164864)
00:23:45.744 --> 00:23:50.064
It's called our pivot tool and what we will get there yet we will get
there. Um.

173 "Katherine Earll" (60164864)
00:23:50.399 --> 00:24:05.219
Okay, okay, so it's not junk behavior. We do want to specify and draw the
line. If it is harming themselves others illegal.

174 "Katherine Earll" (60164864)
00:24:05.219 --> 00:24:14.219
But, you know, it's not junk behavior. It's not something that needs to
be, you know, that we need to use our pivot tool down the road for that's
something that is.

175 "Katherine Earll" (60164864)
00:24:14.219 --> 00:24:19.469
Specific, and we need to ensure the safety of them them and those around
them.

176 "Katherine Earll" (60164864)
00:24:19.469 --> 00:24:34.109
A lot of times in our environments, we'll have like, a safety crisis
plan, or a specific plan put in place to work on those serious behaviors.
And also, in those cases, we've got the safety crisis plan again. I'm.

177 "Katherine Earll" (60164864)
00:24:34.109 --> 00:24:48.684
Slightly ahead of myself, I think I know what the slide is coming up
next. So so if there's a, you know, safety crisis plan, and that might be
an option for you. If you're repeatedly seeing some of those serious and
harmful behaviors. Um, we can scan here for a little bit more of that.

178 "Katherine Earll" (60164864)
00:24:49.194 --> 00:24:49.644
Um.

179 "Katherine Earll" (60164864)
00:24:49.979 --> 00:24:53.309
And.

180 "Katherine Earll" (60164864)
00:24:53.309 --> 00:25:03.509
Also, I hope you guys at this point know about our 908, 8, which is, you
know, the alternative for 901 for mental health crisis.

181 "Katherine Earll" (60164864)
00:25:03.509 --> 00:25:17.304
You can call to have behavioral specific help on what's going on as
opposed to a 901 response. We, we should have this up at the end as well.

182 "Katherine Earll" (60164864)
00:25:17.304 --> 00:25:19.914
If these are helpful resources for you. resources for you

183 "Katherine Earll" (60164864)
00:25:22.349 --> 00:25:25.799
Okay, so.

184 "Katherine Earll" (60164864)
00:25:25.799 --> 00:25:37.679

Again, we've got these are categories here and we kind of talked about
some of these how they can be significant, how they can be just okay how
they can be junk behavior.

185 "Katherine Earll" (60164864)
00:25:43.799 --> 00:25:53.249
Okay, so hopefully you guys have more and more examples of what could be
considered in our significant or just. Okay. Um.

186 "Katherine Earll" (60164864)
00:25:53.249 --> 00:26:00.269
Thinking about the people that you're interacting with, whether it's
family or, you know, students or.

187 "Katherine Earll" (60164864)
00:26:00.269 --> 00:26:04.079
Individuals that you work with, are your spouse now?

188 "Katherine Earll" (60164864)
00:26:06.659 --> 00:26:19.469
Working on increasing those significant and really working on building up
those positive behaviors for just our increasing quality of life. That's
our our main goal here in this.

189 "Katherine Earll" (60164864)
00:26:20.514 --> 00:26:35.004
Okay, so here we've got some of our fundamental facts that help us
understand some of the behaviors that we see that we interact with
regularly. So these next slides are kind of our principles that we build
a lot off of here. So.

190 "Katherine Earll" (60164864)
00:26:37.854 --> 00:26:44.394
Behavior is always right or correct given the person's environment, given
their history.

191 "Katherine Earll" (60164864)
00:26:44.454 --> 00:26:54.534
So their current situation, their history, their experiences, they're
learning the things happening around them or things that have happened in
the past. Um.

192 "Katherine Earll" (60164864)
00:26:55.019 --> 00:26:58.709
And that's all what's.

193 "Katherine Earll" (60164864)
00:26:58.709 --> 00:27:03.899
All everything coming together is what's creating that person's behavior.

194 "Katherine Earll" (60164864)
00:27:03.899 --> 00:27:07.829
Okay.

195 "Katherine Earll" (60164864)
00:27:09.959 --> 00:27:19.919
So, number 2, our consequences consequences are anything that occurs
after a behavior, or consequences can strengthen or weak in our behavior.

196 "Katherine Earll" (60164864)
00:27:19.919 --> 00:27:29.099
So, our, if, uh, you know, we have a positive consequences, if we, after
a consequence, we see that behavior increasing and happening more and
more frequently.

197 "Katherine Earll" (60164864)
00:27:29.099 --> 00:27:34.439
Or weakening our behavior and seeing less and less.

198 "Katherine Earll" (60164864)
00:27:35.699 --> 00:27:46.739
So, we're kind of we can strategize on how to, you know, our positive
behavior or positive consequence after behavior to increase our
likelihood of seeing that again.

199 "Katherine Earll" (60164864)
00:27:48.839 --> 00:27:57.059
But again, it consequences anything that happens, like, immediately after
a behavior, not just, you know, a planned response down the road.

200 "Katherine Earll" (60164864)
00:28:01.074 --> 00:28:13.224
Okay, takes time for changes in the environment to change their behavior
so changing behavior and seeing more and more of those positive
behaviors, and get after giving those positive consequences. It's going
to take time.

201 "Katherine Earll" (60164864)
00:28:13.914 --> 00:28:18.444
The 2nd, wave of positive consequence doesn't mean that it's going to
flip like a light switch and that person.

202 "Katherine Earll" (60164864)
00:28:18.529 --> 00:28:29.309
Oh, okay. I'm ready to show, you know, those positive behaviors more.
That's not how things work. Unfortunately, it takes time time a
consistency data.

203 "Katherine Earll" (60164864)
00:28:29.309 --> 00:28:32.729
I'm taking notes on it.

204 "Katherine Earll" (60164864)
00:28:32.729 --> 00:28:37.709
Making sure that you're actually seeing an increase or decrease.

205 "Katherine Earll" (60164864)
00:28:37.709 --> 00:28:45.389

Based on what's actually happening and not just anecdotal like, oh, I feel like they, they've done that more and more frequently.

206 "Katherine Earll" (60164864)
00:28:45.389 --> 00:28:48.479
We can take that on it.

207 "Katherine Earll" (60164864)
00:28:48.479 --> 00:28:55.889
But their environment taking time for their environment to change that learning history piece of their environment.

208 "Katherine Earll" (60164864)
00:28:55.889 --> 00:29:00.659
That takes time. Okay, so the past behavior.

209 "Katherine Earll" (60164864)
00:29:00.659 --> 00:29:08.939
It is the best predictor of future behavior, all things being equal. So the things that we've seen happen in the past are likely going to happen again.

210 "Katherine Earll" (60164864)
00:29:08.939 --> 00:29:12.329
And we can use that to anticipate.

211 "Katherine Earll" (60164864)
00:29:12.329 --> 00:29:24.959
What's going to happen for that in the world of that individual and use that to navigate? Our responses are consequences and our strategies and we can, we can work on that.

212 "Katherine Earll" (60164864)
00:29:24.959 --> 00:29:29.309
We know the past best predictor of the past.

213 "Katherine Earll" (60164864)
00:29:29.309 --> 00:29:35.219
Past behavior is the best predictors of future behavior. Last time. There was a thunderstorm. They were scared.

214 "Katherine Earll" (60164864)
00:29:35.219 --> 00:29:41.969
Next time, there's the thunderstorm you see that thunder storm rolling in. You can probably anticipate them being scared again.

215 "Katherine Earll" (60164864)
00:29:41.969 --> 00:29:46.859
That's the past behavior you've seen it once you'll likely see it again.

216 "Katherine Earll" (60164864)
00:29:46.859 --> 00:29:55.139

And we can work on that, then we can choose our strategies and address that as we see it coming as opposed to waiting and reacting in the moment.

217 "Katherine Earll" (60164864)
00:29:57.599 --> 00:30:05.429
Okay, giving our negative coercive or punishing consequences we call worsening sometimes. Um.

218 "Katherine Earll" (60164864)
00:30:06.024 --> 00:30:19.974
Typically resulted in many problems, and including seeing more of those undesirable behavior. So, giving some of those negative responses and consequences typically is going to increase that. We're paying more attention to the negative.

219 "Katherine Earll" (60164864)
00:30:20.879 --> 00:30:30.684
And avoid using those punishments, those worst things for our person we're gonna talk a little bit more about that as well here in a minute. So I don't need to dive too deep in the slide. Okay.

220 "Katherine Earll" (60164864)
00:30:30.744 --> 00:30:40.644
And the long run behavior responds better to positive consequences again. We're going to talk a little bit more about this as we go on, but these are our fundamental foundational.

221 "Katherine Earll" (60164864)
00:30:40.879 --> 00:30:43.409
Here so, um.

222 "Katherine Earll" (60164864)
00:30:43.409 --> 00:30:48.509
So, you know, frequently, if you've worked for.

223 "Katherine Earll" (60164864)
00:30:48.509 --> 00:30:51.774
A more negative or a punishing kind of environment.

224 "Katherine Earll" (60164864)
00:30:51.804 --> 00:31:04.434
Your boss hopefully not different 1, but if you've been in a negative work environment before you're going to anticipate it to be negative and your performance is probably not gonna be increasing. You're probably not.

225 "Katherine Earll" (60164864)
00:31:04.709 --> 00:31:14.429
You know, start performing excited to be at work, but if you've switched and then started working for a positive boss or, you know, a positive environment.

226 "Katherine Earll" (60164864)

00:31:14.429 --> 00:31:17.909
It's a lot easier to be a productive positive.

227 "Katherine Earll" (60164864)
00:31:17.909 --> 00:31:21.359
Integral member of that team, um.

228 "Katherine Earll" (60164864)
00:31:21.359 --> 00:31:31.379
So, hopefully you can kind of see some of that, where that really
focusing on on that positivity is really going to help bring up that
level of your positivity. And that.

229 "Katherine Earll" (60164864)
00:31:31.379 --> 00:31:35.879
Unfortunately, our our negative consequences usually swing that the other
way.

230 "Katherine Earll" (60164864)
00:31:35.879 --> 00:31:50.189
Okay, so our positive approach is going to set the foundation for all the
interventions. All the strategy strategies we do to address behaviors is
our universal and our positive strategies here.

231 "Katherine Earll" (60164864)
00:31:50.189 --> 00:31:53.639
And it's just about increasing quality of life for people.

232 "Katherine Earll" (60164864)
00:31:53.639 --> 00:31:58.889
Making making the world making their world, our world a better place.

233 "Katherine Earll" (60164864)
00:31:58.889 --> 00:32:05.369
So, like, I mentioned a few times before to change behaviors.

234 "Katherine Earll" (60164864)
00:32:05.369 --> 00:32:14.129
We need to find ways to teach and to pay more attention to those
desirable behaviors. What can we focus on? That's positive.

235 "Katherine Earll" (60164864)
00:32:18.084 --> 00:32:32.034
Okay, so what are the target behaviors? What are behaviors we're wanting
to teach increase replace what? Desirable alternative things can we focus
our attention on and strengthen them?

236 "Katherine Earll" (60164864)
00:32:37.469 --> 00:32:49.259
Okay, so, you know, typically we do focus on the negative way. Think of
oh, we've got to make them stop doing this. We've got to make them stop.

237 "Katherine Earll" (60164864)
00:32:49.259 --> 00:32:59.909

You know, the negative are they doing something positive? What positives can we teach them if they need to be taught the positives? Or what positives? Can we focus on to see that side flourish?

238 "Katherine Earll" (60164864)
00:32:59.909 --> 00:33:08.129
So, we're going to motivate that we're going to put our attention on those desirable minimize our attention to that undesirable.

239 "Katherine Earll" (60164864)
00:33:08.129 --> 00:33:11.729
I can teach it sometimes it has to be taught.

240 "Katherine Earll" (60164864)
00:33:13.889 --> 00:33:21.809
Okay, so we'll go on here. Hopefully those are some, it helps you understand some of those things.

241 "Katherine Earll" (60164864)
00:33:23.849 --> 00:33:34.229
Like I said, I said this, I said, in a few times, we really want to hammer home, not focusing on those undesirable behaviors, focus on what you want them to do those.

242 "Katherine Earll" (60164864)
00:33:34.229 --> 00:33:44.819
Kind of like we talked about in the very beginning sides of behavior. What are the things we've been focusing on those negatives are typically what we think of behaviors we need to address them.

243 "Katherine Earll" (60164864)
00:33:44.819 --> 00:33:49.739
We can focus instead on those positive and address those.

244 "Katherine Earll" (60164864)
00:33:52.949 --> 00:34:04.679
So changes take time, we're looking for progress. Just just progress not perfection. People don't learn in a day. It takes that time. We have to have patience positivity.

245 "Katherine Earll" (60164864)
00:34:04.679 --> 00:34:09.479
And it takes you working on changing your focus as well.

246 "Katherine Earll" (60164864)
00:34:10.919 --> 00:34:17.459
Okay, so now we're going to talk about some of our conversions some of our ways that we may be.

247 "Katherine Earll" (60164864)
00:34:17.459 --> 00:34:29.039
Focusing on that undesirable those negatives and reacting in our negative ways. So, conversion is so interesting. So powerful.

248 "Katherine Earll" (60164864)
00:34:29.484 --> 00:34:43.554
We always say to avoid coercion it's hard our goal usually we say, avoid
it. It's almost impossible, but if we can go, you know, a little bit of a
time without using that coercion, we just want to recognize that it's
happening in the world around us.

249 "Katherine Earll" (60164864)
00:34:43.884 --> 00:34:47.214
It happens everywhere all the time so if we can do our part.

250 "Katherine Earll" (60164864)
00:34:47.904 --> 00:34:54.774
And avoid some of it, um, we'll hopefully be working on that, you know,
quality of life for everyone.

251 "Katherine Earll" (60164864)
00:34:55.434 --> 00:35:06.534
And if we're going to talk some more about the effect of some of those
coercive acts, the ways people respond to coercion, they're certainly not
building up our relationship. I'll give you a hint there.

252 "Katherine Earll" (60164864)
00:35:07.994 --> 00:35:21.374
Okay, so portion the way we like, we punish as our response to a
behavior. So we'll go over. We've got 10 common coercion. So so often
just our world is built to be coercive.

253 "Katherine Earll" (60164864)
00:35:21.374 --> 00:35:27.404
There's just negatives, pay behaviors happening. We slap some negative
responses.

254 "Katherine Earll" (60164864)
00:35:27.544 --> 00:35:40.984
Onto it just all the time. Um, usually, it's, it's habit. It's the way
society functions. We see it all the time. It's the way you are probably,
maybe probably raised those parenting strategies.

255 "Katherine Earll" (60164864)
00:35:40.984 --> 00:35:42.754
Sometimes happen like that.

256 "Katherine Earll" (60164864)
00:35:43.649 --> 00:35:50.429
Anything it's often just out of instinct is the way we respond is our
conversion. Um.

257 "Katherine Earll" (60164864)
00:35:51.779 --> 00:35:57.569
So it takes like you said, before it takes time to change and recognize
so.

258 "Katherine Earll" (60164864)

00:35:57.569 --> 00:36:04.409
And so it's a negative it does not help build your relationship when you respond to coercively.

259 "Katherine Earll" (60164864)
00:36:04.409 --> 00:36:15.299
We're not modeling the behaviors that we want to see when we have our coercive responses. It just there's benefits are not are not there for a conversion.

260 "Katherine Earll" (60164864)
00:36:15.299 --> 00:36:23.849
Okay, we also say we're fostering discipline so what we think about discipline often as punishments, but it's really.

261 "Katherine Earll" (60164864)
00:36:23.849 --> 00:36:27.959
That anything is a discipline discipline, um.

262 "Katherine Earll" (60164864)
00:36:28.314 --> 00:36:42.384
Is teaching teaching math the things that we want to see teaching math teaching science. That's a discipline. We teach it. We follow up we increase that person's skills. And those disciplines. What are we teaching?

263 "Katherine Earll" (60164864)
00:36:42.384 --> 00:36:45.324
What are we modeling? What are we motivating a person to do?

264 "Katherine Earll" (60164864)
00:36:48.239 --> 00:36:55.349
Okay, so our conversion is responses that we have that usually.

265 "Katherine Earll" (60164864)
00:36:55.349 --> 00:37:02.579
It's our way it's a response that we have, and it's our way of teaching people that I don't like. What you're doing. I want you to stop.

266 "Katherine Earll" (60164864)
00:37:02.579 --> 00:37:08.099
But we don't probably address it nicely.

267 "Katherine Earll" (60164864)
00:37:08.099 --> 00:37:21.299
Okay, so here are 10 examples of common collisions. This is certainly not an exhaustive list. Um, there are lots of ways you can people can be coercive in their responses and.

268 "Katherine Earll" (60164864)
00:37:21.299 --> 00:37:32.369
Our our main takeaway here, or this was taken from a really useful and helpful book, the power of positive parenting by Dr Glen.

269 "Katherine Earll" (60164864)
00:37:32.369 --> 00:37:36.869
And so here are 10, we'll go into each 1 and give some examples.

270 "Katherine Earll" (60164864)
00:37:40.014 --> 00:37:54.534
Okay, so questioning well, 1st way you responded to a person asking a
question you really you really don't want the answer to. I always think
about, you know, a parent when a kid comes home wait for her few or.

271 "Katherine Earll" (60164864)
00:37:55.409 --> 00:38:02.159
You know, if they come home, wait from curfew and the parent goes, do you
know what time it is? What in the world were you thinking?

272 "Katherine Earll" (60164864)
00:38:03.419 --> 00:38:09.869
You don't really want the answer to it. You just want them to feel bad to
recognize error. Um.

273 "Katherine Earll" (60164864)
00:38:11.040 --> 00:38:25.530
Or if you come in the room, and you saw a person, you know, ate the whole
big old section of chocolate cake that sit in there. And you say, did you
really eat all of that cake? You don't really want to know need to know
that answer. You probably already know the answer.

274 "Katherine Earll" (60164864)
00:38:25.530 --> 00:38:35.340
You're just, it's just putting that person down and giving them a
worsening as we say here in this example, giving them a worsening making.
They don't feel great after that question.

275 "Katherine Earll" (60164864)
00:38:36.600 --> 00:38:44.250
You know, their response is not going to out that your question. There
isn't helping build up your relationship in any way. Um.

276 "Katherine Earll" (60164864)
00:38:45.175 --> 00:38:59.125
Yeah, are you crazy? What were you thinking? A lot of it here we'll talk
about later is about tone of voice if you say, what were you thinking or
do you know what time it is versus? If I ask a CO worker, you know, I'm
sitting here and I say, oh, do you know what time it is?

277 "Katherine Earll" (60164864)
00:38:59.335 --> 00:39:02.935
So it's a lot of times the use of that voice in your tone of voice as
well.

278 "Katherine Earll" (60164864)
00:39:03.540 --> 00:39:13.140
Or your body language, when you question, you kind of lean in, you know,
maybe point that finger any sort of at your, your eyebrows.

279 "Katherine Earll" (60164864)
00:39:13.140 --> 00:39:26.400
All sorts of things that are involved and wrapped up in this kind of
questioning as a coercion. Okay. Arguing. We only say it takes 2 to argue
it takes you responding argumentatively.

280 "Katherine Earll" (60164864)
00:39:26.400 --> 00:39:39.270
2 people and your point of arguing, when you respond to an argumentative,
when you do that, you're really your purpose is, you want to win you're
trying to put that person down, let them know they're wrong and you are
right?

281 "Katherine Earll" (60164864)
00:39:39.270 --> 00:39:50.820
It's put down, it's putting them back down. Yeah if you say in quotes in
their place, putting them, you know, letting them know that you're, you
were right.

282 "Katherine Earll" (60164864)
00:39:52.405 --> 00:39:56.455
Often, you know, that argumentative tone of voice. That's a big piece of
that.

283 "Katherine Earll" (60164864)
00:39:56.455 --> 00:40:07.465
So you'll see frequently these examples here are bullet points on backing
or, you know, showing how this is a worsening or disrespectful.

284 "Katherine Earll" (60164864)
00:40:08.730 --> 00:40:16.620
Again, it's probably more a gut reaction versus a, you know, planned
response to argue. Um.

285 "Katherine Earll" (60164864)
00:40:17.730 --> 00:40:21.480
Even, when you do, you know, when that argument.

286 "Katherine Earll" (60164864)
00:40:21.480 --> 00:40:33.210
No, 1 really feels better after so, arguing as a coercive. Our sarcasm is
teasing, man. This is a big 1 as well. It's hard.

287 "Katherine Earll" (60164864)
00:40:33.475 --> 00:40:47.185
So, sarcasm, we tend to use this a lot. I mean, every sitcom, every, I
mean, I would say most people do it in most of their interactions, but
it's really it really is just a worsening.

288 "Katherine Earll" (60164864)
00:40:47.365 --> 00:40:53.125
And it's usually at the expense of somebody, which is why sarcasm is such
a, a bummer when we're trying to.

289 "Katherine Earll" (60164864)
00:40:53.210 --> 00:40:54.990
Avoid, um.

290 "Katherine Earll" (60164864)
00:40:54.990 --> 00:40:58.440
Because if you catch someone in the wrong, you know.

291 "Katherine Earll" (60164864)
00:40:59.845 --> 00:41:12.295
The wrong frame of mind, if they're not in the right place and they don't
catch your joke, your sarcasm, they could interpret that literally and be
like oh, wow. Why were they just so mean to me and they weren't in on
that inside joke.

292 "Katherine Earll" (60164864)
00:41:12.475 --> 00:41:18.265
So, usually, it's, you know, at the expense of somebody or putting
someone down to staff.

293 "Katherine Earll" (60164864)
00:41:18.440 --> 00:41:31.800
You and a staff member are joking, or they come in, and they're not
feeling great. And they are clearly not going to help do as best as they
can. And you're like, oh, man, it's going to be a great night tonight or,
you know, great shift with you today.

294 "Katherine Earll" (60164864)
00:41:31.800 --> 00:41:41.580
You know, that's an example of it's kind of a, we're saying they may,
they may laugh, but it still is at the expense of them. It doesn't feel
great.

295 "Katherine Earll" (60164864)
00:41:41.580 --> 00:41:55.860
So really think about that when you use of sarcasm, you got the person in
the wrong way. It's where they missed your joke. It's really going to be
bad and it's going to take a lot to repair that relationship thing.

296 "Katherine Earll" (60164864)
00:41:55.860 --> 00:42:02.820
Force it's our next 1, so verbal physical force physical aggression.

297 "Katherine Earll" (60164864)
00:42:02.820 --> 00:42:17.310
It's certainly creating worsening. We typically, we know, you know, the
physical aggression. We see what physical force is. Certainly that's not
building your relationships certainly. And that's causing a harm between
you and that other person or that that, um.

298 "Katherine Earll" (60164864)
00:42:17.310 --> 00:42:22.170
Verbal force that it.

299 "Katherine Earll" (60164864)
00:42:22.170 --> 00:42:34.710
You know, big language that loud that making them putting them down, making them feel worse. I know I keep saying it, but when you think about our verbal or use verbal force or, you know.

300 "Katherine Earll" (60164864)
00:42:35.850 --> 00:42:47.010
Making a person do something else that they really weren't planning on doing with our words. So, whether that's or with our actions as the physical force.

301 "Katherine Earll" (60164864)
00:42:47.010 --> 00:42:51.690
So, just making them do something that they weren't going to be doing, or intending on doing.

302 "Katherine Earll" (60164864)
00:42:52.225 --> 00:43:03.025
Threatening their next 1. so again, that can be verbal. That can be physical. Your body position is a way to, you know, physically threaten, getting up to close in their face.

303 "Katherine Earll" (60164864)
00:43:03.025 --> 00:43:11.125
Something like that is a threat or that that verbal threats of oh, man if you keep doing that, I'm going to.

304 "Katherine Earll" (60164864)
00:43:11.690 --> 00:43:14.040
We're going to leave, we're never going to come back.

305 "Katherine Earll" (60164864)
00:43:15.655 --> 00:43:29.335
And again, that's probably such a reaction, I think, about parents that you've seen in the grocery store. Oh, man if you keep crying and bacon for that candy bar, where we're going to leave right now we're never coming back. You don't mean that you're in the grocery store, you need your groceries.

306 "Katherine Earll" (60164864)
00:43:29.965 --> 00:43:42.745
And you can't avoid taking them back and never taking them back to the grocery store again. It's just a gut reaction. You're, you're trying to get them to stop. I don't like what you're doing and I want you to stop is what that message is conveying.

307 "Katherine Earll" (60164864)
00:43:43.825 --> 00:43:48.385
But again, donna's probably got reaction it is. You've probably seen it heard it. Other people have done it.

308 "Katherine Earll" (60164864)

00:43:49.320 --> 00:43:56.640
Threatening also could look like, if you don't eat your dinner, you're not going to get dessert.

309 "Katherine Earll" (60164864)
00:43:57.720 --> 00:44:10.740
I meant to make them shaming them, giving them a worsening all sorts of things like that is, is our threat and that's, you know, hopefully you're saying that that's coercive or worsening our criticism.

310 "Katherine Earll" (60164864)
00:44:10.740 --> 00:44:15.240
You don't like what somebody's doing, how they're doing it. You're going to make sure that, you know, it.

311 "Katherine Earll" (60164864)
00:44:15.240 --> 00:44:23.880
I think of if somebody's, you know, your spouse or an individual, or a student is sweeping the floor and you don't see.

312 "Katherine Earll" (60164864)
00:44:23.880 --> 00:44:31.170
And, you know, you see that they're not doing it, you know, maybe the best or maybe you do it differently. You're pointing that out to them.

313 "Katherine Earll" (60164864)
00:44:31.170 --> 00:44:37.470
You're going to, you know oh, you're, you're not doing it, right? It's not good.

314 "Katherine Earll" (60164864)
00:44:37.470 --> 00:44:46.020
It's not good. You're not doing a good job with this in here. Do you see that? Do you see that? That's how you're doing it wrong. You're sweeping the floor wrong. You're missing all the start.

315 "Katherine Earll" (60164864)
00:44:47.160 --> 00:45:00.450
And that's not going to help, but certainly creating a worsening for them. They're not going to want to leave the floor again. Next time we're going to think about your coercive statements and.

316 "Katherine Earll" (60164864)
00:45:00.450 --> 00:45:08.970
It's showing them that you don't really respect them and the way that they're doing things, um, you know, maybe it should be something that.

317 "Katherine Earll" (60164864)
00:45:08.970 --> 00:45:13.500
You can address in the future you say, okay, before they speak to the floor next time.

318 "Katherine Earll" (60164864)
00:45:13.500 --> 00:45:19.380

I'm going to help them work through these strategies and maybe they do
need that to be taught.

319 "Katherine Earll" (60164864)
00:45:19.380 --> 00:45:23.640
But not in that moment. Okay, that's fair.

320 "Katherine Earll" (60164864)
00:45:23.640 --> 00:45:29.430
This 1, so you just, this is just.

321 "Katherine Earll" (60164864)
00:45:29.430 --> 00:45:33.600
It's never gonna work. We're never gonna get through this. We're never
gonna get accomplished.

322 "Katherine Earll" (60164864)
00:45:33.600 --> 00:45:36.720
Heavy size, you know, the.

323 "Katherine Earll" (60164864)
00:45:36.720 --> 00:45:40.110
Shaking your head hands on your head.

324 "Katherine Earll" (60164864)
00:45:40.110 --> 00:45:45.690
Despair like, we're never never going to get through this worksheet.
We're never going to.

325 "Katherine Earll" (60164864)
00:45:45.690 --> 00:45:54.030
You know, never going to accomplish this never going to get to our
destination 1.

326 "Katherine Earll" (60164864)
00:45:54.030 --> 00:45:58.530
It's just never going to work out for us. You know, you're giving up on
them.

327 "Katherine Earll" (60164864)
00:45:58.530 --> 00:46:03.180
And that doesn't feel good for them, you know, maybe they're trying their
hardest.

328 "Katherine Earll" (60164864)
00:46:03.180 --> 00:46:06.240
Hello.

329 "Katherine Earll" (60164864)
00:46:06.240 --> 00:46:11.040
That's a way that despair is creating that we're seeing.

330 "Katherine Earll" (60164864)
00:46:13.765 --> 00:46:25.105

Lecturing and logic just repeating and going on and on and on that feels
like I'm watching and logically and you guys right now cause I'm just
talking and not having you guys interact with all of this lecture logic.

331 "Katherine Earll" (60164864)
00:46:25.105 --> 00:46:29.065
So, you talk and talk and talk and you think about the Charlie Brown
teacher voice like.

332 "Katherine Earll" (60164864)
00:46:30.450 --> 00:46:43.800
People are going to tune it out sooner like pretty soon. If they realize
you're just saying the same thing over and over and over and explaining
why this is the best way or why your way is the right way. And it's good.
Because this, this and this, and it's better because of this and like,
all right.

333 "Katherine Earll" (60164864)
00:46:43.800 --> 00:46:49.140
Calm down like, that's a worsening. It is not.

334 "Katherine Earll" (60164864)
00:46:49.140 --> 00:46:53.400
Showing that you have respect for that other person. It is.

335 "Katherine Earll" (60164864)
00:46:53.400 --> 00:46:58.260
A course.

336 "Katherine Earll" (60164864)
00:46:59.310 --> 00:47:06.600
Taking away our next 1, so it's taking away objects or access to things.
Um.

337 "Katherine Earll" (60164864)
00:47:07.830 --> 00:47:15.960
So a lot a lot of our, so it's kind of overlap there. So, if we say, you
know, taking away their.

338 "Katherine Earll" (60164864)
00:47:15.960 --> 00:47:28.890
Desserts or, you know, you hit your sister, you're not gonna get iPad
time this week. That doesn't apply. They don't understand that. It's just
reaction taking it away.

339 "Katherine Earll" (60164864)
00:47:28.890 --> 00:47:33.660
It's showing them it's putting them down and putting them into.

340 "Katherine Earll" (60164864)
00:47:33.660 --> 00:47:46.680
You know, I'm above you, I'm gonna take this thing away from you, whether
it's a thing or an access to things, you know, like going out into the

community or, you know, access to the car or their cell phone or things like that.

341 "Katherine Earll" (60164864)
00:47:48.480 --> 00:47:54.810
Talking bad about a person's behavior with a person right there.

342 "Katherine Earll" (60164864)
00:47:54.810 --> 00:48:08.220
Do you think about a lot of times the, you know, the age old when your father gets home from work, and they're going to hear about that and then that gets home and they, you would not believe what Johnny did today. Johnny. Yada. Yada. Yada.

343 "Katherine Earll" (60164864)
00:48:08.220 --> 00:48:19.590
And Johnny sitting right there, it's not helping build your relationship with them in any sort of way. It's pretty disrespectful. If you think about it if you take time and slow that down.

344 "Katherine Earll" (60164864)
00:48:19.590 --> 00:48:31.650
And if you do with it is critical information, maybe it is a full information for that other person. If it's a change change of shift, you know, if you're in the direct care field or something like that.

345 "Katherine Earll" (60164864)
00:48:31.650 --> 00:48:38.940
There's a time when you should set up a way to exchange that information without that person around, um.

346 "Katherine Earll" (60164864)
00:48:40.495 --> 00:48:47.725
Okay, so our effects, of course, so something course this happened that person who has experienced the course,

347 "Katherine Earll" (60164864)
00:48:47.755 --> 00:48:59.875
then the recipient today it's likely going to find a way to do 1 of these things to avoid to get even escape those are our top 3 we also learn course of behavior behave less.

348 "Katherine Earll" (60164864)
00:49:00.380 --> 00:49:07.140
We simply get attention for that undesirable behavior that you're giving a course of response to.

349 "Katherine Earll" (60164864)
00:49:07.140 --> 00:49:15.270
So that, you know, avoid I see that person coming down the hallway. I know that they are going to, you know.

350 "Katherine Earll" (60164864)
00:49:15.270 --> 00:49:23.760

Have electron logic they're going to give me something negative about what I did or the last time I ran into them. They physically pushed me I'm going to see them.

351 "Katherine Earll" (60164864)
00:49:23.760 --> 00:49:33.180
I'm going to avoid I'm going to take a hard right and go to the bathroom. I'm going to do anything I can to not be in that meeting something like that.

352 "Katherine Earll" (60164864)
00:49:34.405 --> 00:49:47.095
Or calling in sick, even that's what's going to happen. I'm going to start avoiding that person. Who's course if to me, we're just get even, you know, they may not feel good. I'm going to do anything. I can to make them not feel good.

353 "Katherine Earll" (60164864)
00:49:48.360 --> 00:49:57.210
Which is also that learning course of behavior. They're going to learn those ways that you're doing and they're going to do it right back or they're going to escape.

354 "Katherine Earll" (60164864)
00:49:57.210 --> 00:50:11.550
They have a course of environment, you know, they are getting lecturer logic they're going to find a way to be, like, gotta go. I'm going to get up to leave this environment. This is not good. I don't feel good. This is not a friendly environment for me. That's a state.

355 "Katherine Earll" (60164864)
00:50:11.550 --> 00:50:21.360
I talked a little bit learning that course of behavior. They're seeing that model. They're saying that as an examples of behavior that they can do. Um.

356 "Katherine Earll" (60164864)
00:50:21.360 --> 00:50:36.180
Or they're going to behave less confidently if they have conversion in their environment. If every time you have an invite, you know, an interaction with your boss, and they lecture logic and tell you what you need to be doing instead.

357 "Katherine Earll" (60164864)
00:50:36.180 --> 00:50:40.590
I'm just going to wait for them next time. I have an interaction I'm basically going to.

358 "Katherine Earll" (60164864)
00:50:40.590 --> 00:50:46.620
Wait for them to correct me and lecture and logic and tell me what I did wrong.

359 "Katherine Earll" (60164864)

00:50:46.620 --> 00:50:53.100
I know someone that frequently gives the example of Jerry Seinfeld
Seinfeld show. Um.

360 "Katherine Earll" (60164864)
00:50:53.815 --> 00:51:06.925
You may have seen that episode of the soup Nazi where the person, you
know, if you don't do it correctly, he's going to yell at you. You're not
going to get sue. He's going to be out to you. So, Jerry seinfeld's
arguably a very confident individual.

361 "Katherine Earll" (60164864)
00:51:08.130 --> 00:51:14.550
He goes up there and you see him, you know, walk up to the soup line and
he is cowering. He's nervous. He's shaky.

362 "Katherine Earll" (60164864)
00:51:14.550 --> 00:51:22.470
He's behaving less confidently because of those effects of coercion.
They're coming to expect that conversion from that person and they are
going to.

363 "Katherine Earll" (60164864)
00:51:22.470 --> 00:51:35.310
Not have confidence, they're going to wait for your coercive, we're
saying, and, like I said, they're going to receive attention for that
undesirable behavior. If you respond to undesirable behavior with
coercion.

364 "Katherine Earll" (60164864)
00:51:35.310 --> 00:51:47.310
They're getting an attention for it, and we're paying off and giving that
attention to the undesirable and giving those kinds of consequences,
which are likely going to increase seeing that behavior in the future.

365 "Katherine Earll" (60164864)
00:51:48.780 --> 00:51:57.420
Okay, okay, so we're typically coercive if you think about the times when
you use conversion, the most.

366 "Katherine Earll" (60164864)
00:51:57.420 --> 00:52:10.650
So, if you think about, you know, the times that you lecture logic or use
that despair, I think it just fares really a good 1 to, to see, like,
when you're hungry or tired, it's been a long night and they're not
getting this task done.

367 "Katherine Earll" (60164864)
00:52:10.650 --> 00:52:13.950
Oh, you're exhausting, you're going to use that to spare.

368 "Katherine Earll" (60164864)
00:52:13.950 --> 00:52:26.730

You've had a bad day, you know, elsewhere before your interaction with that person. You're frustrated, you're hungry when I'm hungry and tired. Yeah. I'm going to be coercive.

369 "Katherine Earll" (60164864)
00:52:26.730 --> 00:52:35.880
You've just experienced coercion by somebody else. You've just seen it happen. You're going to use that origin or effective powers.

370 "Katherine Earll" (60164864)
00:52:35.880 --> 00:52:44.760
Some of that junk behavior sometimes we use our conversions a lot for that junk behavior that we talked about earlier and we're going to use our.

371 "Katherine Earll" (60164864)
00:52:44.760 --> 00:52:52.470
We're we're used to using those, because for our own past experiences, that was the way you're Boston at your teacher, did it your, you know.

372 "Katherine Earll" (60164864)
00:52:52.470 --> 00:53:00.780
Your friend your parents that was the way that they responded in the moment that reaction we're never going to get through this.

373 "Katherine Earll" (60164864)
00:53:00.780 --> 00:53:04.800
You're probably going to do that. It was modeled for you, you're gonna see it again.

374 "Katherine Earll" (60164864)
00:53:06.810 --> 00:53:13.170
Okay, so it works unfortunately, the problem is, the conversion usually works in the short term.

375 "Katherine Earll" (60164864)
00:53:13.170 --> 00:53:22.860
But it's going to just build up and build up and build up those longterm problems. I'm not that person isn't going to learn to do the correct task. They're going to learn to.

376 "Katherine Earll" (60164864)
00:53:23.155 --> 00:53:30.505
Navigate their environment to not have your coercive responses anymore. That person is going to come home from curfew.

377 "Katherine Earll" (60164864)
00:53:30.505 --> 00:53:42.625
So they don't have to hear you questioning them or lecturer logic or using that verbal force that yelling at them. I'm going to get home on by curfew. So, I cannot deal with that.

378 "Katherine Earll" (60164864)
00:53:42.860 --> 00:53:50.580

I'm not doing it because that's the right thing to do or, because I've learned the skill to sweep the 4 or correctly doing it.

379 "Katherine Earll" (60164864)
00:53:50.580 --> 00:54:04.920
Avoid that conversion and it's going to just bubble up and bubble up. It's going to be a problem that I don't have the correct skill and I'm not doing it for the correct reasons, which is really we use caution because it works short term.

380 "Katherine Earll" (60164864)
00:54:04.920 --> 00:54:12.330
Which is such a bummer we have to create a plan to help work. Like I said, earlier, work on teaching those positives and building those up.

381 "Katherine Earll" (60164864)
00:54:12.330 --> 00:54:23.490
Okay again, so you kind of get a little insight into what I was getting to next. So we're not using conversion for avoiding that.

382 "Katherine Earll" (60164864)
00:54:23.490 --> 00:54:33.600
Goodness, thank you. Praise if we're if we're able to avoid that course, and stop that we're not using those worsening consequences. What are we going to do instead?

383 "Katherine Earll" (60164864)
00:54:33.600 --> 00:54:38.250
We're going to make a plan we're going to anticipate we're going to.

384 "Katherine Earll" (60164864)
00:54:38.250 --> 00:54:47.790
Think about what we can do instead so if we're using that conversion in response to junk, and we're going to expect to see that junk again, what can we do instead?

385 "Katherine Earll" (60164864)
00:54:47.790 --> 00:54:54.000
We're going to think about what was the situation that.

386 "Katherine Earll" (60164864)
00:54:54.000 --> 00:55:03.330
You know, what was the environment that triggered those undesirable behaviors? What are they getting? What are the consequences? Do they currently get for those undesirables? Um.

387 "Katherine Earll" (60164864)
00:55:05.215 --> 00:55:16.255
What should we work on teaching that person that number 4 and 5 is the big 1. what do we need to do instead of those negative or undesirable behaviors? What do they do instead?

388 "Katherine Earll" (60164864)
00:55:16.945 --> 00:55:24.265

What can we change about that environment our responses or anything like that to get them to do those.

389 "Katherine Earll" (60164864)
00:55:24.620 --> 00:55:25.800
Desirable.

390 "Katherine Earll" (60164864)
00:55:27.030 --> 00:55:36.810
What are we going to do our tool? We work on building relationships and that's 1 of our really strong tools that we have here. And we teach.

391 "Katherine Earll" (60164864)
00:55:36.810 --> 00:55:50.905
Build that relationship with a person, as opposed to tearing it down. So Here's our steps. We call it a stake. Folks may hear that in our tools of choice classes. We're going to build our relationship up by doing a stay close here.

392 "Katherine Earll" (60164864)
00:55:50.905 --> 00:55:56.785
Our steps here on 111 on how to how we work on building those relationships. building those relationships

393 "Katherine Earll" (60164864)
00:55:56.810 --> 00:56:09.090
We're going to move towards a person within arm's reach so we're going to really let them know that. This is a personal interaction that I mean, to interact with you and I'm going to take the time and come close to, you.

394 "Katherine Earll" (60164864)
00:56:09.090 --> 00:56:15.420
You know, touch as appropriate to the situation high 5 I hand on the shoulder or anything like that.

395 "Katherine Earll" (60164864)
00:56:15.420 --> 00:56:25.650
Um, our carrying facial expression, like I mentioned earlier, our facial expression, tone of voice carries so much weight. So much power in our interactions.

396 "Katherine Earll" (60164864)
00:56:25.650 --> 00:56:36.990
And it makes a difference for your interactions, even, you know, in a webinar like this if I were to just right so our steps of building a relationship would be.

397 "Katherine Earll" (60164864)
00:56:36.990 --> 00:56:41.790
Like, yeah, clearly, that's not going to help build up.

398 "Katherine Earll" (60164864)
00:56:41.790 --> 00:56:50.310

We're going to really work on that kind and caring and making sure that you're coming off as genuine and interested. Same goes for that body language.

399 "Katherine Earll" (60164864)
00:56:50.310 --> 00:57:00.540
Relaxed open ended, you know, not tensed off, closed off, threatening and happening pretty quickly getting into that and showing that person that you are.

400 "Katherine Earll" (60164864)
00:57:00.540 --> 00:57:03.570
Here you're ready to listen.

401 "Katherine Earll" (60164864)
00:57:04.375 --> 00:57:18.085
And then our steps 678 there, those are our big, our big to do tasks. Here. We call it. O. E, you may hear that if you're in our tool longer tools of choice, which we recommend are open ended questions.

402 "Katherine Earll" (60164864)
00:57:18.085 --> 00:57:23.245
So we want to get working on building those relationships. those relationships

403 "Katherine Earll" (60164864)
00:57:23.570 --> 00:57:37.515
Close you're ready to have your body language, your expressions and ask your open ended questions, getting that, but really in the goal of that is getting that other person talking, getting that conversation rolling. It may take a couple times. A couple open ended questions.

404 "Katherine Earll" (60164864)
00:57:37.875 --> 00:57:40.545
Like, I say, if I'm not great mood.

405 "Katherine Earll" (60164864)
00:57:40.890 --> 00:57:50.910
Any question you asked me I could, I could shut down with 11 word of answer or not be open ended. So it may take a couple open ended questions of.

406 "Katherine Earll" (60164864)
00:57:51.355 --> 00:58:01.975
You know, how was your day as an example? Someone could easily shut that down. Fine. So, maybe try again. What did you do today?

407 "Katherine Earll" (60164864)
00:58:02.005 --> 00:58:07.375
Or, you know, what kind of anything that's getting the conversation going.

408 "Katherine Earll" (60164864)
00:58:07.950 --> 00:58:11.610

What are you watching on T. V.

409 "Katherine Earll" (60164864)
00:58:11.610 --> 00:58:22.890
You guys get the point of open ended questions it gets that other person talking, opening up about something in their world, whether it's their day, their interests hobbies that they like.

410 "Katherine Earll" (60164864)
00:58:22.890 --> 00:58:30.210
Use empathy, statements show something to say that you recognize the emotion that they're having.

411 "Katherine Earll" (60164864)
00:58:30.210 --> 00:58:38.700
You don't have to see it. You don't have to feel the same thing, but you recognize that situation gives them an emotion.

412 "Katherine Earll" (60164864)
00:58:38.700 --> 00:58:50.040
I, you know, typical 1 would be, you know, excited or frustrated those kind of words, but we could. Do you look thrilled? You look elated you look disappointed you look.

413 "Katherine Earll" (60164864)
00:58:50.040 --> 00:58:55.170
But pissed off, and we'll kind of get to those more negative emotion ones later.

414 "Katherine Earll" (60164864)
00:58:55.170 --> 00:58:59.820
And so this is a positive, you know, in our positives of.

415 "Katherine Earll" (60164864)
00:58:59.820 --> 00:59:03.150
Excited curious relaxed.

416 "Katherine Earll" (60164864)
00:59:03.235 --> 00:59:17.155
Over the moon, any sort of empathy statements and empty statements build up a lot there. We really like them. It shows them that the other person that you see, you see them, you see what's going on in that world.

417 "Katherine Earll" (60164864)
00:59:17.155 --> 00:59:23.065
You recognize that there's something happening to them. You've seen you look you must feel, you.

418 "Katherine Earll" (60164864)
00:59:23.150 --> 00:59:24.360
Are.

419 "Katherine Earll" (60164864)
00:59:24.360 --> 00:59:30.060

Something like, that is a good way to start. You seem excited, you've seen nervous.

420 "Katherine Earll" (60164864)
00:59:30.060 --> 00:59:41.460
Exhausted and not only does it, let them know that you see them, but it's also kind of like a proactive strategy and teaching some of those those.

421 "Katherine Earll" (60164864)
00:59:41.460 --> 00:59:45.270
Those variety of words, we don't want to stick with sad, happy.

422 "Katherine Earll" (60164864)
00:59:45.270 --> 00:59:58.825
And leave it there, but building up that person's emotional literacy, those, that social emotional language and social emotional skills for that person is a really good strategy and a really good thing to build up on.

423 "Katherine Earll" (60164864)
00:59:58.825 --> 01:00:02.005
And this, hopefully, that's a part of social, emotional, emotional learning.

424 "Katherine Earll" (60164864)
01:00:05.160 --> 01:00:08.850
So, the next, we've asked them an open ended question we've.

425 "Katherine Earll" (60164864)
01:00:08.850 --> 01:00:14.370
Shown them that we recognize an emotion is happening that they must be thrilled.

426 "Katherine Earll" (60164864)
01:00:14.370 --> 01:00:21.150
And then we use our encouragement statement, let them know that something that they have done.

427 "Katherine Earll" (60164864)
01:00:21.150 --> 01:00:28.950
Or are currently doing is going to pay off for them in the future, or as benefiting them and improving our situation.

428 "Katherine Earll" (60164864)
01:00:28.950 --> 01:00:37.110
All right, so we'll go through some examples later as we, as we get on.

429 "Katherine Earll" (60164864)
01:00:37.110 --> 01:00:40.740
In a few slides. Okay.

430 "Katherine Earll" (60164864)
01:00:41.305 --> 01:00:50.965

And then we're going to listen by the person speaking. Really? That's a hard skill when we pay attention. Like, we have to recognize it ourselves. I'm going to ask them a question that I'm going to.

431 "Katherine Earll" (60164864)
01:00:51.415 --> 01:00:57.265
I'm going to wait for them to get their thoughts and emotions and get all of that out there and.

432 "Katherine Earll" (60164864)
01:00:57.630 --> 01:01:04.290
That goes for interrupting or changing the topic. So keeping talking about the thing that they brought out.

433 "Katherine Earll" (60164864)
01:01:04.945 --> 01:01:18.145
It's not reacting to any sort of junk behavior. They may be, you know, over the moon and excited, but they're still doing something that is drunk behavior to you. We're working on, not reacting to that and avoiding our coercive reactions.

434 "Katherine Earll" (60164864)
01:01:18.145 --> 01:01:24.025
Like, we just talked about avoiding reacting with lecture logic or questioning, or anything like that.

435 "Katherine Earll" (60164864)
01:01:24.360 --> 01:01:28.590
Recognize that your goal right now is building up your relationship.

436 "Katherine Earll" (60164864)
01:01:28.590 --> 01:01:34.440
Okay, so empathy, like I talked about is being able to take that perspective.

437 "Katherine Earll" (60164864)
01:01:34.440 --> 01:01:43.200
And communicating it to another person, if you don't even have to agree that that emotion is.

438 "Katherine Earll" (60164864)
01:01:43.675 --> 01:01:57.295
Or you don't even have to have experienced that emotion. If, you know, finding a penny on the ground is just the best thing in the world for that person. It's a rare penny. They never find pennies. It's heads up anything like that. That could be exciting for them.

439 "Katherine Earll" (60164864)
01:01:58.285 --> 01:02:02.395
You don't care you've got whole collection, penny, you know, you've got a whole change bag in your car. You just.

440 "Katherine Earll" (60164864)
01:02:02.730 --> 01:02:08.250

I don't think twice about, but it's exciting for that person. We're recognizing that for that person.

441 "Katherine Earll" (60164864)
01:02:08.250 --> 01:02:19.290
So, it's not about you and understand about the emotions that you see, or could feel given the circumstances the emotion that they're having giving that given that circumstance.

442 "Katherine Earll" (60164864)
01:02:19.290 --> 01:02:25.380
And it's showing them that their feelings matter to you when you recognize that.

443 "Katherine Earll" (60164864)
01:02:25.380 --> 01:02:29.580
So that our, our encouragement statement.

444 "Katherine Earll" (60164864)
01:02:29.580 --> 01:02:41.850
Is recognizing how that person's behavior has improved their situation and letting them know that they can do that again and continue to build up and it's going to have more positives for them.

445 "Katherine Earll" (60164864)
01:02:41.850 --> 01:02:47.400
You know, maybe it's about they've studied hard and.

446 "Katherine Earll" (60164864)
01:02:47.400 --> 01:02:54.930
Got a good grade back, and you can use that encouragement and any variety of reasons, whether it's.

447 "Katherine Earll" (60164864)
01:02:55.375 --> 01:03:03.535
Being able to play in the baseball game, because they got their grades up. You studied hard you worked hard, you got a good grade. You can you qualified.

448 "Katherine Earll" (60164864)
01:03:03.535 --> 01:03:14.755
You can play in the baseball game, or you can graduate, or you can take the car out on Friday night. If that's the expectation that was sent is getting that a, or B.

449 "Katherine Earll" (60164864)
01:03:14.930 --> 01:03:19.500
We're seeing anything that you're working on, making an improvement towards, um.

450 "Katherine Earll" (60164864)
01:03:19.500 --> 01:03:24.030
Or, you know, they finished doing their chores early, um.

451 "Katherine Earll" (60164864)
01:03:24.030 --> 01:03:34.380
You know, whether that's an individual, a child, your spouse, they get
more time for T. V. you know, you finished up early, you've worked hard.
You put in that time. It's amazing.

452 "Katherine Earll" (60164864)
01:03:34.380 --> 01:03:39.510
You're gonna have more time to relax and decompress any sort of positive.
Um.

453 "Katherine Earll" (60164864)
01:03:40.525 --> 01:03:52.735
You may need to ask those open ended questions a little bit more. If you
don't have the solid foundation or a solid relationship. Maybe that
person's more of a stranger. You may need to ask more open, ended
questions and kind of layer those in.

454 "Katherine Earll" (60164864)
01:03:52.735 --> 01:03:59.185
That's not a once and done sort of situation for empathy or encouragement
or open ended questions layer them.

455 "Katherine Earll" (60164864)
01:03:59.510 --> 01:04:07.920
Build that build that interaction, ask more questions, keep that
relationship building and growing stronger and stronger.

456 "Katherine Earll" (60164864)
01:04:07.920 --> 01:04:15.300
And sometimes it may may take asking more of those open ended questions
for you to be able to, um.

457 "Katherine Earll" (60164864)
01:04:15.300 --> 01:04:18.840
We give that encouragement statements, so, you know that they're working
on.

458 "Katherine Earll" (60164864)
01:04:18.840 --> 01:04:22.320
Making it to that baseball game, or.

459 "Katherine Earll" (60164864)
01:04:22.320 --> 01:04:28.260
You know, graduating is something that they've worked hard for them
really have been pushing themselves for.

460 "Katherine Earll" (60164864)
01:04:28.260 --> 01:04:38.550
Okay, so we've got a couple practice scenarios back to some participation
in our chat box here for for you guys. So.

461 "Katherine Earll" (60164864)
01:04:39.115 --> 01:04:52.675

Let's do our awesome Alex here and I kind of gave you some examples a minute ago, Alex, he just got his GD results back. He passed. He studied studied, studied for this.

462 "Katherine Earll" (60164864)
01:04:53.940 --> 01:05:08.425
Can you walk down the hall, Alex, this person to you, which shows you the score? They passed they, they got their GED. What's what's an open ended question you can ask for them? What kind of empathy?

463 "Katherine Earll" (60164864)
01:05:08.515 --> 01:05:13.855
Let's start with empathy instead. What kind of empathy could you give this person? What emotion are they having?

464 "Katherine Earll" (60164864)
01:05:13.940 --> 01:05:17.910
That you can recognize, you've seen you look, you must be.

465 "Katherine Earll" (60164864)
01:05:17.910 --> 01:05:21.030
You must be fill in the blank, throw it in our chat box.

466 "Katherine Earll" (60164864)
01:05:21.030 --> 01:05:27.300
Hmm.

467 "Katherine Earll" (60164864)
01:05:27.300 --> 01:05:31.170
You must be so excited. Yes, you must be excited.

468 "Katherine Earll" (60164864)
01:05:33.535 --> 01:05:46.945
That's great. You must be so proud of yourself. Yes, you must be pumped. You look elated proud. Yeah, you guys are definitely recognizing the the emotions that this person probably has relieved. Yeah. That's another. Good 1.

469 "Katherine Earll" (60164864)
01:05:46.945 --> 01:05:51.085
like, this thing is behind you, if you did it, you don't have to do it again.

470 "Katherine Earll" (60164864)
01:05:51.170 --> 01:05:52.740
Um.

471 "Katherine Earll" (60164864)
01:05:53.215 --> 01:06:08.155
Excited proud, elated. Yes. Building up some of those, those emotional, emotional literacy emotional words for that person. What about encouragement again? I had a gave you an example earlier. Maybe I should edit my example for my next.

472 "Katherine Earll" (60164864)
01:06:08.725 --> 01:06:09.055
Um.

473 "Katherine Earll" (60164864)
01:06:09.360 --> 01:06:16.770
The tools for everyone especially here but what kind of encouragement
what has that person done and how could it pay off for them in the
future?

474 "Katherine Earll" (60164864)
01:06:16.770 --> 01:06:23.250
They accomplished another great 1.

475 "Katherine Earll" (60164864)
01:06:23.250 --> 01:06:28.230
So, let's throw our encouragement statements in our chat if we could.

476 "Katherine Earll" (60164864)
01:06:29.280 --> 01:06:42.120
You work so hard and it paid off. That's perfect. We, you know, we don't
know a Super lot about that person or even if we do, let's keep it
simple. That's exactly an encouragement statement. Perfect.

477 "Katherine Earll" (60164864)
01:06:43.260 --> 01:06:50.580
Or, if you, you know more about that person, like I said earlier, you're
oh, I like that. You're on a path to success.

478 "Katherine Earll" (60164864)
01:06:50.580 --> 01:07:04.555
You've studied so hard. You did it, you passed, you worked hard you
passed now you can play in the baseball game, you got your grades up now
now you go to the school dance now you could go to get that job.

479 "Katherine Earll" (60164864)
01:07:04.585 --> 01:07:08.425
You've been wanting that you have to have a for it, and you can get that
job.

480 "Katherine Earll" (60164864)
01:07:09.870 --> 01:07:18.420
Anything to recognize that that person give that person that their
actions are paying off for them now. And in the future.

481 "Katherine Earll" (60164864)
01:07:18.420 --> 01:07:27.750
Okay, thank you guys again for your participation. I know is a little
bit. It's been a bit. I was on the lecture train for a little bit. Yeah,
I'm I'm glad you guys are still with me.

482 "Katherine Earll" (60164864)
01:07:30.085 --> 01:07:35.335
Okay, so we're practice again. Our scenario number 2. okay.

483 "Katherine Earll" (60164864)
01:07:35.335 --> 01:07:45.115
So, CO worker Carl walk into the break room with your lunch Carl small smile says high newspapers out of the way, and gives you a room to sit down.

484 "Katherine Earll" (60164864)
01:07:45.660 --> 01:07:50.820
Open ended question. Here's a perfect 1. so.

485 "Katherine Earll" (60164864)
01:07:50.820 --> 01:07:54.750
What open ended question could we give Carl here?

486 "Katherine Earll" (60164864)
01:07:54.750 --> 01:08:06.720
A reminder doesn't necessarily have to stick to these more neutral, everyday scenarios. What kind of open ended question can we give to? Karl doesn't have to be.

487 "Katherine Earll" (60164864)
01:08:06.720 --> 01:08:13.620
You know, what papers did you mail if that's a little too but how can you get that conversation moving with Carl?

488 "Katherine Earll" (60164864)
01:08:13.620 --> 01:08:25.770
Yeah, how are you doing today? What's going on? How are you doing? How's your day? All of those are perfect ways. Open ended questions again. The purpose is get the conversation going. Um.

489 "Katherine Earll" (60164864)
01:08:25.770 --> 01:08:31.230
What's appropriate? Perfect way to get that conversation going. Um.

490 "Katherine Earll" (60164864)
01:08:32.250 --> 01:08:36.960
Is anyone sitting here? Yeah, that's a good at it. Starts that going. Um.

491 "Katherine Earll" (60164864)
01:08:36.960 --> 01:08:44.580
You guys are great. You guys totally get the concept, you're getting that conversation going with Carl. Mm. Hmm.

492 "Katherine Earll" (60164864)
01:08:45.445 --> 01:08:59.335
Some empathy, so, again, using that open ended question drawing from their answer there for that open ended question, sometimes it takes a little work on what kind of empathy you can give to them on, you know.

493 "Katherine Earll" (60164864)
01:09:01.320 --> 01:09:10.500

Even the empathy of if there, you know, their teacher, they're grading papers, man, it looks like you're working hard or it's just.

494 "Katherine Earll" (60164864)
01:09:10.500 --> 01:09:16.230
They gave you more of that open ended questions. So, have your presentation go the other day?

495 "Katherine Earll" (60164864)
01:09:16.230 --> 01:09:24.660
Perfect opportunity for you to give empathy. Maybe it went really, really well, and that's the response. So, our example from Mark here.

496 "Katherine Earll" (60164864)
01:09:24.660 --> 01:09:32.490
How is your presentation go the other day? Great open ended question that gets them started on if it went great.

497 "Katherine Earll" (60164864)
01:09:32.490 --> 01:09:43.230
All right, our empathy, then if our, if that presentation, when great, we can give them empathy of when you look so excited again kind of the same. You look relieved.

498 "Katherine Earll" (60164864)
01:09:43.230 --> 01:09:57.150
Any sort of thing like that is our empathy and maybe our encouragement coming up next, you know, them, you know, Karl worked really hard on that presentation or.

499 "Katherine Earll" (60164864)
01:09:57.150 --> 01:10:06.960
You worked hard and, you know, those, that class is going to really be motivated to do X Y, and Z.

500 "Katherine Earll" (60164864)
01:10:06.960 --> 01:10:18.900
Um, those are some good examples of encouragement. Why the other kinds of encouragement if you were thinking about a scenario where you asked an open ended question, maybe it's How's your day? What's going on.

501 "Katherine Earll" (60164864)
01:10:18.900 --> 01:10:25.860
Use a little bit of your creative scales and think about an empathy or an encouragement that you could give to this person.

502 "Katherine Earll" (60164864)
01:10:25.860 --> 01:10:37.770
And feel free to put these examples in the chat if you.

503 "Katherine Earll" (60164864)
01:10:37.770 --> 01:10:52.285
If you would, like again, it really sometimes takes practice because you think of this as, you know, an ordinary situation. It's a little bit

easier for that are awesome. Alex there who passes GED? Like yeah, that's an amazing thing. And I can go off of that.

504 "Katherine Earll" (60164864)
01:10:52.315 --> 01:10:55.855
He passed his GED. He's excited. I can run with that.

505 "Katherine Earll" (60164864)
01:10:56.730 --> 01:11:01.260
But, you know, more mundane, every day, like, oh, you know, I've got more papers, you know.

506 "Katherine Earll" (60164864)
01:11:01.260 --> 01:11:05.910
It takes a little bit more, so this is just what we're working on our practice of.

507 "Katherine Earll" (60164864)
01:11:05.910 --> 01:11:10.680
Keeping that conversation moving and building that relationship with this person.

508 "Katherine Earll" (60164864)
01:11:16.020 --> 01:11:19.470
Okay, so what else could you do?

509 "Katherine Earll" (60164864)
01:11:19.470 --> 01:11:22.680
With when given some of those behaviors.

510 "Katherine Earll" (60164864)
01:11:22.680 --> 01:11:30.600
Maybe it's a junk behavior, something that we can do we have it for our job behaviors. This is 1 of our tools that we teach is pivoting.

511 "Katherine Earll" (60164864)
01:11:30.600 --> 01:11:39.840
So, it's junk, we want to avoid like, our state close skills. We want to avoid reacting to junk.

512 "Katherine Earll" (60164864)
01:11:40.315 --> 01:11:55.075
There's things that get under our skin Holy how it's annoying are pivoting here. So our junk behavior pays off for the person we talked about that a little bit earlier the junk behaviors are the ones they're undesirable. They're annoying.

513 "Katherine Earll" (60164864)
01:11:55.075 --> 01:11:58.705
They're frustrating to you, but they're not actually harmful.

514 "Katherine Earll" (60164864)
01:11:59.070 --> 01:12:05.610

Why did they do them? How does it, you know, we say, how does it pay off
for them?

515 "Katherine Earll" (60164864)
01:12:05.610 --> 01:12:14.520
They get what they want, they make it maybe it makes you go away. Maybe
it gets you to do the thing and they don't have to do the task anymore.

516 "Katherine Earll" (60164864)
01:12:14.520 --> 01:12:18.420
They want attention, they want a reaction of any sort of.

517 "Katherine Earll" (60164864)
01:12:18.420 --> 01:12:30.780
Or they're just delaying, they, you know, I give them this junk behavior.
They'll push it off for a half hour, a day, a week, any sort of thing
like that. Um, they get out of it.

518 "Katherine Earll" (60164864)
01:12:32.100 --> 01:12:36.030
So those are why those drop heaters get paid off.

519 "Katherine Earll" (60164864)
01:12:37.260 --> 01:12:48.750
Okay, so I've been thinking about junk behavior usually if we're reacting
to the jump behavior, that's when our serious behavior might start
escalating.

520 "Katherine Earll" (60164864)
01:12:48.750 --> 01:13:00.720
So, it might start increasing and increasing and when we're paying
attention and paying it off. So that's when I could start getting up into
that serious. So.

521 "Katherine Earll" (60164864)
01:13:00.720 --> 01:13:04.260
Okay, so Here's our skills on how we put it.

522 "Katherine Earll" (60164864)
01:13:04.260 --> 01:13:07.950
Hmm.

523 "Katherine Earll" (60164864)
01:13:07.950 --> 01:13:13.320
Okay, so we're not going to react to that junk junk behavior.

524 "Katherine Earll" (60164864)
01:13:13.320 --> 01:13:20.340
More specifically with our tone of voice, our facial expressions, our
body language.

525 "Katherine Earll" (60164864)
01:13:20.340 --> 01:13:31.290

Or specifically mentioning it, I mean, I know we talked a lot before
about the facial expressions, tone of voice. How much weight those really
really carry in your interactions um, and specifically mentioning it.

526 "Katherine Earll" (60164864)
01:13:31.290 --> 01:13:41.670
So, we're going to use our pivot options. We've got 3 choices. 3 paths we
can go down. We're like, well, I see that behavior. It is annoying to me.

527 "Katherine Earll" (60164864)
01:13:41.670 --> 01:13:46.740
What can I do instead? I really want to give a reaction. I can.

528 "Katherine Earll" (60164864)
01:13:46.740 --> 01:14:00.870
So, we pivot, we can pivot to another person. Do we attend for another
person? Just right there? Um, another coworker sitting at the table,
something like that we can suddenly pivot to an activity.

529 "Katherine Earll" (60164864)
01:14:00.870 --> 01:14:07.350
I tend to something else that's going on email that I'm writing notes
that I'm taking.

530 "Katherine Earll" (60164864)
01:14:07.350 --> 01:14:19.110
I'm folding laundry, I'm wiping off a dry erase board or sweeping the
floor anything like that. I can just give it to another activity.

531 "Katherine Earll" (60164864)
01:14:19.110 --> 01:14:31.080
Or on that person that 1, that takes skill that they all think skill
pivot is hard to not react to that drunk behavior to something that's
really just grinding your gears. Um.

532 "Katherine Earll" (60164864)
01:14:31.080 --> 01:14:36.780
But we could put it on the person continue what you're doing. Don't react
to the junk.

533 "Katherine Earll" (60164864)
01:14:36.780 --> 01:14:50.665
Um, and actively attend to the person's just okay. Behavior so actively
attend to something that they're doing. That's good. That's their, you
know, that may not usually infrequently get that attention.

534 "Katherine Earll" (60164864)
01:14:50.965 --> 01:14:52.975
We're going to actively attend to it.

535 "Katherine Earll" (60164864)
01:14:53.280 --> 01:14:59.070
Okay, so that's a pivot on a person so.

536 "Katherine Earll" (60164864)
01:14:59.070 --> 01:15:06.240
Using those 1st, 2, so not 3rd, if we're pivoting on another person or on
an activity.

537 "Katherine Earll" (60164864)
01:15:06.240 --> 01:15:19.980
After that junk behavior stopped for ideally, 10 consecutive seconds,
we're going to provide some sort of reinforcement from the desirable or
just okay. Behavior of the person who displayed the job behavior. We're
going to.

538 "Katherine Earll" (60164864)
01:15:19.980 --> 01:15:28.320
Provide them any sort of positive for something you know, they might not
have completely stopped. Whatever is just.

539 "Katherine Earll" (60164864)
01:15:29.520 --> 01:15:43.680
Grinding your gears frustrating you irritating you driving you up the
wall. There's something that you can give them a positive about ideally,
you know, if it stops completely. Yeah, we definitely want to give them
those positive consequences. Um.

540 "Katherine Earll" (60164864)
01:15:43.680 --> 01:15:51.690
But about again, this positive consequences are not about, don't say
anything about the drug behavior. Um.

541 "Katherine Earll" (60164864)
01:15:51.690 --> 01:15:57.480
So not saying anything about the junk behavior, but something positive
that they can do.

542 "Katherine Earll" (60164864)
01:15:57.480 --> 01:16:06.870
Or that they are doing, maybe your junk behavior is if they are.

543 "Katherine Earll" (60164864)
01:16:06.870 --> 01:16:10.500
You know, pacing around the room or pacing back and forth.

544 "Katherine Earll" (60164864)
01:16:10.500 --> 01:16:18.900
As they're telling you something about your day, and you're just like, I
feel dizzy can you just please hold on and stay still for a minute.

545 "Katherine Earll" (60164864)
01:16:18.900 --> 01:16:26.670
You don't want to say that that's not going to that's a worsening that's
paying off that junk behavior strong attention to it. All of that. Um.

546 "Katherine Earll" (60164864)
01:16:26.670 --> 01:16:30.570

So so maybe they just pause for a 2nd.

547 "Katherine Earll" (60164864)
01:16:30.570 --> 01:16:35.370
Um, that's when you want to provide those passive consequences and.

548 "Katherine Earll" (60164864)
01:16:35.370 --> 01:16:42.145
You're not going to say oh, yeah, I'm so glad you finally stopped walking around the room and I say, oh, thank you. So much for telling me about your day.

549 "Katherine Earll" (60164864)
01:16:43.855 --> 01:16:55.045
Anything that's positive that's going on without mentioning that junk behavior and sometimes it might they might start back up again and start and pasting. So you're going to repeat and repeat and repeat.

550 "Katherine Earll" (60164864)
01:16:55.740 --> 01:17:08.460
So that you don't lose your cool again, it's so you just stay calm, stay composed. You're not paying that off for them and you're not physically showing them, but that's something that's driving you. Crazy. So, we're using that portion.

551 "Katherine Earll" (60164864)
01:17:10.045 --> 01:17:23.635
Okay, so why should we just ignore it? So ignoring is a problem. It can be coercive if they start doing something and we just, you know, I tell it turn around, walk away. That's pretty coercive.

552 "Katherine Earll" (60164864)
01:17:24.804 --> 01:17:28.345
It's not creating. It's not building a relationship. It's a worsening for.

553 "Katherine Earll" (60164864)
01:17:28.460 --> 01:17:40.620
Sure, it's could be reinforcing what they're doing, or it couldn't cause a behavior burst like oh, you weren't noticing me before doing this thing to watch me now I'm going to escalate this for sure. Um.

554 "Katherine Earll" (60164864)
01:17:40.620 --> 01:17:44.460
So, that's we're not going to ignore that. Um.

555 "Katherine Earll" (60164864)
01:17:44.460 --> 01:17:54.810
So, we're going to pivot it can increase those desirable behaviors. You're focusing on the positive it's helping you focus on the positive and helping.

556 "Katherine Earll" (60164864)
01:17:54.810 --> 01:18:02.160

Tell that person, the behaviors of behaviors that you liked, and paying them off and hoping to see an increase in notes. Um.

557 "Katherine Earll" (60164864)
01:18:02.160 --> 01:18:14.280
Again, hopefully, it's weakening those undesirable behaviors if it's something, you know, a big thing, it may need a plan later on, but this is in a moment. So you don't lose your lose your cool.

558 "Katherine Earll" (60164864)
01:18:15.385 --> 01:18:29.815
It's going to potentially prevent 1 of those behavior 1st, where it escalates and gets you to notice them and it could prevent it from escalating drunk behavior from escalating up into that serious category where it's harmful to themselves to others.

559 "Katherine Earll" (60164864)
01:18:31.740 --> 01:18:37.080
That's why we don't ignore it. That's pivot. And why we don't.

560 "Katherine Earll" (60164864)
01:18:37.080 --> 01:18:42.000
How we use pivot and why we're not ignoring it it doesn't feel good to be ignored.

561 "Katherine Earll" (60164864)
01:18:42.000 --> 01:18:45.360
Certainly not positive. Okay. Okay.

562 "Katherine Earll" (60164864)
01:18:45.360 --> 01:18:51.240
We have more practice for practice here. Annoying.

563 "Katherine Earll" (60164864)
01:18:51.240 --> 01:19:02.040
Taking your notes that's a good 1. Super annoying. I like seeing people do it doing. It gets under my skin if I'm out in public or, you know, what's your waiter or something like that? Like, um.

564 "Katherine Earll" (60164864)
01:19:02.040 --> 01:19:05.400
So, he's frequently picking her nose.

565 "Katherine Earll" (60164864)
01:19:05.400 --> 01:19:10.740
She's telling you about this cool package you just got and you're in the middle of typing an email.

566 "Katherine Earll" (60164864)
01:19:10.740 --> 01:19:17.760
Um, let's talk about, what are we going to, you know, what are we going to do? What are we waiting for?

567 "Katherine Earll" (60164864)

01:19:17.760 --> 01:19:22.230
How do we know when it's time to give attention to Addy?

568 "Katherine Earll" (60164864)
01:19:22.230 --> 01:19:25.410
Hello.

569 "Katherine Earll" (60164864)
01:19:28.890 --> 01:19:32.730
What thing Eddie do that's going to kill us.

570 "Katherine Earll" (60164864)
01:19:32.730 --> 01:19:42.480
To come to pivot back and provide her those positive consequences you can
throw that in the chat whenever she stops picking your nose. Yeah thanks.
Bye.

571 "Katherine Earll" (60164864)
01:19:42.480 --> 01:19:52.410
Yeah, she takes that finger out and that's a time when we that can QC.
All right we can jump in. Now it's time to give some positives. Um.

572 "Katherine Earll" (60164864)
01:19:52.795 --> 01:20:07.255
Done with your email yeah, that's an option within a reasonable time. A
few few seconds there wrap that up. Nice to meet and come back. But we're
going to wait till. addie's. Behavior is really the 1. we're going to
focus on taking that finger out is really what we're hoping to see that
step.

573 "Katherine Earll" (60164864)
01:20:10.950 --> 01:20:22.140
So, we're going to wait until Eddie does that, because it's drunk
behavior. It's not it's not harmful to themselves or others unless it's
up into that serious category. Um.

574 "Katherine Earll" (60164864)
01:20:22.140 --> 01:20:26.430
So this is just addie's junk behavior, picking your nose.

575 "Katherine Earll" (60164864)
01:20:26.430 --> 01:20:39.685
And it's well, it's driving you up a wall, so you're going to wait, maybe
type that email. That's a good way to pivot it on an activity. Pay
attention to your email for a 2nd, you look up at these polls to figure
out of her nose.

576 "Katherine Earll" (60164864)
01:20:39.925 --> 01:20:46.075
Wait a few more seconds and, you know, thanks for telling me about the
whole package. You just got, what did you.

577 "Katherine Earll" (60164864)
01:20:46.430 --> 01:20:47.670

Your package.

578 "Katherine Earll" (60164864)
01:20:47.670 --> 01:20:58.650
Simple as that you come back to it after, you know, when you when you see
addie's behavior start to go in the direction you want.

579 "Katherine Earll" (60164864)
01:21:02.035 --> 01:21:15.415
Okay, and you really want to make a deal about it when you come back to
her. So, when you do, when she shows that she, you know, figured out of
her nose for a few seconds there. Ideally, 10, you come back to our
provider. That's positive consequences.

580 "Katherine Earll" (60164864)
01:21:15.415 --> 01:21:18.295
You want to make it a positive consequence. You don't want me to just be
like, oh.

581 "Katherine Earll" (60164864)
01:21:18.650 --> 01:21:24.030
Tell me about the package would be like, adding that package looks so
cool. Really ended up.

582 "Katherine Earll" (60164864)
01:21:25.170 --> 01:21:28.680
And again without.

583 "Katherine Earll" (60164864)
01:21:28.680 --> 01:21:39.720
Doing any of those without paying attention or physically or, you know,
talking about finger up there and I was like, oh, I'm so glad you got
your finger on your nose again that's paying off that behavior.

584 "Katherine Earll" (60164864)
01:21:39.720 --> 01:21:50.430
And paying attention, and, you know, giving that behavior, those
consequences what? We are kind of focused on what things she can do.
We're so glad she's telling you about the school package. She got.

585 "Katherine Earll" (60164864)
01:21:50.430 --> 01:21:55.020
Let's practice again we've got Ali.

586 "Katherine Earll" (60164864)
01:21:56.730 --> 01:22:11.310
So, up at this table here, Oliver and Sally, Ali and Sally working on a
project, I'm trying to combine those things. Holly is monitoring things
like this is stupid. I'm going to tear it up.

587 "Katherine Earll" (60164864)
01:22:11.310 --> 01:22:17.760
And he's over there just, you know, you can picture the scene of this
guy. Just it's done doesn't want to do it.

588 "Katherine Earll" (60164864)
01:22:17.760 --> 01:22:21.330
Sally's at the same table working and humming her favorite song.

589 "Katherine Earll" (60164864)
01:22:21.330 --> 01:22:27.390
Okay, so my behavior are we going to pay attention to here?

590 "Katherine Earll" (60164864)
01:22:27.390 --> 01:22:32.640
Junk behaviors clearly going to be Alley here. This is stupid. I'm going
to tear it up.

591 "Katherine Earll" (60164864)
01:22:32.640 --> 01:22:36.180
So, what.

592 "Katherine Earll" (60164864)
01:22:36.180 --> 01:22:46.920
We're going to Sally working nicely. Yeah, absolutely. Thank you. That's
that's the behavior that we're going to pivot to and start talking about
that, because it on a person.

593 "Katherine Earll" (60164864)
01:22:46.945 --> 01:22:58.555
Or pivot on an activity, so, or another person, if we talk about the, the
activity that's happening, I would go with Sally as the person I'm going
to pivot on another person to Sally.

594 "Katherine Earll" (60164864)
01:22:58.555 --> 01:23:02.635
So those are some of our examples I'll show you back on this other side.
Um.

595 "Katherine Earll" (60164864)
01:23:03.000 --> 01:23:15.900
So, to another person is our, a here through our 2, a actively attend to
another person? Yeah, that's the 1 that I think I'm going to go here go
forward with this 1.

596 "Katherine Earll" (60164864)
01:23:15.900 --> 01:23:25.350
Or other scenario there with Addie where we were writing an email, kind
of set us up to pivoting on an activity. But this 1 is kind of setting us
up here to pivot on another person.

597 "Katherine Earll" (60164864)
01:23:26.700 --> 01:23:29.970
Okay, so we're going to pivot over to Sally.

598 "Katherine Earll" (60164864)
01:23:29.970 --> 01:23:37.890

Give her some interaction and talk with her about what's going on her the
song she's humming what she's doing what she's working on.

599 "Katherine Earll" (60164864)
01:23:37.890 --> 01:23:40.920
And what is all you're going to do.

600 "Katherine Earll" (60164864)
01:23:40.920 --> 01:23:51.150
For his queue that we should pivot back to him, because he always come
back to that person and pay him that attention. What behavior are we
waiting for? For Ali?

601 "Katherine Earll" (60164864)
01:23:54.120 --> 01:23:59.280
Oh, yeah, okay. I see you guys are I'm just like.

602 "Katherine Earll" (60164864)
01:23:59.280 --> 01:24:08.575
Staring in the chat box I'm not even seeing it Sally working nicely pay
attention to Sally. Yeah, we're seeing that we're waiting for. We're
going to wait for.

603 "Katherine Earll" (60164864)
01:24:09.325 --> 01:24:19.255
Yeah, so Ali, once he stops like, monitoring saying those negative
things, we're not going to say it, but we're going to wait for those are
his queues if he starts, you know, maybe even he picks up his.

604 "Katherine Earll" (60164864)
01:24:19.280 --> 01:24:20.880
Pen or pencil.

605 "Katherine Earll" (60164864)
01:24:20.880 --> 01:24:24.120
That's a positive at to step in the right direction.

606 "Katherine Earll" (60164864)
01:24:24.120 --> 01:24:34.620
Absolutely positive comments or the junk statements to end. Yes, exactly.
So anything a step in the right direction is really when we want to make
sure that.

607 "Katherine Earll" (60164864)
01:24:34.620 --> 01:24:41.070
Those are the behaviors that were wanting to see Allie increase that step
in the right direction.

608 "Katherine Earll" (60164864)
01:24:51.565 --> 01:24:59.755
All right. Okay, so we've got guidance and practice with our, our
pivoting on. We're really not paying off those, those negative behaviors.

609 "Katherine Earll" (60164864)

01:24:59.755 --> 01:25:07.165
We're not throwing any attention we recognize in our head that, you know, picking your nose or the tearing up paper. That's.

610 "Katherine Earll" (60164864)
01:25:07.250 --> 01:25:09.390
Behavior is getting on our nerves.

611 "Katherine Earll" (60164864)
01:25:09.390 --> 01:25:23.340
We can pivot, we can not react to that in a moment. I'm not going to bring that up at all. I'm not going to draw attention to it because remember our behavior skills here. We want to pay attention and pay off those positives. So, that's what we're going to come back to.

612 "Katherine Earll" (60164864)
01:25:23.340 --> 01:25:29.790
Any sort of positives that we can get a person where you're going to focus on that what else can you do?

613 "Katherine Earll" (60164864)
01:25:29.790 --> 01:25:36.510
Other tools, Here's another tool or stay close hat. So that's when there is a negative it is.

614 "Katherine Earll" (60164864)
01:25:36.510 --> 01:25:42.210
Perhaps scenario for that person, we're not going to react to that junk behavior.

615 "Katherine Earll" (60164864)
01:25:42.210 --> 01:25:45.390
Take home concerned.

616 "Katherine Earll" (60164864)
01:25:45.390 --> 01:25:58.110
Moving towards that person staying within arm's reach. So a lot of these you'll see are the same as our stay close for the other scenarios but we added a couple more for when things are hot or negative for that person. Um.

617 "Katherine Earll" (60164864)
01:26:01.140 --> 01:26:08.730
So, we always, we're going to use those open ended questions or encouragement our empathy.

618 "Katherine Earll" (60164864)
01:26:08.730 --> 01:26:18.960
Those are our keys here we're going to still use our terminal voice our body language move, closely, tied, appropriate.

619 "Katherine Earll" (60164864)
01:26:18.960 --> 01:26:27.180

And we might have to repeat the, our open ended empathy encouragement,
repeat and repeat and repeat and how well, that person is.

620 "Katherine Earll" (60164864)
01:26:27.180 --> 01:26:34.950
Not having that hot moment anymore. They are not yelling. They're not
prying. They're not.

621 "Katherine Earll" (60164864)
01:26:34.950 --> 01:26:39.180
Frustrated there, you know, decrease their behavior is.

622 "Katherine Earll" (60164864)
01:26:39.180 --> 01:26:53.490
Cool quite a bit and direct to an alternative behavior or calming
situation or assistance with problem solving. But, again, we're going to
wait and wait and wait, we're not going to problem solve in that moment
when things are hot, and they're frustrated and emotions and tensions are
running high.

623 "Katherine Earll" (60164864)
01:26:53.490 --> 01:26:58.800
And we're going to use those re that reinforcement, those positive
consequences.

624 "Katherine Earll" (60164864)
01:27:00.090 --> 01:27:14.760
Okay, so again, those oh, if we just still remember those open ended
empathy and encouragement that's just the heart, the meat and potatoes of
our, any sort of building our relationship, whether they're in a cool and
exciting moment or, you know what we call a moment.

625 "Katherine Earll" (60164864)
01:27:14.760 --> 01:27:21.750
Okay, again, bring this up our empathy taking the perspective of that
person.

626 "Katherine Earll" (60164864)
01:27:21.750 --> 01:27:29.970
Identifying that they are having those emotions and it's valid validating
those emotions. How powerful that is.

627 "Katherine Earll" (60164864)
01:27:30.985 --> 01:27:44.245
Like, if they are so mad, it's something that you see is silly. It's not
a big deal, but they're so mad. So frustrated, recognizing that they're
frustrated. And that is a bummer or sad or anything to them. That's our
empathy.

628 "Katherine Earll" (60164864)
01:27:44.970 --> 01:27:52.950
Okay, so our last little round of practice, and we will wrap up here.

629 "Katherine Earll" (60164864)

01:27:52.950 --> 01:27:59.370
Um, call Sam just had an argument with her roommate.

630 "Katherine Earll" (60164864)
01:27:59.370 --> 01:28:11.610
And she's just like frequently she's laying in bed for hours crying and
when she gets upset, she just, it just wrecks or they got in a fight with
the remaining. She's just embed just.

631 "Katherine Earll" (60164864)
01:28:11.610 --> 01:28:22.470
Frying, that's not good for her. She texts you about this fight and says
just I'm so over this, I'm not going to take their crap any more.

632 "Katherine Earll" (60164864)
01:28:22.470 --> 01:28:27.540
What kind of empathy statement can we use here? Let's practice empathy
here.

633 "Katherine Earll" (60164864)
01:28:36.750 --> 01:28:50.040
Go ahead, and you can put that in the chat box examples feel free to jump
in. Yeah, I can tell it. You're very hurt your, it's your valid for being
upset. Yeah you sound really frustrating.

634 "Katherine Earll" (60164864)
01:28:50.040 --> 01:28:55.950
Those are things I can think of in that scenario with. It's a roommate
who just had an argument.

635 "Katherine Earll" (60164864)
01:28:55.950 --> 01:29:00.090
I, you know, pissed off a noise.

636 "Katherine Earll" (60164864)
01:29:00.090 --> 01:29:03.120
Upset.

637 "Katherine Earll" (60164864)
01:29:03.120 --> 01:29:15.210
Frustrated yeah, you guys are really recognizing that. This is just she's
had an argument and it is frustrating for Sam.

638 "Katherine Earll" (60164864)
01:29:16.740 --> 01:29:21.870
Okay, empathy empathy is hard.

639 "Katherine Earll" (60164864)
01:29:21.870 --> 01:29:24.900
Now, we're going to move to encourage me.

640 "Katherine Earll" (60164864)
01:29:24.900 --> 01:29:28.980
What kind of encouragement? What things are they doing?

641 "Katherine Earll" (60164864)
01:29:28.980 --> 01:29:37.890
That are going to pay off for them in the future. We are recognizing that
roommates can be difficult.

642 "Katherine Earll" (60164864)
01:29:38.755 --> 01:29:52.915
Difficult to good word for that scenario that Sam's in encouragement.
What things are they doing that are going to be paying off for them in
the future. It's again harder than it was back up there with our
positives. Alex got his GED.

643 "Katherine Earll" (60164864)
01:29:52.945 --> 01:29:57.475
We can really easily think about the things that he's doing paying off
for him in the future.

644 "Katherine Earll" (60164864)
01:29:57.810 --> 01:30:01.230
But what things now.

645 "Katherine Earll" (60164864)
01:30:02.910 --> 01:30:13.080
I'm going to pay off for them in the future. Yeah you're able to
recognize your feelings.

646 "Katherine Earll" (60164864)
01:30:14.220 --> 01:30:18.210
And you're able to recognize and talk about those feelings. Absolutely.

647 "Katherine Earll" (60164864)
01:30:18.210 --> 01:30:26.190
It shows a lot that you're talking about it and opening up, as opposed to
just landing and crying for hours. Maybe um, really.

648 "Katherine Earll" (60164864)
01:30:26.190 --> 01:30:29.310
Giving that encouragement of, like.

649 "Katherine Earll" (60164864)
01:30:29.310 --> 01:30:32.760
They're talking to you about this.

650 "Katherine Earll" (60164864)
01:30:32.760 --> 01:30:42.240
Separating yourself from the situation? Yeah, absolutely. Giving that
person. The positives of emotions are valid and.

651 "Katherine Earll" (60164864)
01:30:42.240 --> 01:30:54.960
Their their ability to recognize what they need to do for themselves in
the future for their relationship with this roommate. It's perfect. So
there are things that we'd like to see in the future.

652 "Katherine Earll" (60164864)
01:30:56.365 --> 01:31:01.135
That are good for Sam in this scenario. Yeah. Sometimes you got to pick apart.

653 "Katherine Earll" (60164864)
01:31:01.375 --> 01:31:11.515
You got to dig deep for what's for what we can use for these encouragement statements but there's something, something in every scenario that we can work on those positives for.

654 "Katherine Earll" (60164864)
01:31:11.850 --> 01:31:18.240
Single Steve Steve is sitting in a chair head in his hands.

655 "Katherine Earll" (60164864)
01:31:18.240 --> 01:31:23.220
And when you use your open ended question, you see that you look down Steve, what's up?

656 "Katherine Earll" (60164864)
01:31:23.220 --> 01:31:32.940
Um, and even that's a little bit of our empathy when you say, you look down, you look young upset when you say, you look at, you look down Steve, what's up?

657 "Katherine Earll" (60164864)
01:31:32.940 --> 01:31:41.940
You learn, you got used your open ended question got Steve talking, got more information, or if you just got dumped after a 2 year relationship.

658 "Katherine Earll" (60164864)
01:31:41.940 --> 01:31:46.860
Oh, yeah, that is hard.

659 "Katherine Earll" (60164864)
01:31:46.860 --> 01:31:53.190
Empathy we can give here. I think we all can give some empathy just to see who's.

660 "Katherine Earll" (60164864)
01:31:53.190 --> 01:32:00.209
Clearly feeling down what empathy, what emotion you see, if you look, you must feel.

661 "Katherine Earll" (60164864)
01:32:04.469 --> 01:32:15.569
Yeah, you must be disappointed.

662 "Katherine Earll" (60164864)
01:32:15.569 --> 01:32:18.839
You have a lot of emotions you're feeling yeah.

663 "Katherine Earll" (60164864)
01:32:18.839 --> 01:32:32.879
Absolutely, if you aren't quite sure which way they're feeling, if
they're feeling devastated, if they're feeling pissed off, you know,
something like that, that could run a full range of emotions here for
someone who just got dumped out for 2 years bummed out.

664 "Katherine Earll" (60164864)
01:32:32.879 --> 01:32:41.819
But just yeah, I was saying, you could even just identifying you, like,
she's got a lot of emotions. You've got a lot of feelings you're working
through right now.

665 "Katherine Earll" (60164864)
01:32:41.819 --> 01:32:51.149
Break ups can be really hard. Yeah, this is not easy. It's hard. You're
recognizing that they're going through a difficult thing, right?

666 "Katherine Earll" (60164864)
01:32:51.149 --> 01:32:55.229
Mixed emotions. Yeah. You guys are mailing these enemies. Yeah.

667 "Katherine Earll" (60164864)
01:32:56.339 --> 01:33:04.559
You really hurt? Yeah. So then what kind of encouragement again we're
going to dig deep what kind of encouragement can we give.

668 "Katherine Earll" (60164864)
01:33:08.129 --> 01:33:12.959
What is Steve doing? That's helpful in this tough situation. What
encouragement.

669 "Katherine Earll" (60164864)
01:33:12.959 --> 01:33:23.129
Can we provide them about how he's handling this difficult situation may
take a little bit of our imagining the scenario. Maybe you've been there
with a friend who's been in the scenario.

670 "Katherine Earll" (60164864)
01:33:23.129 --> 01:33:30.149
What encouragement what do we want to, you know, those positives? What
can we focus on for that person?

671 "Katherine Earll" (60164864)
01:33:40.829 --> 01:33:50.639
Great job talking about this here. The strength been talking about it.
Yeah. You're really strong in talking about your emotions. Man. Talking
about emotions is not easy.

672 "Katherine Earll" (60164864)
01:33:50.639 --> 01:33:55.409
It's not and, you know, talking about that vulnerability.

673 "Katherine Earll" (60164864)

01:33:55.409 --> 01:34:01.289
Getting dumped out it's a vulnerable moment and really if they're opening
up to you about that.

674 "Katherine Earll" (60164864)
01:34:01.289 --> 01:34:05.609
Absolutely, thank you for sharing this with me.

675 "Katherine Earll" (60164864)
01:34:05.609 --> 01:34:10.769
You know, I'm here to talk with you in the future to letting them know.

676 "Katherine Earll" (60164864)
01:34:10.769 --> 01:34:13.889
Huh.

677 "Katherine Earll" (60164864)
01:34:13.889 --> 01:34:28.859
So, even like, if he's sitting there and he's taking deep breaths, trying
to calm down or steve's going for a walk and trying to release some of
that frustration and take, what can we pass? What positive is, can we
give.

678 "Katherine Earll" (60164864)
01:34:28.859 --> 01:34:32.849
And then when Steve is.

679 "Katherine Earll" (60164864)
01:34:33.114 --> 01:34:47.394
A little bit lower that's when we use our our other skills here, our stay
close hat skills of sort of repeat and repeat and repeat. So, if you say
something, you take a misstep, and they, he amps back up and is crying,
or he just oh, that hits them again.

680 "Katherine Earll" (60164864)
01:34:47.934 --> 01:34:49.224
Repeat repeat repeat.

681 "Katherine Earll" (60164864)
01:34:49.949 --> 01:35:02.789
And how Steve is ready for alternative or calming, or ready to solve a
problem. But not until Steve is way down here and ready for problem
solving in a moment is not the time for problem solving.

682 "Katherine Earll" (60164864)
01:35:02.789 --> 01:35:14.729
But once they're calm and cool and you've gone through that and they give
you signs. They're good to keep going. That's when you give those is
something that you would like to enjoy.

683 "Katherine Earll" (60164864)
01:35:14.729 --> 01:35:29.249

Thank you guys so much for your participation. Amazing. Amazing. Thank you for joining. Um, I really hope you guys got some things out of that that wraps up what we're doing today. I have some links here. Some.

684 "Katherine Earll" (60164864)
01:35:29.249 --> 01:35:32.369
The QR codes, you can scan, um.

685 "Katherine Earll" (60164864)
01:35:32.369 --> 01:35:41.519
Our 10 common coercive podcast, if you'd like to learn more about that, or director of behavior supports our.

686 "Katherine Earll" (60164864)
01:35:41.519 --> 01:35:53.699
Behavior analyst for the state of Missouri worked on recording these courses podcasts. Really interesting. I love listening to it. I've listened to it several times. Really? Good. Listen. Um.

687 "Katherine Earll" (60164864)
01:35:53.699 --> 01:36:05.939
And a good refresher because we do courses all the time and sometimes we just need a reminder tools a choice. I tend to tools of choice classes. So, this is like, tools brief.

688 "Katherine Earll" (60164864)
01:36:05.939 --> 01:36:18.599
Keep it going and keep it moving, getting you the, the baseline here, but our tools for choice classes, the 4 sessions over a month long, we really give you a chance to practice and dig deep in these skills and a couple other skills that we have.

689 "Katherine Earll" (60164864)
01:36:18.599 --> 01:36:28.259
So, there is an option to attend our tools of choice, or our family coaching workshops. If, you know, we've got 1 hour in the evenings.

690 "Katherine Earll" (60164864)
01:36:28.704 --> 01:36:40.374
And we have a way for, you know, we kind of teach these skills, but specifically, for how you can relate it to our family to your family just 1 hour in the evening short, little workshop there, a lot of fun.

691 "Katherine Earll" (60164864)
01:36:41.004 --> 01:36:44.094
Those are kind of our top 3 scans.

692 "Katherine Earll" (60164864)
01:36:44.339 --> 01:36:48.419
Back to the tools of choice course yes, absolutely.

693 "Katherine Earll" (60164864)
01:36:50.999 --> 01:37:03.119

So, here's our tools of choice. 1. we've got some more options. Thank you. Guys. So much for coming. It was wonderful. Your participation I'm so glad you guys were here and get this information and I hope you have a wonderful day.

694 "Katherine Earll" (60164864)
01:37:05.849 --> 01:37:15.839
Hi.

695 "Katherine Earll" (60164864)
01:37:30.989 --> 01:37:36.149
If you have any questions, also, if you're still here, if you have questions, feel free to email or reach out to us.