

WEBVTT

1 "Kathleen Deppeler" (2821850112)

00:00:00.775 --> 00:00:09.625

1, to our 1st opportunity for tools of everyone, I'm very excited to offer this overview of our larger tools of choice training.

2 "Kathleen Deppeler" (2821850112)

00:00:09.625 --> 00:00:16.465

I hope that it peaks your interest in in our full tools of choice class after this.

3 "Kathleen Deppeler" (2821850112)

00:00:17.184 --> 00:00:30.744

So I do want to say that this does not replace a full tools of 1st class. So please, if you're a staff person and looking for a positive behavior support, that counts towards your training, please attend the full tools of choice class.

4 "Kathleen Deppeler" (2821850112)

00:00:31.494 --> 00:00:34.074

And I hope that you enjoy today.

5 "Kathleen Deppeler" (2821850112)

00:00:35.065 --> 00:00:39.745

So, we're going to do things a little bit different today, because we have a pretty large group.

6 "Kathleen Deppeler" (2821850112)

00:00:39.745 --> 00:00:52.675

So, rather than speaking where I'm going to ask everybody to use the chat box, like cat mentioned, and when you send it to everyone, uh, I'll be able to see it as well as your peer. So we should be able to have a good.

7 "Kathleen Deppeler" (2821850112)

00:00:53.010 --> 00:01:03.090

A good conversation using that and again, a large group. So we're going to all stay on camera as I talk. But otherwise you feel free to just keep yourself.

8 "Kathleen Deppeler" (2821850112)

00:01:04.170 --> 00:01:18.900

I would like you to participate, though I'm going to ask lots of questions. We're going to do a couple of activities, and I think that the chat box will help us facilitate those just fine. So, please do use the chat box and participate in our activities as we go on.

9 "Kathleen Deppeler" (2821850112)

00:01:18.900 --> 00:01:26.010

So, today, what will we plan to cover are, um.

10 "Kathleen Deppeler" (2821850112)

00:01:26.010 --> 00:01:36.900

We're going to talk about what is positive behavior supports and provide a an overview of what universal strategies are we're going to talk about some.

11 "Kathleen Deppeler" (2821850112)

00:01:36.900 --> 00:01:41.430

Examples of fundamental facts about behavior. So, things that are.

12 "Kathleen Deppeler" (2821850112)

00:01:41.430 --> 00:01:53.880

Things that are true about all behavior we're going to talk about how to categorize behavior, and how that can help us identify how to respond and what behaviors we're targeting for change.

13 "Kathleen Deppeler" (2821850112)

00:01:54.925 --> 00:02:08.305

We're also going to talk about coercion and punishment and the effects of those common common strategies that are used and once we talk about conversion and punishment and their effects,

14 "Kathleen Deppeler" (2821850112)

00:02:08.335 --> 00:02:13.675

I hope that that explains why you should try to avoid those.

15 "Kathleen Deppeler" (2821850112)

00:02:14.695 --> 00:02:26.635

Coercion and punishments, when we're trying to change behavior, we're also going to talk about 10 examples of behavior that you should try to avoid and some simple strategies to improve interactions and improve behaviors.

16 "Kathleen Deppeler" (2821850112)

00:02:26.635 --> 00:02:30.325

And again, this is an overview of the full tools of choice class.

17 "Kathleen Deppeler" (2821850112)

00:02:30.325 --> 00:02:42.025

Not the class itself, so we're going to talk really about the philosophy behind the programming and we're going to provide some strategies and we really would like to help you.

18 "Kathleen Deppeler" (2821850112)

00:02:42.330 --> 00:02:46.380

Practice those, so please consider coming to the full course.

19 "Kathleen Deppeler" (2821850112)

00:02:48.930 --> 00:02:58.200

So, positive behavior support overall is increasing is a, is programming to increase the quality of life through the science of behavior.

20 "Kathleen Deppeler" (2821850112)

00:02:58.200 --> 00:03:01.860

And there's a lot that goes into that definition.

21 "Kathleen Deppeler" (2821850112)

00:03:01.860 --> 00:03:07.560

Then the science of behavior or behavior analysis.

22 "Kathleen Deppeler" (2821850112)

00:03:07.560 --> 00:03:16.200

Has been used formally to investigate and and demonstrate the science of behavior since the 940 s. there are.

23 "Kathleen Deppeler" (2821850112)

00:03:16.200 --> 00:03:29.635

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

24 "Kathleen Deppeler" (2821850112)

00:03:29.875 --> 00:03:34.315

use the principals and techniques developed by the science of behavior.

25 "Kathleen Deppeler" (2821850112)

00:03:37.915 --> 00:03:50.005

Positive behavior supports uses the public health model to structure interventions and using this triangle example here on the screen as a visual for this model.

26 "Kathleen Deppeler" (2821850112)

00:03:50.185 --> 00:04:04.555

Um, the, the green represents the universal strategies that support the quality of life across an entire population, and in a healthy population. 80 to 90% of people will only need these. these

27 "Kathleen Deppeler" (2821850112)

00:04:04.650 --> 00:04:06.330

Universal strategies.

28 "Kathleen Deppeler" (2821850112)

00:04:06.330 --> 00:04:10.890

And then when you look at this yellow section here in the middle.

29 "Kathleen Deppeler" (2821850112)

00:04:11.365 --> 00:04:21.145

Not yellow represents the population of people at risk for poor outcomes and the interventions for this population often.

30 "Kathleen Deppeler" (2821850112)

00:04:21.145 --> 00:04:31.345

Look like an extra scoop of that universal strategy that green those green level strategies and these are targeted interventions.

31 "Kathleen Deppeler" (2821850112)

00:04:31.439 --> 00:04:43.289

That are intended to be short term and faded as risk decreases and then the healthy population, 10 to 15% of people might need this level of intervention.

32 "Kathleen Deppeler" (2821850112)

00:04:43.289 --> 00:04:51.509

And then you're looking at this red at the top, the smallest part of the triangle and that red top represents those in crisis.

33 "Kathleen Deppeler" (2821850112)

00:04:51.509 --> 00:04:57.989

And in need of short term intensive supports in a healthy population.

34 "Kathleen Deppeler" (2821850112)

00:04:57.989 --> 00:05:01.829

5% of people might need this level of support.

35 "Kathleen Deppeler" (2821850112)

00:05:01.829 --> 00:05:14.549

Today's content will be focused on the base of this triangle, that green portion of universal behavior support strategies that everyone in the population needs for a high quality of life.

36 "Kathleen Deppeler" (2821850112)

00:05:17.099 --> 00:05:27.779

This approach can be difficult for some to accept being kind and caring all the time is our goal. Um.

37 "Kathleen Deppeler" (2821850112)

00:05:27.779 --> 00:05:31.739

And you don't have to be mean or cold when people are angry or upset.

38 "Kathleen Deppeler" (2821850112)

00:05:31.739 --> 00:05:37.349

Being kind and not emotional can be effective in call me in the situation down.

39 "Kathleen Deppeler" (2821850112)

00:05:37.349 --> 00:05:41.069

It can also make the situation.

40 "Kathleen Deppeler" (2821850112)

00:05:41.069 --> 00:05:47.909

It could also make the situation, make sure that the situation doesn't get worse. Not just now, but in the future as well.

41 "Kathleen Deppeler" (2821850112)

00:05:47.909 --> 00:05:52.229

So being kind and caring means that we're keeping our cool.

42 "Kathleen Deppeler" (2821850112)

00:05:52.229 --> 00:06:05.634

We don't take things personally, even when they they definitely can feel personal. Um, we avoid the emotional reaction, and we try to do things to avoid getting even or to avoid trying to hurt the other person back.

43 "Kathleen Deppeler" (2821850112)

00:06:05.634 --> 00:06:10.614

And this is really hard, and it takes life on practice and, um.

44 "Kathleen Deppeler" (2821850112)

00:06:11.484 --> 00:06:22.104

Uh, even those of us who have been teaching this for a really long time, have to keep working at it. I've been teaching this for 10 years, and it's still my goal in life to avoid coercion for a whole day.

45 "Kathleen Deppeler" (2821850112)

00:06:22.224 --> 00:06:30.294

It's really difficult because this coercion and punishment is often thought that we have to have that coercion.

46 "Kathleen Deppeler" (2821850112)

00:06:30.294 --> 00:06:38.244

We have to have that punishment for someone to learn that their undesirable behavior was was undesirable and that we don't want them to do that in the future.

47 "Kathleen Deppeler" (2821850112)

00:06:38.579 --> 00:06:50.969

It also is difficult because people often think that this positive approach that we're suggesting, and teaching is is letting people get away with their undesirable undesirable behavior.

48 "Kathleen Deppeler" (2821850112)

00:06:52.344 --> 00:07:07.223

Versus avoiding reacting in the moment, and coming up with some other positive strategies. So that, that future behavior is more positive and that the undesirable behavior is less likely to happen in the future. So it really takes a shift in our approach.

49 "Kathleen Deppeler" (2821850112)

00:07:07.374 --> 00:07:11.154

And that can be difficult for people to accept. So I encourage you to be.

50 "Kathleen Deppeler" (2821850112)

00:07:11.519 --> 00:07:25.229

Skeptical and weigh the evidence of what we're talking about today, but avoid the cynicism that can come with things that are a big mind shift in and a cultural change.

51 "Kathleen Deppeler" (2821850112)

00:07:26.609 --> 00:07:37.284

So let's talk about behavior this is your 1st opportunity to use the chat box. So I'm looking forward to seeing some chats come through and I'd like you to tell me your definition of behavior.

52 "Kathleen Deppeler" (2821850112)

00:07:37.284 --> 00:07:50.664

If you had to explain what is behavior to someone who does not speak English, how would you explain behavior? So I'm going to wait for a few

minutes as people type and and orientate themselves to the chat box that you'll find in the lower right.

53 "Kathleen Deppeler" (2821850112)
00:07:50.664 --> 00:07:54.744
Corner and provide us your definition of behavior.

54 "Kathleen Deppeler" (2821850112)
00:08:03.989 --> 00:08:07.409
Tiffany says any action that a person.

55 "Kathleen Deppeler" (2821850112)
00:08:07.409 --> 00:08:10.889
Exhibits and, um.

56 "Kathleen Deppeler" (2821850112)
00:08:10.889 --> 00:08:14.519
Danielle says communication behavior is communication.

57 "Kathleen Deppeler" (2821850112)
00:08:15.809 --> 00:08:27.389
These are great behavior is anything and everything that someone does it serves as a function or purpose is reservable and measurable. Thank you Emily for that page says any action that can be observed.

58 "Kathleen Deppeler" (2821850112)
00:08:27.389 --> 00:08:30.779
These are coming fast, you guys got this, uh.

59 "Kathleen Deppeler" (2821850112)
00:08:30.779 --> 00:08:37.109
Uh, cat feel free to help me Stephanie says it's an action.

60 "Kathleen Deppeler" (2821850112)
00:08:37.109 --> 00:08:41.099
Sasha says how we respond to the world around us. These are great.

61 "Kathleen Deppeler" (2821850112)
00:08:41.099 --> 00:08:50.819
These are great. Logan says actions influenced by our emotions. Emotions, drive that behavior. I like that. That ideal Logan.

62 "Kathleen Deppeler" (2821850112)
00:08:50.819 --> 00:08:53.999
John says a way to communicate our needs in once.

63 "Kathleen Deppeler" (2821850112)
00:08:53.999 --> 00:08:58.049
Danny says everything we do. These are great.

64 "Kathleen Deppeler" (2821850112)
00:08:58.049 --> 00:09:05.129
Kristen says behavior is a, is an observable action and many times it's used to communicate our needs and once.

65 "Kathleen Deppeler" (2821850112)
00:09:05.129 --> 00:09:11.489
This is great and Katie says the way we do things daily observed and measurable. Great, great.

66 "Kathleen Deppeler" (2821850112)
00:09:12.774 --> 00:09:26.874
So here is our definition of behavior, anything that a person does that can be seen and counted. So we've heard some measurable and observable scene. It's observable measurable.

67 "Kathleen Deppeler" (2821850112)
00:09:26.874 --> 00:09:28.224
It can be counted.

68 "Kathleen Deppeler" (2821850112)
00:09:29.579 --> 00:09:44.484
These are really important so, and when we think about behavior, we really want to think about everything people do behaviors anything a person does that can be seen and counted measured and observed.

69 "Kathleen Deppeler" (2821850112)
00:09:45.719 --> 00:09:57.149
These are great and cat is putting some other things in the chat box dancing running. That's great. My next ask of you is to load this chat box with.

70 "Kathleen Deppeler" (2821850112)
00:09:57.149 --> 00:10:05.699
Behaviors, so what are some examples of these behaviors? And I'm going to if you could help me shout them out and I will.

71 "Kathleen Deppeler" (2821850112)
00:10:05.699 --> 00:10:10.589
Um, add them to our screen, so we can talk about them.

72 "Kat Craig" (2486275840)
00:10:14.579 --> 00:10:19.949
Tantrum smiling walking, talking, yelling.

73 "Kat Craig" (2486275840)
00:10:19.949 --> 00:10:30.689
Laughing crying throwing something.

74 "Kat Craig" (2486275840)
00:10:30.689 --> 00:10:35.099
Spring heads hitting.

75 "Kathleen Deppeler" (2821850112)
00:10:35.099 --> 00:10:38.729
Do you see pumping ads banging.

76 "Kat Craig" (2486275840)

00:10:38.729 --> 00:10:47.999

Okay, thank you. Jumping running, walking, sleeping, avoiding.

77 "Kat Craig" (2486275840)

00:10:47.999 --> 00:10:52.979

Singing silence.

78 "Kat Craig" (2486275840)

00:11:00.239 --> 00:11:06.509

Okay, I know that I missed some of your so I'm just going to re, ignoring ignoring. Thank you.

79 "Kat Craig" (2486275840)

00:11:06.509 --> 00:11:11.399

That 1 more time.

80 "Kat Craig" (2486275840)

00:11:11.399 --> 00:11:17.159

Sorry.

81 "Kat Craig" (2486275840)

00:11:17.159 --> 00:11:20.459

I didn't catch it stemming.

82 "Kat Craig" (2486275840)

00:11:20.459 --> 00:11:24.239

Thank you thank you.

83 "Kathleen Deppeler" (2821850112)

00:11:24.239 --> 00:11:27.389

Okay, singing.

84 "Kathleen Deppeler" (2821850112)

00:11:28.919 --> 00:11:43.559

This is great copying. Okay. I think I got we got a great list here. I'm I hope that I got a good that I got. Everybody's here. I see another 1 as I scroll back down hitting.

85 "Kathleen Deppeler" (2821850112)

00:11:43.559 --> 00:11:52.229

Okay, this is a great list so I am going to pick a different color here. I'm going to.

86 "Kathleen Deppeler" (2821850112)

00:11:52.229 --> 00:11:58.469

Circles some things, and as I circle them, I want you to think about what's different about the ones that I'm circling.

87 "Kathleen Deppeler" (2821850112)

00:12:00.059 --> 00:12:03.839

Feel free once you kind of have an idea of.

88 "Kathleen Deppeler" (2821850112)

00:12:03.839 --> 00:12:09.269

The difference feel free to jump in and tell me.

89 "Kathleen Deppeler" (2821850112)

00:12:09.269 --> 00:12:17.849

Um, what do you notice about the ones that I am circling?

90 "Kathleen Deppeler" (2821850112)

00:12:22.679 --> 00:12:27.989

I'm a little hesitant about circling some of them but tell me tell me what you noticed about these.

91 "Kathleen Deppeler" (2821850112)

00:12:34.284 --> 00:12:48.354

Right yeah, that's okay. Good. Oh, I see. Wow. You guys got very quickly. Uh, lots of folks noticed that the ones that I was circling, um, are are generally perceived as negative behaviors.

92 "Kathleen Deppeler" (2821850112)

00:12:48.629 --> 00:12:54.029

Generally perceived as negative behaviors and that's what happens when we think about behavior we often.

93 "Kathleen Deppeler" (2821850112)

00:12:54.029 --> 00:13:06.654

Focus on the undesirable behaviors that we don't want to see anymore. That's when we think about behavior, we're thinking about the negative stuff and the shift that we're looking for with tools.

94 "Kathleen Deppeler" (2821850112)

00:13:06.654 --> 00:13:18.174

And a positive behavior supports is that we want to focus on the desirable behavior that we want to see more of. And so it really requires us to think more broadly about behaviors.

95 "Kathleen Deppeler" (2821850112)

00:13:18.204 --> 00:13:21.804

These are anything a person does.

96 "Kathleen Deppeler" (2821850112)

00:13:21.899 --> 00:13:30.989

That can be measured and observe that can be seen and counted. Okay. So we, we want to expand our view and think about.

97 "Kathleen Deppeler" (2821850112)

00:13:31.314 --> 00:13:43.944

Think about all behaviors, and there are lots of examples here that I think were that desirable behaviors that we want to see. So that's great. We didn't we didn't come up with just negative behaviors.

98 "Kathleen Deppeler" (2821850112)

00:13:43.944 --> 00:13:47.064

We are thinking more broadly about behavior.

99 "Kathleen Deppeler" (2821850112)

00:13:48.114 --> 00:13:57.054

So that's nice to see in a list. Okay. I'm going to get rid of these 1st circles that I've done and I'm going to circle some other things.

100 "Kathleen Deppeler" (2821850112)

00:13:57.234 --> 00:14:04.794

And as I circle these, this, I'd like you to think about what's different about.

101 "Kathleen Deppeler" (2821850112)

00:14:05.069 --> 00:14:08.789

The ones that I am circling now.

102 "Kathleen Deppeler" (2821850112)

00:14:25.619 --> 00:14:29.219

I didn't notice about these ones I circled in red.

103 "Kathleen Deppeler" (2821850112)

00:14:30.869 --> 00:14:41.069

Compared to the others case, says that there a way of communication we did talk about lots of folks notice that, um, identified that behavior is often form of communication.

104 "Kathleen Deppeler" (2821850112)

00:14:41.069 --> 00:14:47.939

What do you notice about the ones they circle that it might be a little different from the ones that.

105 "Kathleen Deppeler" (2821850112)

00:14:50.399 --> 00:14:55.619

That aren't circled. They're vague. Someone said.

106 "Kathleen Deppeler" (2821850112)

00:14:55.619 --> 00:14:58.829

Into their vague and.

107 "Kathleen Deppeler" (2821850112)

00:14:58.829 --> 00:15:04.739

Don says they bother other people. They all of these did happen to be those kind of negative behaviors.

108 "Kathleen Deppeler" (2821850112)

00:15:04.739 --> 00:15:09.449

And and Tiffany says these don't describe the whole action.

109 "Kathleen Deppeler" (2821850112)

00:15:10.469 --> 00:15:18.029

For example, what does what does ignoring look like I think, uh, Tiffany are really onto something there. So.

110 "Kathleen Deppeler" (2821850112)

00:15:18.684 --> 00:15:29.634

When we use words, like, tantrum or ignoring, it's not particularly clear to everybody. What we're talking about. It really could look like something different.

111 "Kathleen Deppeler" (2821850112)

00:15:29.784 --> 00:15:40.134

So, for me, I don't consider, um, my kiddos tantrum. I don't consider his behavior a tantrum until he's thrown himself on the ground.

112 "Kathleen Deppeler" (2821850112)

00:15:40.134 --> 00:15:48.024

And is, you know, flailing his arms and he's been doing it for 3 minutes. Then I'm like, whoa, we're in a tantrum, but for somebody else.

113 "Kathleen Deppeler" (2821850112)

00:15:48.029 --> 00:15:50.039

The tantrum could be.

114 "Kathleen Deppeler" (2821850112)

00:15:50.039 --> 00:16:00.539

Stamping their feet, I don't want to go to school today and that could be a tantrum from their perspective. It really is that person and how they're perceiving it. And so.

115 "Kathleen Deppeler" (2821850112)

00:16:01.649 --> 00:16:14.784

1 of the things that we also want to do as we're shifting our focus from expanding our view of behavior to everything that a person does is also being specific about the way we talk about behaviors.

116 "Kathleen Deppeler" (2821850112)

00:16:14.784 --> 00:16:24.714

So, rather than using a big old category, like a tantrum that could mean something different to everybody when we use terms that specifically describe their behavior.

117 "Kathleen Deppeler" (2821850112)

00:16:24.714 --> 00:16:31.644

Like, he put through himself on his back on the ground, and he kicked his feet up and down.

118 "Kathleen Deppeler" (2821850112)

00:16:31.649 --> 00:16:39.059

And smack his hands against the ground with force that is very clear what's happening to everyone.

119 "Kathleen Deppeler" (2821850112)

00:16:39.354 --> 00:16:53.214

Versus a tantrum that again means something really different to everybody. And here's a great example on the screen that you probably already read, rather than saying that someone was rude. I could be specific about what they did, which would be.

120 "Kathleen Deppeler" (2821850112)

00:16:53.424 --> 00:16:57.324
They said, look at her. What was she wearing?

121 "Kathleen Deppeler" (2821850112)
00:16:57.659 --> 00:17:04.409
And sure most people would categorize that as being rude and, and.

122 "Kathleen Deppeler" (2821850112)
00:17:04.409 --> 00:17:17.004
If I talked about it in a measurable observable term, then I could say they said, I could say this is what they said, they used, they said 2 negative things about a person, rather than this global. They were being rude.

123 "Kathleen Deppeler" (2821850112)
00:17:17.094 --> 00:17:24.924
I could look for the number of rude things they said to decrease over time. If I talk about it in specific, measurable terms.

124 "Kathleen Deppeler" (2821850112)
00:17:30.864 --> 00:17:44.094
So, continuing on with thinking about the way that we talk and communicate about behavior, when we're talking about behavior that we want to change, it's best to use specific actions.

125 "Kathleen Deppeler" (2821850112)
00:17:44.094 --> 00:17:47.364
Those measurable observable terms.

126 "Kathleen Deppeler" (2821850112)
00:17:47.609 --> 00:17:58.649
There are, however, sometimes when we want to talk about a category of behavior, I'm talking about problem behavior or desirable behavior, for example.

127 "Kathleen Deppeler" (2821850112)
00:17:58.649 --> 00:18:05.909
We still need to identify the individual specific actions so that.

128 "Kathleen Deppeler" (2821850112)
00:18:05.909 --> 00:18:10.409
So, they were able to be clear and consistent in our responses.

129 "Kathleen Deppeler" (2821850112)
00:18:10.409 --> 00:18:17.759
And there is value to knowing what category that behavior might fit in.

130 "Kathleen Deppeler" (2821850112)
00:18:18.774 --> 00:18:28.194
So, we consistently use these categories you see on your screen in talking about this so, significant, desirable behavior.

131 "Kathleen Deppeler" (2821850112)
00:18:28.194 --> 00:18:39.924

Those are important and they're often the ones that we're trying to teach someone to do or that would help that person do help them improve their quality of life.

132 "Kathleen Deppeler" (2821850112)

00:18:39.924 --> 00:18:46.254

So, in the chat box, can you think of some significant desirable behaviors that.

133 "Kathleen Deppeler" (2821850112)

00:18:46.589 --> 00:18:53.279

We are trying to teach or increase things that improve the quality of life for people.

134 "Kathleen Deppeler" (2821850112)

00:18:53.279 --> 00:18:59.729

I'll just give you a moment to think about what's some significant desirable behaviors are.

135 "Kathleen Deppeler" (2821850112)

00:18:59.729 --> 00:19:05.189

Hand washing yes, yes. He and watching brushing your teeth.

136 "Kathleen Deppeler" (2821850112)

00:19:05.189 --> 00:19:12.119

Communication to clear communication, administering your own meds. That's great. These were great.

137 "Kathleen Deppeler" (2821850112)

00:19:12.119 --> 00:19:15.209

Going out in the community.

138 "Kathleen Deppeler" (2821850112)

00:19:15.209 --> 00:19:20.999

Social skills yes. Social skill. Yes. These are great. And.

139 "Kathleen Deppeler" (2821850112)

00:19:21.864 --> 00:19:35.844

And these are significant exercising that's usually my example, it would be a significant, desirable behavior for me. If I was exercising, I like these. Okay, so let's move on to this junk. This is just okay that you see right below that.

140 "Kathleen Deppeler" (2821850112)

00:19:36.084 --> 00:19:38.214

Those just okay behaviors.

141 "Kathleen Deppeler" (2821850112)

00:19:38.964 --> 00:19:51.174

They're the ones that are often overlooked, unless unless the person is not doing it, for example, walking versus running in public or closing the outside door in winter.

142 "Kathleen Deppeler" (2821850112)

00:19:51.684 --> 00:20:03.444

If someone, if someone was running or left the door open, you'd likely notice. But you probably don't notice when they are walking, or they shut the door they're not getting that that feedback every time about that.

143 "Kathleen Deppeler" (2821850112)

00:20:04.254 --> 00:20:11.604

So that's a just okay. Behavior and what are some examples? Oh, great. Tiffany put an example of it just okay.

144 "Kathleen Deppeler" (2821850112)

00:20:11.604 --> 00:20:25.524

Behavior turning off the lights when you leave the room now for a small child, who's learning that skill it might be significant, you know, based on the context of who we're asking, but for me, turning off the lights when you leave the room. That's just that's just an okay behavior.

145 "Kathleen Deppeler" (2821850112)

00:20:26.574 --> 00:20:28.734

What are some other ones that are? That are just okay.

146 "Kathleen Deppeler" (2821850112)

00:20:29.129 --> 00:20:37.949

Saying please, and thank you. Yes, if you're Michael Phelps going to the gym is probably just okay for him.

147 "Kathleen Deppeler" (2821850112)

00:20:37.949 --> 00:20:45.119

Significant for me, but just okay for him. Staying seated while eating. Yes that can be a that's just okay.

148 "Kathleen Deppeler" (2821850112)

00:20:45.834 --> 00:20:59.094

Making eye contact holding the door for someone. These are great. These are great. Those are things that, um, when they're happening, it's just kind of expected. They're just okay, but when they don't happen, there are things that we tend to notice.

149 "Kathleen Deppeler" (2821850112)

00:21:00.119 --> 00:21:14.399

And respond to flushing the toilet is you guys are you got it? Okay so let's shift over and think about these ones that you see on the right of your screen the undesirable. So.

150 "Kathleen Deppeler" (2821850112)

00:21:14.399 --> 00:21:28.649

Serious undesirable behaviors. Those are things that are physically harmful, physically harmful to themselves, others, property or illegal. So let's think of some serious behaviors.

151 "Kathleen Deppeler" (2821850112)

00:21:30.119 --> 00:21:34.199

Hitting hitting punching someone biting. Yeah, you guys are on it. Yeah.

152 "Kathleen Deppeler" (2821850112)

00:21:34.199 --> 00:21:44.579

Uh, punching walls, pulling hair, banging head? Yes these are physically harm stealing physically harmful to themselves. Others, property or illegal.

153 "Kathleen Deppeler" (2821850112)

00:21:45.084 --> 00:21:56.994

That's great. You guys look at you guys got it. Okay. So now, let's think about the other category of undesirable behavior that we had here junk annoying is written, right? Next to it.

154 "Kathleen Deppeler" (2821850112)

00:21:56.994 --> 00:22:08.394

That's just like the the word that describes junk behaviors. So, don't behavior are those things that are not physically harmful to themselves others, property or illegal.

155 "Kathleen Deppeler" (2821850112)

00:22:08.699 --> 00:22:12.779

But they're still unhelpful there's still undesirable.

156 "Kathleen Deppeler" (2821850112)

00:22:13.224 --> 00:22:24.144

They are not socially appropriate generally not socially appropriate. They might have been age appropriate at some point. Um, but they're no longer age appropriate.

157 "Kathleen Deppeler" (2821850112)

00:22:24.504 --> 00:22:34.524

Um, and you guys are already providing you some great examples of junk behavior. Okay. I'm gonna go. I'm going to scroll back up to I think the 1st, 1 I saw was interrupting. Yes.

158 "Kathleen Deppeler" (2821850112)

00:22:34.524 --> 00:22:42.774

Interrupting is a great example of a junk behavior and flapping not keeping them hands to themselves or touching other.

159 "Kathleen Deppeler" (2821850112)

00:22:42.779 --> 00:22:43.829

People.

160 "Kathleen Deppeler" (2821850112)

00:22:43.829 --> 00:22:48.419

Leaving the restaurant without washing your hands um.

161 "Kathleen Deppeler" (2821850112)

00:22:48.774 --> 00:22:54.714

Loudly smacking or chewing food yes you guys really you hit the nail on the head of this annoying junk behavior.

162 "Kathleen Deppeler" (2821850112)

00:22:54.714 --> 00:23:05.844

These are things that are unhelpful, and they are not physically harmful to themselves, others, property illegal, but they are definitely socially unacceptable and not helping a person improve their quality of life.

163 "Kathleen Deppeler" (2821850112)
00:23:06.149 --> 00:23:09.599
You guys did great. You did great.

164 "Kathleen Deppeler" (2821850112)
00:23:09.599 --> 00:23:17.549
Okay, so Here's some more examples and I think you guys really came up with, uh, a great list all on your own.

165 "Kathleen Deppeler" (2821850112)
00:23:17.549 --> 00:23:27.299
So, let's just kind of quickly go through this. So, these desirable behaviors here they're the ones that we, um.

166 "Kathleen Deppeler" (2821850112)
00:23:27.299 --> 00:23:33.599
Want to see more of we need to be modeling them. We want to be teaching them and we want to be encouraging them.

167 "Kathleen Deppeler" (2821850112)
00:23:33.599 --> 00:23:36.779
And then, um.

168 "Kathleen Deppeler" (2821850112)
00:23:36.779 --> 00:23:41.699
The just okay behaviors they're the ones.

169 "Kathleen Deppeler" (2821850112)
00:23:41.699 --> 00:23:55.494
Trying to keep up with my, my circling here. Um, the just okay behaviors these are the ones that, you know, these are really happening, and we're we often don't notice them until they've missed the opportunity to do it.

170 "Kathleen Deppeler" (2821850112)
00:23:55.494 --> 00:24:01.944
And now we're like, hey, the door is wide open. Um, I'm still waiting to hear the answer to my question. Um.

171 "Kathleen Deppeler" (2821850112)
00:24:02.279 --> 00:24:06.569
Or, you know, the music is is, uh.

172 "Kathleen Deppeler" (2821850112)
00:24:06.569 --> 00:24:15.389
Is all around and we're just standing still so that they get a big notice when they don't happen. Um, but generally, they're just kind of expected.

173 "Kathleen Deppeler" (2821850112)
00:24:15.389 --> 00:24:27.324

Expected just okay. Behaviors. Um, and then Here's some serious ones you guys really came up with a lot of these examples, um, you know, hitting someone hitting you're hitting a hard surface.

174 "Kathleen Deppeler" (2821850112)

00:24:27.594 --> 00:24:38.244

Um, and then the junk you guys also came up with a lot of these cursing, spitting burping threatening to do something without following through that threatening word is really important there. So.

175 "Kathleen Deppeler" (2821850112)

00:24:38.579 --> 00:24:42.389

Great job. So remember.

176 "Kathleen Deppeler" (2821850112)

00:24:42.954 --> 00:24:50.694

Whether whether it's, uh, desirable or undesirable often, depends on the context.

177 "Kathleen Deppeler" (2821850112)

00:24:50.904 --> 00:25:02.724

So, I think spitting is a really good example of that on the baseball field spitting on the baseball field. That's junk. Spitting in the sink after you brush your teeth.

178 "Kathleen Deppeler" (2821850112)

00:25:03.029 --> 00:25:09.989

Desirable right so, depending on the context of where that behavior occurs, uh, that's going to.

179 "Kathleen Deppeler" (2821850112)

00:25:09.989 --> 00:25:17.099

Determine where the behavior falls, and it's important to consider where the behavior falls as we consider how we might respond to it.

180 "Kathleen Deppeler" (2821850112)

00:25:17.099 --> 00:25:20.849

Or how he might target it for change.

181 "Kathleen Deppeler" (2821850112)

00:25:23.639 --> 00:25:32.874

So, uh, again, significant, desirable behaviors these are the ones that will help people succeed in the community and just okay.

182 "Kathleen Deppeler" (2821850112)

00:25:32.874 --> 00:25:39.954

Behaviors are the ones that we're often taking for granted we don't usually notice until they don't happen.

183 "Kathleen Deppeler" (2821850112)

00:25:40.464 --> 00:25:53.064

Um, and our are also an opportunity for us to increase the positivity and the environment just by paying off those just be just okay behaviors that we're usually not really reacting to.

184 "Kathleen Deppeler" (2821850112)
00:25:53.459 --> 00:26:01.889
And then junk is that annoying stuff that we're probably spending a lot of time on? Um.

185 "Kathleen Deppeler" (2821850112)
00:26:03.569 --> 00:26:10.799
And our list, let's look at our list and see what behaviors that we.

186 "Kathleen Deppeler" (2821850112)
00:26:10.799 --> 00:26:14.729
Found earlier that might be junk. So I'm going to get rid of my.

187 "Kathleen Deppeler" (2821850112)
00:26:14.729 --> 00:26:18.899
Eraser here and use the chat box.

188 "Kathleen Deppeler" (2821850112)
00:26:20.309 --> 00:26:24.449
And tell me which behaviors that we came up with.

189 "Kathleen Deppeler" (2821850112)
00:26:24.449 --> 00:26:28.649
Were junk.

190 "Kathleen Deppeler" (2821850112)
00:26:28.649 --> 00:26:41.849
What on here is junk so you guys typing up your list crying, singing, running, jumping.

191 "Kathleen Deppeler" (2821850112)
00:26:41.849 --> 00:26:45.149
And depending on the context yes. Yes.

192 "Kathleen Deppeler" (2821850112)
00:26:54.839 --> 00:26:58.619
Silence page sense.

193 "Kathleen Deppeler" (2821850112)
00:27:05.069 --> 00:27:08.159
Ignoring throwing something the drag race.

194 "Kathleen Deppeler" (2821850112)
00:27:08.159 --> 00:27:16.799
Thank you. Okay let's look at this and come up with what on here we're just okay. Behaviors and some of them might have also been.

195 "Kathleen Deppeler" (2821850112)
00:27:16.799 --> 00:27:19.949
Um, you know, depending on the context, um.

196 "Kathleen Deppeler" (2821850112)
00:27:19.949 --> 00:27:24.539

My my fall in multiple categories.

197 "Kathleen Deppeler" (2821850112)

00:27:24.539 --> 00:27:38.009

Talking about singing, being junk Lee mentioned that singing in the library would be junk behavior. Yes, that is not socially acceptable and probably annoying to the other folks of the library.

198 "Kathleen Deppeler" (2821850112)

00:27:40.859 --> 00:27:51.539

Let's get a couple of significant, desirable behaviors and then I think, I think you guys have shown that you really understand that these variety of.

199 "Kathleen Deppeler" (2821850112)

00:27:52.709 --> 00:28:02.399

Categories of behavior smiling. Yes. Yes. Good.

200 "Kathleen Deppeler" (2821850112)

00:28:06.449 --> 00:28:12.239

Talking yes, these are great walking in most in public set. Yes. Most public settings yes.

201 "Kathleen Deppeler" (2821850112)

00:28:12.239 --> 00:28:17.609

Okay, okay. So sleeping mostly is yes.

202 "Kathleen Deppeler" (2821850112)

00:28:17.609 --> 00:28:24.449

Desirable if you have a tiny baby, it's probably significantly desirable.

203 "Kathleen Deppeler" (2821850112)

00:28:24.449 --> 00:28:31.079

And then as they grow to be teenagers, it might become the junk. Okay.

204 "Kathleen Deppeler" (2821850112)

00:28:31.079 --> 00:28:38.309

That'd be great orienting myself back to where we were on the PowerPoint. Um.

205 "Kathleen Deppeler" (2821850112)

00:28:38.309 --> 00:28:49.709

So, some examples of drunk, I think we've kind of, you guys really did a great job with this. So I'm going to move on. Let's think about why people do junk behavior.

206 "Kathleen Deppeler" (2821850112)

00:28:52.829 --> 00:28:57.689

So, why might a person curse or add another person.

207 "Kathleen Deppeler" (2821850112)

00:28:57.689 --> 00:29:03.359

Attention Bryce says why might a person.

208 "Kathleen Deppeler" (2821850112)
00:29:03.359 --> 00:29:08.699
Curse add another habit page says anger case says these are great.

209 "Kathleen Deppeler" (2821850112)
00:29:08.699 --> 00:29:12.509
These are great.

210 "Kathleen Deppeler" (2821850112)
00:29:15.089 --> 00:29:21.929
Disappointment Yep. So we have a special tool to to address drunk behavior.

211 "Kathleen Deppeler" (2821850112)
00:29:23.034 --> 00:29:36.624
And part of their daily language yeah, you guys are doing a great job. So there's, there are many reasons and it sounds like you guys have a lot of empathy for why a person might engage in some of these junk behaviors. Um.

212 "Kathleen Deppeler" (2821850112)
00:29:40.649 --> 00:29:51.989
Um, so that's important to keep in mind and we have a specific tool that helps to address this junk behavior, um, without and help keep a.

213 "Kathleen Deppeler" (2821850112)
00:29:51.989 --> 00:30:06.864
These these beavers often can escalate as we respond to them. And so we have a tool called pivot that can really help you deal with these, uh, junk behaviors and create an environment that's less likely to escalate. And when we respond to them.

214 "Kathleen Deppeler" (2821850112)
00:30:07.794 --> 00:30:12.594
So undesirable behavior that's not junk is serious.

215 "Kathleen Deppeler" (2821850112)
00:30:12.594 --> 00:30:24.864
So examples of serious behavior hitting with force throwing a chair, and we do need to, uh, deal with, uh, respond to these undesirable behaviors for the safety of others.

216 "Kathleen Deppeler" (2821850112)
00:30:25.224 --> 00:30:29.754
And so we have a specific tool to deal with that stay close hat. Um.

217 "Kathleen Deppeler" (2821850112)
00:30:30.414 --> 00:30:35.274
And part of that tool involves not reacting to those other skills and using the pivot tool as well.

218 "Kathleen Deppeler" (2821850112)
00:30:35.634 --> 00:30:50.514

So, what should we do if we see serious behavior, it's about to happen if we have a, if we already have a plan, because we know that this person often engages in this behavior, or has the potential to engage in this behavior we should follow the plan.

219 "Kathleen Deppeler" (2821850112)
00:30:50.634 --> 00:31:00.024

That's what we should do we should follow the plan that's been determined. And if you don't have a plan and someone's engaging in serious behaviors for something that's physically harmful to them.

220 "Kathleen Deppeler" (2821850112)
00:31:00.119 --> 00:31:08.489

Others property or illegal, you can use 908 crisis line as an opportunity to get some help with that. That issue.

221 "Kathleen Deppeler" (2821850112)
00:31:09.719 --> 00:31:14.279

So, let's think about this idea of behavior change.

222 "Kathleen Deppeler" (2821850112)
00:31:14.424 --> 00:31:26.364

And and what we want to teach and increase or, or potentially replace. So, as, we think about those significant, desirable behaviors and the just, okay, we want to teach and increase those.

223 "Kathleen Deppeler" (2821850112)
00:31:26.364 --> 00:31:37.794

And when we think about the junk and the serious behaviors, we want to replace them. And this is why it's so important to recognize all of the categories of behavior.

224 "Kathleen Deppeler" (2821850112)
00:31:38.694 --> 00:31:45.684

Typically, we focus our attention on that last 1 and the undesirable and positive behavior supports again,

225 "Kathleen Deppeler" (2821850112)
00:31:45.684 --> 00:31:59.664

once it's to really shift our mindset and think about all behavior and the opportunity we have to focus on desirable behavior and change behavior through that focus. So, we want to teach desirable behavior.

226 "Kathleen Deppeler" (2821850112)
00:31:59.844 --> 00:32:03.954

We want to teach alternatives to that undesirable behavior.

227 "Kathleen Deppeler" (2821850112)
00:32:04.379 --> 00:32:15.809

We want to strengthen an increased desirable behavior and we have a tool for, for dealing with these. We have a tool for increasing desirable behavior through positive consequences and our stay close.

228 "Kathleen Deppeler" (2821850112)

00:32:15.809 --> 00:32:25.139

And then we also have a tool for weakening and decreasing undesirable behaviors through that pivot tool. I talked about and supporting people through difficult times with the stay close hat.

229 "Kathleen Deppeler" (2821850112)

00:32:28.229 --> 00:32:35.489

Let's talk about some fundamental to help. All of us be on the same page about, um.

230 "Kathleen Deppeler" (2821850112)

00:32:35.489 --> 00:32:44.519

About this positive behavior, support philosophy and the science around what we know about behavior and behavior change.

231 "Kathleen Deppeler" (2821850112)

00:32:45.264 --> 00:32:55.614

So, behavior is always right given the person's environment in history and I don't mean that it was right as in good job. They hit someone.

232 "Kathleen Deppeler" (2821850112)

00:32:55.644 --> 00:33:09.324

I mean, it was right, because based on their history, based on their current situation, this is the thing that they knew to best meet their needs. So, it was right, and this is the thing that they practice and it was the thing that was most likely to occur.

233 "Kathleen Deppeler" (2821850112)

00:33:09.689 --> 00:33:15.599

So this means that we should probably.

234 "Kathleen Deppeler" (2821850112)

00:33:16.914 --> 00:33:26.034

We want to take efforts and understand that a person is not willfully doing something to be bad, or be against us.

235 "Kathleen Deppeler" (2821850112)

00:33:26.274 --> 00:33:37.494

They learn to do these behaviors through their experiences from watching others and they're telling us that something is wrong. You know, we talked earlier, lots of people said that behavior is a form of communication.

236 "Kathleen Deppeler" (2821850112)

00:33:37.494 --> 00:33:45.504

So I think that there's a lot of really understanding around that in that that they're communicating that something isn't going right in their world over.

237 "Kathleen Deppeler" (2821850112)

00:33:45.599 --> 00:33:52.499

And that we need to understand this and teach and model and encourage desirable behaviors. So.

238 "Kathleen Deppeler" (2821850112)

00:33:52.499 --> 00:33:57.389

Behaviors communicate what that person is learned.

239 "Kathleen Deppeler" (2821850112)

00:33:57.389 --> 00:34:01.649

What the person's learn to do to get what they need? Um.

240 "Kathleen Deppeler" (2821850112)

00:34:01.649 --> 00:34:06.149

And almost all of the behaviors that were concerned about com came about, because.

241 "Kathleen Deppeler" (2821850112)

00:34:06.149 --> 00:34:20.274

Of the learning experiences, the person had some behaviors are automatic, like digestion or or breathing. We must understand and approach those behaviors and understand that.

242 "Kathleen Deppeler" (2821850112)

00:34:20.274 --> 00:34:33.384

All behaviors are coming from that environment and they're really the same, like, practices that digestion and breathing. So the learning history of the person and understanding where they're coming from, can really help us change their behavior.

243 "Kathleen Deppeler" (2821850112)

00:34:35.369 --> 00:34:39.689

Let's move on to our fundamental fact number 2.

244 "Kathleen Deppeler" (2821850112)

00:34:39.689 --> 00:34:50.009

Consequences anything that occurs after a behavior, and a consequence can either strengthen the behavior and make it more likely to happen in the future.

245 "Kathleen Deppeler" (2821850112)

00:34:50.009 --> 00:34:55.679

Where it can, we can that behavior and make it less likely to happen in the future.

246 "Kathleen Deppeler" (2821850112)

00:34:59.579 --> 00:35:03.809

So, it's important to remember that consequences can be an improvement.

247 "Kathleen Deppeler" (2821850112)

00:35:04.374 --> 00:35:17.094

Or they can be a worsening, so they can be positive or negative. And we usually hear this word as used as negative or punishment consequences usually in people's minds, similar to behavior as a, as a negative thing.

248 "Kathleen Deppeler" (2821850112)

00:35:19.019 --> 00:35:30.359

But consequences are again, anything that happens after a behavior. So it's not just a negative thing that we add. It's, um.

249 "Kathleen Deppeler" (2821850112)
00:35:30.359 --> 00:35:33.839

Anything that happens after the behavior, and we know that the things that are happening.

250 "Kathleen Deppeler" (2821850112)
00:35:33.839 --> 00:35:45.389

Within 3 seconds of that behavior are the most powerful consequences. So the sooner that consequence occurs, um, the greater impact, it can have on a person's behavior.

251 "Kathleen Deppeler" (2821850112)
00:35:45.389 --> 00:35:53.699

So, our, our goal as behavior change agents is to determine what consequences a person wants.

252 "Kathleen Deppeler" (2821850112)
00:35:53.699 --> 00:35:56.729

Will work for that are an improvement.

253 "Kathleen Deppeler" (2821850112)
00:35:56.729 --> 00:36:00.479

And arrange for those to follow the desirable behavior. So.

254 "Kathleen Deppeler" (2821850112)
00:36:00.479 --> 00:36:15.449

If my with my, uh, human, my kid likes to watch TV I want that to follow the desirable behavior. So, TV is going to come after homework or after, you know, a task that, um.

255 "Kathleen Deppeler" (2821850112)
00:36:15.449 --> 00:36:21.719

That that is, uh, high quality, big deal tasks that needs to happen. So, hopefully it strengthens that behavior.

256 "Kathleen Deppeler" (2821850112)
00:36:25.799 --> 00:36:33.629

And 3, this is a really hard 1 it takes time, time, time, time, time, time. Think how long someone has engaged in that.

257 "Kathleen Deppeler" (2821850112)
00:36:33.629 --> 00:36:47.754

That swearing or that junk behavior, it's going to take a long time for that behavior to change. They've worked on it for a really long time. It's ingrained people want. We want things to change immediately.

258 "Kathleen Deppeler" (2821850112)
00:36:47.754 --> 00:37:00.984

And we often think that that telling someone that you want them to change or telling someone that you want them to stop doing the thing or or or

coming up with a big plan about how we're going to change this behavior. Then it'll have this immediate change. And.

259 "Kathleen Deppeler" (2821850112)
00:37:01.439 --> 00:37:07.139

And often, that's not true. And, you know, the behavior took took time to learn and develop.

260 "Kathleen Deppeler" (2821850112)
00:37:07.139 --> 00:37:10.139

And it's going to take time to change and.

261 "Kathleen Deppeler" (2821850112)
00:37:10.139 --> 00:37:21.749

We can change behavior using the same strategies for that time. We can be consistent and persistent and sometimes we can't tell.

262 "Kathleen Deppeler" (2821850112)
00:37:21.749 --> 00:37:26.939

If the change is effective, so we can take data.

263 "Kathleen Deppeler" (2821850112)
00:37:27.114 --> 00:37:39.504

And we should wait 2 weeks so if you have a plan, and you're doing it, and it's not working every single time, keep doing what you're doing for, for 2 weeks, look at the data tweak 1 thing,

264 "Kathleen Deppeler" (2821850112)
00:37:39.654 --> 00:37:42.564

and then see how that works and keep moving forward.

265 "Kathleen Deppeler" (2821850112)
00:37:43.469 --> 00:37:46.799

It's just, it, it takes time.

266 "Kathleen Deppeler" (2821850112)
00:37:46.799 --> 00:37:56.849

That patience is important. Fundamental fact, number 4 past behavior is the best predictor of future behavior.

267 "Kathleen Deppeler" (2821850112)
00:37:56.849 --> 00:38:05.579

So, remember that their past experiences that press the things they did to practice these skills before.

268 "Kathleen Deppeler" (2821850112)
00:38:05.579 --> 00:38:12.450

Uh, they are impacting us now and, um.

269 "Kathleen Deppeler" (2821850112)
00:38:12.450 --> 00:38:17.790

Knowing that if I think a good example of this is.

270 "Kathleen Deppeler" (2821850112)

00:38:17.790 --> 00:38:28.710

You know, if I have a person who often threatens to hurt themselves, and they haven't followed through, they, they often threaten it. I can anticipate that.

271 "Kathleen Deppeler" (2821850112)

00:38:29.215 --> 00:38:44.155

That they are going to threaten and that they are unlikely to follow through on that threat and I can use some of these positive practices and slow down and avoid reacting to that undesirable behavior of their threats and try to use 1 of these other skills.

272 "Kathleen Deppeler" (2821850112)

00:38:44.250 --> 00:38:52.105

You take a moment, so I think it's a reassure this this fundamental fact, to me is reassuring that I can plan and prepare.

273 "Kathleen Deppeler" (2821850112)

00:38:52.255 --> 00:39:01.705

Because what happened last time is likely to happen again, and therefore I can be prepared, and I can anticipate what issues might occur and work hard to, to avoid them.

274 "Kathleen Deppeler" (2821850112)

00:39:05.125 --> 00:39:19.645

So, we're gonna talk more about these here in a few minutes. We're going to spend a lot of time on this idea of coercion here. So, um, fundamental fact, number 5 giving negative, coercive, punishing consequences.

275 "Kathleen Deppeler" (2821850112)

00:39:19.735 --> 00:39:24.325

We're creating a worsening for someone typically result in more problems.

276 "Kathleen Deppeler" (2821850112)

00:39:24.745 --> 00:39:35.515

And they are, that is focused on their undesirable behavior and again we're trying to focus on all behavior and really try to beef up our responses to the positive.

277 "Kathleen Deppeler" (2821850112)

00:39:35.515 --> 00:39:49.915

So, if we're using negative for being coercive in our interactions, that's really our method of telling someone. We don't like what they're doing and in doing that, we're really focused on the undesirable behavior and, and providing a lot of attention for that undesirable behavior.

278 "Kathleen Deppeler" (2821850112)

00:39:49.915 --> 00:39:54.115

And our attention is is really reinforcing and.

279 "Kathleen Deppeler" (2821850112)

00:39:54.390 --> 00:40:08.670

Will work for attention so I want to make sure that we're providing that attention after desirable behavior. Like we talked about earlier and when

undesirable behavior is happening, we really want to work hard to avoid providing conversion.

280 "Kathleen Deppeler" (2821850112)
00:40:09.925 --> 00:40:24.565

In the long run behavior responds better to positive consequences. And so that's that's where we want to spend our time. We want to spend our time identifying desirable behavior that's occurring and providing positive consequences that that people like.

281 "Kathleen Deppeler" (2821850112)
00:40:25.465 --> 00:40:33.355

Not people will work for we'll learn in a few minutes as we talk about conversion and the common effects of it,

282 "Kathleen Deppeler" (2821850112)
00:40:34.105 --> 00:40:45.295

why it's so important to to avoid that and really try to shift our mind to focus on the desirable and providing positive consequences versus those coercive consequences.

283 "Kathleen Deppeler" (2821850112)
00:40:48.090 --> 00:40:53.010

So this universal approach.

284 "Kathleen Deppeler" (2821850112)
00:40:53.010 --> 00:41:02.935

Is the foundation of all other interventions and remember when I showed you the triangle and we were I said that this tool strategies was the base of the triangle.

285 "Kathleen Deppeler" (2821850112)
00:41:02.935 --> 00:41:12.175

It's, it's what supports every other intervention that a person might need and it often helps avoid the need for other interventions.

286 "Kathleen Deppeler" (2821850112)
00:41:12.420 --> 00:41:20.850

So often, uh, discipline is understood to mean.

287 "Kathleen Deppeler" (2821850112)
00:41:20.850 --> 00:41:34.615

Strict or, uh, punishment um, it has that negative connotation similar to consequences and behavior. Like we've talked about and so we want to expand your idea of discipline to think about.

288 "Kathleen Deppeler" (2821850112)
00:41:35.850 --> 00:41:45.120

You know, math is a discipline sciences discipline. English is a discipline. Discipline is something that you learn and something that's taught. And so, um.

289 "Kathleen Deppeler" (2821850112)
00:41:45.120 --> 00:41:58.860

This is this is something that we can be empowered to provide the model we can teach and we can motivate the desirable behaviors that we want to see more of. And that's the form of discipline that will, um.

290 "Kathleen Deppeler" (2821850112)

00:41:58.860 --> 00:42:03.810

Increase the positivity and our environment and make behavior change more likely to occur.

291 "Kathleen Deppeler" (2821850112)

00:42:08.670 --> 00:42:13.285

So, um, trying to teach through punishment we'll hurt your relationship.

292 "Kathleen Deppeler" (2821850112)

00:42:13.285 --> 00:42:27.805

We talked about this earlier and I have some examples of ways that we're actively doing this and really common ways that we're punishing people and trying to tell them that we don't like what they're doing in a way to, in an effort to teach them to do something different next time.

293 "Kathleen Deppeler" (2821850112)

00:42:28.140 --> 00:42:33.930

And this is important because when we.

294 "Kathleen Deppeler" (2821850112)

00:42:33.930 --> 00:42:44.490

Are using punishment, we are teaching the thing. We don't want we're modeling and we're motivating exactly the behaviors that we that we want to decrease. So.

295 "Kathleen Deppeler" (2821850112)

00:42:44.490 --> 00:42:52.050

It's really important to start thinking about the responses that we're providing and how we're teaching people to engage in the behaviors that we're looking for.

296 "Kathleen Deppeler" (2821850112)

00:42:52.050 --> 00:42:57.570

Versus the, versus focusing on the behaviors that we want to decrease.

297 "Kathleen Deppeler" (2821850112)

00:43:02.635 --> 00:43:17.095

So, to change behavior, we have to find the behaviors that we want to see and then we need to start teaching them. We need to start really observing and looking for them to happen and paying them off. We need to just start providing attention after.

298 "Kathleen Deppeler" (2821850112)

00:43:17.095 --> 00:43:21.565

They occur, and we really want to beef up our positive consequences for them.

299 "Kathleen Deppeler" (2821850112)

00:43:21.900 --> 00:43:26.670

And in doing that, we're going to motivate desirable behavior.

300 "Kathleen Deppeler" (2821850112)
00:43:26.670 --> 00:43:30.240
So, um.

301 "Kathleen Deppeler" (2821850112)
00:43:32.190 --> 00:43:34.315
I talked earlier about 1 of the things.

302 "Kathleen Deppeler" (2821850112)
00:43:34.315 --> 00:43:45.505
That is often difficult for people to accept in the in the model of positive behavior supports with this idea that we in focusing on desirable behavior,

303 "Kathleen Deppeler" (2821850112)
00:43:45.505 --> 00:43:59.575
all of the time and and really working to beef up our positive consequences. And avoid punishment that we're letting people get away with their undesirable behavior when, in fact, we just, we just want to put more of an emphasis.

304 "Kathleen Deppeler" (2821850112)
00:43:59.640 --> 00:44:14.160
On the desirable healthy behaviors, and if we, if we must, we can interrupt or or react to undesirable behavior with 1 of our skills, using a little attention, this little reaction as possible. Um.

305 "Kathleen Deppeler" (2821850112)
00:44:14.160 --> 00:44:18.150
And, and really just beefing up that desirable.

306 "Kathleen Deppeler" (2821850112)
00:44:18.150 --> 00:44:28.110
So goes to avoid focusing on the undesirable.

307 "Kathleen Deppeler" (2821850112)
00:44:28.110 --> 00:44:38.820
That you want the person to stop, we went to avoid providing a reaction or response that that person might have been looking for and instead shift our focus.

308 "Kathleen Deppeler" (2821850112)
00:44:38.820 --> 00:44:44.370
Expand our focus to really spending our time thinking about desirable behaviors.

309 "Kathleen Deppeler" (2821850112)
00:44:44.370 --> 00:44:48.210
So, again.

310 "Kathleen Deppeler" (2821850112)
00:44:49.410 --> 00:45:03.000

It is unlikely it's gonna take time for things to change and is likely that behavior will the behavior of other people will change until we change our focus while we're interacting with them. It's gonna take time.

311 "Kathleen Deppeler" (2821850112)

00:45:03.000 --> 00:45:09.835

We are looking for improvement not perfection. That's a really that's a that's a really important part here.

312 "Kathleen Deppeler" (2821850112)

00:45:10.615 --> 00:45:24.655

Uh, mostly because it's going to take so much time that looking for small changes is really going to help increase our motivation and help increase our confidence that what we're doing is making an impact. So, above all be patient.

313 "Kathleen Deppeler" (2821850112)

00:45:31.560 --> 00:45:37.440

We're going to shift to talking about coercion. I've mentioned that word many many times now. So let's give a definition.

314 "Kathleen Deppeler" (2821850112)

00:45:38.460 --> 00:45:41.520

Excuse me um.

315 "Kathleen Deppeler" (2821850112)

00:45:41.520 --> 00:45:49.500

My definition of coercion is the way that we tell people that I don't like what you're doing, which we do in a lot of different ways.

316 "Kathleen Deppeler" (2821850112)

00:45:49.500 --> 00:45:57.060

Um, it's a person delivered, it's something that I am doing in response.

317 "Kathleen Deppeler" (2821850112)

00:45:57.060 --> 00:46:03.750

To someone's undesirable behavior that's creating a worsening for them. It is. Um.

318 "Kathleen Deppeler" (2821850112)

00:46:03.750 --> 00:46:07.290

Eh, it's.

319 "Kathleen Deppeler" (2821850112)

00:46:07.290 --> 00:46:15.360

Potentially giving being a put down for them, it is damaging to our relationship. Um.

320 "Kathleen Deppeler" (2821850112)

00:46:15.360 --> 00:46:25.140

And it's not, it is disruptive to us, be being models of the desirable behavior that we want to see. And, um.

321 "Kathleen Deppeler" (2821850112)

00:46:25.140 --> 00:46:33.570

When we're teaching and modeling, we have to avoid conversion in order to change behavior because otherwise we're motivating the thing that we don't want to see more of.

322 "Kathleen Deppeler" (2821850112)

00:46:37.830 --> 00:46:41.010

So, it's important to think about.

323 "Kathleen Deppeler" (2821850112)

00:46:41.010 --> 00:46:52.590

Consequences that a person provides as socially mediated and the consequences that happen after a behavior that don't take a person to do that are just the natural consequence of the person doing that.

324 "Kathleen Deppeler" (2821850112)

00:46:53.610 --> 00:46:59.130

So, for example, if I walk into a wall.

325 "Kathleen Deppeler" (2821850112)

00:46:59.130 --> 00:47:03.450

The natural effect of that is, I am in pains and I might.

326 "Kathleen Deppeler" (2821850112)

00:47:03.450 --> 00:47:16.380

Get a bump on my head, but none of that was socially needed. It didn't take a person to tell me that bumping into the wall was not a good idea. That was just a natural effect of doing that.

327 "Kathleen Deppeler" (2821850112)

00:47:16.380 --> 00:47:22.110

Um, so on the on the other side of this.

328 "Kathleen Deppeler" (2821850112)

00:47:22.255 --> 00:47:33.085

A person mediated consequence could be something like you come in late to work and you get docked that you get Dr. pay or your bosses is mad at you and says, what were you thinking?

329 "Kathleen Deppeler" (2821850112)

00:47:34.195 --> 00:47:44.845

That took a person to mediate that consequence? And it's, it's not the same as that natural natural punishment, which weekends and decreases the frequency of a behavior.

330 "Kathleen Deppeler" (2821850112)

00:47:46.375 --> 00:47:57.745

It has many negative side effects. The social media punishment has many negative side effects for our relationship and it can it can cause problems down the road.

331 "Kathleen Deppeler" (2821850112)

00:47:57.865 --> 00:48:01.795

It often also motivates that undesirable behavior that we are not looking for.

332 "Kathleen Deppeler" (2821850112)

00:48:04.675 --> 00:48:13.465

Many of us have had experience of being punished by parents or teachers or other folks.

333 "Kathleen Deppeler" (2821850112)

00:48:13.525 --> 00:48:27.205

Um, and might not have noticed in the moment the negative effects of those, uh, those experiences of coercion. Um, and it might be that you had many more positive experiences in that relationship.

334 "Kathleen Deppeler" (2821850112)

00:48:27.205 --> 00:48:30.235

So it wasn't a problem of your life. Um.

335 "Kathleen Deppeler" (2821850112)

00:48:34.080 --> 00:48:48.660

There's many areas where we, as a culture and society are learning that punishment is not making things better. Our recidivism right. Is an excellent example of that punitive response that we provide not.

336 "Kathleen Deppeler" (2821850112)

00:48:48.660 --> 00:48:58.650

Not changing the person's behavior in the long run high recidivism rate shows that the person didn't learn that that undesirable behavior.

337 "Kathleen Deppeler" (2821850112)

00:48:58.650 --> 00:49:13.170

Cause the problem they continue to do the same thing after they're no longer incarcerated. Um, so that punishment was not actually effective and school wide positive behavior supports shows that.

338 "Kathleen Deppeler" (2821850112)

00:49:13.615 --> 00:49:16.045

Most students have better outcomes,

339 "Kathleen Deppeler" (2821850112)

00:49:16.225 --> 00:49:31.015

they have reduced office referrals and suspensions and so increasing the positive and the environment focusing on the positive in the environment actually has demonstrated greater behavior change than the punitive punishing consequences of a

340 "Kathleen Deppeler" (2821850112)

00:49:31.015 --> 00:49:32.575

system. Like, um.

341 "Kathleen Deppeler" (2821850112)

00:49:32.910 --> 00:49:44.130

Are, you know, juvenile justice system, uh, and again that goes back to what does it really mean to punish? So, um.

342 "Kathleen Deppeler" (2821850112)
00:49:44.130 --> 00:49:54.840
The authoritative imposition of something negative or unpleasant that's the, the Wikipedia definition giving negative coercive. Um.

343 "Kathleen Deppeler" (2821850112)
00:49:54.840 --> 00:49:57.900
The consequences, um.

344 "Kathleen Deppeler" (2821850112)
00:49:57.900 --> 00:50:11.730
Taking away privileges, trying to get rid of behavior. These are common definitions of of punishment. And that's what coercion is. It's a way that we punish. It's a verbal or physical force.

345 "Kathleen Deppeler" (2821850112)
00:50:11.730 --> 00:50:17.970
It creates a worsening for people. It's disrespectful generally and.

346 "Kathleen Deppeler" (2821850112)
00:50:17.970 --> 00:50:29.010
I'm about to tell you a bunch of examples and we're all going to see ourselves. I told you is my goal in life to avoid coercion for a whole day. These are habitual reactions. This is.

347 "Kathleen Deppeler" (2821850112)
00:50:30.025 --> 00:50:39.175
This is the way our society often operates many of the examples that of how people try to change behavior and popular cultural, you know, if you're watching television.

348 "Kathleen Deppeler" (2821850112)
00:50:39.415 --> 00:50:48.445
However, the teenager had their their lightbulb moment it was probably some kind of conversion that's really poor examples out there for us. So, these are habitual reactions. No.

349 "Kathleen Deppeler" (2821850112)
00:50:48.445 --> 00:50:59.005
One's intentionally trying to be disrespectful or put someone down their habits and they're things that we've learned and so we can learn another way to. And so, 1 of the things.

350 "Kathleen Deppeler" (2821850112)
00:50:59.010 --> 00:51:05.070
I love about tools, I find it empowering that I kind of effect on my environment by simply behaving.

351 "Kathleen Deppeler" (2821850112)
00:51:05.070 --> 00:51:19.290
In a different way. So let's look at these 10 examples of conversion and these are things that we are looking to avoid and they come from Dr Colin Lenghens power of positive parenting. Um.

352 "Kathleen Deppeler" (2821850112)
00:51:19.290 --> 00:51:25.770
And which is the, which is a great book and what tools of choices based on. So here is our.

353 "Kathleen Deppeler" (2821850112)
00:51:25.770 --> 00:51:31.560
10 examples of common convergence, questioning, arguing, sarcasm, teasing.

354 "Kathleen Deppeler" (2821850112)
00:51:31.560 --> 00:51:34.950
Is there sounding really familiar? I'm guessing.

355 "Kathleen Deppeler" (2821850112)
00:51:35.515 --> 00:51:46.165
Force either verbal or physical threats, criticism, despair, lecture, logic, taking away, talking about bad behavior in front of the person, and we're going to go in and provide a definition for each of these.

356 "Kathleen Deppeler" (2821850112)
00:51:46.165 --> 00:51:59.815
So questioning this is asking a rhetorical question. You didn't really want the answer. You already know what the answer is do you what time? I don't need you to tell me what time it is.

357 "Kathleen Deppeler" (2821850112)
00:51:59.815 --> 00:52:03.805
I know what time it is and I'm telling you that you showed up late, right?

358 "Kathleen Deppeler" (2821850112)
00:52:04.950 --> 00:52:11.250
It's something that we're doing with our body language my tone of voice that a lot right there. Do you know what time it is?

359 "Kathleen Deppeler" (2821850112)
00:52:11.250 --> 00:52:23.280
Do you know what time it is? Those are 2 totally different questions. The 1st 1 I think I legitimately wanted to know what time it is in the 2nd 1. I just wanted you to know that you messed up and so.

360 "Kathleen Deppeler" (2821850112)
00:52:23.280 --> 00:52:30.990
People feel, you know, that's it can be a put down and a show of disrespect when people are doing this. So.

361 "Kathleen Deppeler" (2821850112)
00:52:30.990 --> 00:52:35.580
You know, do you want us banking? Are you crazy?

362 "Kathleen Deppeler" (2821850112)
00:52:35.580 --> 00:52:41.820

We don't really want people to answer these questions. It's a way that we're telling someone that we don't like.

363 "Kathleen Deppeler" (2821850112)
00:52:41.820 --> 00:52:46.200
What they're doing it's unhelpful.

364 "Kathleen Deppeler" (2821850112)
00:52:46.200 --> 00:52:55.980
And it can hurt, here's another example of a way that we're doing this arguing. So this back and forth between 2 people.

365 "Kathleen Deppeler" (2821850112)
00:52:55.980 --> 00:53:00.120
Arguing is often coercive.

366 "Kathleen Deppeler" (2821850112)
00:53:00.120 --> 00:53:11.965
And it, it's less motivating to get people to change when we're just going back and forth. No one's really listening to each other. I think, you know, arguing about politics is a great example.

367 "Kathleen Deppeler" (2821850112)
00:53:11.965 --> 00:53:24.835
You're never going to change uncle bud's mind about whatever political opinion that he has, that you think is wrong. You're never gonna change his mind. You're just simply going to damage your relationship and this happens a lot.

368 "Kathleen Deppeler" (2821850112)
00:53:24.835 --> 00:53:30.055
We argue a lot with kids and people with intellectual disability.

369 "Kathleen Deppeler" (2821850112)
00:53:30.120 --> 00:53:39.990
Argue with our family we do this often. Do we ever win? No, not usually. Not. Usually. Um.

370 "Kathleen Deppeler" (2821850112)
00:53:39.990 --> 00:53:48.750
So, we all have different views when we argue, you know, the stronger and further away and distant. We all really become.

371 "Kathleen Deppeler" (2821850112)
00:53:48.750 --> 00:53:53.820
So, arguing is another way that we're telling people that we don't like what they're doing.

372 "Kathleen Deppeler" (2821850112)
00:53:53.820 --> 00:53:57.270
It's hurting and damaging our relationship.

373 "Kathleen Deppeler" (2821850112)
00:53:57.270 --> 00:54:05.490

Here's our next 1 sarcasm and teasing and this 1 I can get up on my soapbox is a little bit about and I'm really going to I'm really gonna try to stay on the ground here. So, um.

374 "Kathleen Deppeler" (2821850112)
00:54:05.490 --> 00:54:11.490
You know, sarcasm looks like your voice or or cadence is insincere.

375 "Kathleen Deppeler" (2821850112)
00:54:11.490 --> 00:54:14.005
Your your facial expression is mocking. Okay.

376 "Kathleen Deppeler" (2821850112)
00:54:14.005 --> 00:54:29.005
This is going well, you know, you you mean 1 thing, but you're really saying another or showing you're, you're using an example to show someone how wrong they are had done.

377 "Kathleen Deppeler" (2821850112)
00:54:29.005 --> 00:54:32.035
Their behavior is it's embarrassing.

378 "Kathleen Deppeler" (2821850112)
00:54:33.570 --> 00:54:39.060
And it's really damaging to our relationship also.

379 "Kathleen Deppeler" (2821850112)
00:54:39.060 --> 00:54:52.705
You know, sarcasm is generally at someone's expense. So, even if it's malicious or playful or even if it's playful, there's still some, some grain of truth there that can hurt people.

380 "Kathleen Deppeler" (2821850112)
00:54:53.005 --> 00:54:58.555
Um, it's also a really complex social skill to understand sarcasm. Um.

381 "Kathleen Deppeler" (2821850112)
00:54:58.890 --> 00:55:04.080
So, it's really it's not a universal strategy. It's really not something that.

382 "Kathleen Deppeler" (2821850112)
00:55:04.080 --> 00:55:09.030
Um, that everybody understands and, um, so.

383 "Kathleen Deppeler" (2821850112)
00:55:09.235 --> 00:55:24.235
Even if you think you're joking, the other person might not take it that way. And again, your modeling behavior that is really difficult. It's a complex social skill to use sarcasm. And so you're modeling this skill that is potentially really difficult for other people to implement.

384 "Kathleen Deppeler" (2821850112)
00:55:26.880 --> 00:55:31.050

So, force verbal forces is loud and close.

385 "Kathleen Deppeler" (2821850112)

00:55:31.050 --> 00:55:35.370

And physical force is, you know, abuse, it's, uh.

386 "Kathleen Deppeler" (2821850112)

00:55:35.370 --> 00:55:41.370

Uh, those big kinds of things, and this is a form of coercion that is, um.

387 "Kathleen Deppeler" (2821850112)

00:55:41.370 --> 00:55:52.890

That most people click. Oh, I am being coercive. This is this is aggressive and it's and it's really making somebody to do something against their will.

388 "Kathleen Deppeler" (2821850112)

00:55:54.270 --> 00:56:05.340

Another example of, uh, coercion here, threats, reminding someone of of the thing that bad thing that could happen if they keep down this road.

389 "Kathleen Deppeler" (2821850112)

00:56:05.340 --> 00:56:09.480

Um, so, you know.

390 "Kathleen Deppeler" (2821850112)

00:56:09.480 --> 00:56:13.950

Reminding something that they might not earn something, or, um.

391 "Kathleen Deppeler" (2821850112)

00:56:13.950 --> 00:56:26.580

You know, that they could lose this positive consequence that they're waiting for. We're really focused on them stopping this behavior right now and it's not it's not helping.

392 "Kathleen Deppeler" (2821850112)

00:56:26.580 --> 00:56:37.465

It's not helping to motivate the desirable behavior, because we're really focused on the junk that's happening in this moment versus that thing that might happen later. These are these are really on the spur of the moment.

393 "Kathleen Deppeler" (2821850112)

00:56:37.465 --> 00:56:51.775

And again, these are unplanned habitual responses from us. So, it's not malicious that we're that we're not maliciously trying to put people down or be disrespectful. They're just common ways that we try to handle a difficult situation.

394 "Kathleen Deppeler" (2821850112)

00:56:52.140 --> 00:57:06.570

So, things you, some examples that you may have heard, or said yourself, you know, if you don't do your homework, you're not going to the model this weekend or if you break that toy, I'll take all your stuff away. Um.

395 "Kathleen Deppeler" (2821850112)

00:57:06.570 --> 00:57:11.070

If you don't need to dinner, if you don't eat dinner, you're not going to get dessert.

396 "Kathleen Deppeler" (2821850112)

00:57:11.070 --> 00:57:14.550

Um, if you don't get to the car on time.

397 "Kathleen Deppeler" (2821850112)

00:57:14.550 --> 00:57:24.450

Then we're gonna listen to talk radio what reminding someone or telling someone that this bad thing might happen. That's the that's a threat.

398 "Kathleen Deppeler" (2821850112)

00:57:29.550 --> 00:57:41.250

So, criticism often, this looks like we're trying to help or that's our intention in saying it, um, we want to point out, um.

399 "Kathleen Deppeler" (2821850112)

00:57:41.905 --> 00:57:53.035

Where where person kind of went wrong, or what they could do that might that might help them. Um, but when they've already started a task, it's a little too late for that.

400 "Kathleen Deppeler" (2821850112)

00:57:53.065 --> 00:58:02.155

And your suggestion of what you're trying to teach them really just looks more like criticism and can feel like a put down because they screwed up. They didn't do the right thing.

401 "Kathleen Deppeler" (2821850112)

00:58:03.720 --> 00:58:11.220

So, and remember that tone of voice and body language plays a lot into this. So, you know, if we're.

402 "Kathleen Deppeler" (2821850112)

00:58:11.575 --> 00:58:17.965

If we're rolling our eyes or sighing that things aren't going.

403 "Kathleen Deppeler" (2821850112)

00:58:17.965 --> 00:58:30.865

Well, these are also forms of criticism and I think that also leads into this example here of despair acting as though you give up or that. You have no hope of the things going.

404 "Kathleen Deppeler" (2821850112)

00:58:30.865 --> 00:58:35.575

Well, you're exasperated. And throw your hands up and.

405 "Kathleen Deppeler" (2821850112)
00:58:35.940 --> 00:58:41.940
Those are all examples of despair. Um, so you.

406 "Kathleen Deppeler" (2821850112)
00:58:41.940 --> 00:58:45.750
You might be leading the person to feel more helpless like.

407 "Kathleen Deppeler" (2821850112)
00:58:45.750 --> 00:58:50.280
Like, no 1 cares about them or likes them and they can't do anything.
Right?

408 "Kathleen Deppeler" (2821850112)
00:58:50.280 --> 00:58:57.960
So so why try it really can lead to some defeat on the other person's
side um.

409 "Kathleen Deppeler" (2821850112)
00:58:57.960 --> 00:59:01.230
It can also can also make the person happy like.

410 "Kathleen Deppeler" (2821850112)
00:59:01.230 --> 00:59:13.680
You know, maybe they're motivated by you feeling, uh, really disappointed
in them and they were trying to frustrate you were making mad and this is
the way that that they showed it. So it can really send a couple of
messages there.

411 "Kathleen Deppeler" (2821850112)
00:59:15.205 --> 00:59:21.685
And it also doesn't motivate people to do better. It gives them the
message that people have given up on them.

412 "Kathleen Deppeler" (2821850112)
00:59:22.105 --> 00:59:35.425
And then, you know, if you're thinking about a clinical space or a
professional space, it can also, you know, your boss doesn't doesn't
believe in you. Why even try, or or, you know, your support person
doesn't believe in you.

413 "Kathleen Deppeler" (2821850112)
00:59:35.425 --> 00:59:40.105
I even try despair can be really, really defeating for that other person.

414 "Kathleen Deppeler" (2821850112)
00:59:42.900 --> 00:59:57.600
Um, the next example is lecturing logic and I'm really starting to feel
like I'm doing that to you guys, because I'm just talking at you for the
for most of this session. I've just been talking at you. Um.

415 "Kathleen Deppeler" (2821850112)
00:59:57.985 --> 01:00:07.375

And that that can be hard, especially in this coercion section, where I'm telling you, here's all the examples of things that we're doing that aren't really helpful.

416 "Kathleen Deppeler" (2821850112)

01:00:08.575 --> 01:00:22.525

So, talking, talking about what should have been done instead or talking too much or telling people, things that they already know, you're repeating yourself and the example that often comes to mind. Here is the whoa whoa. Whoa.

417 "Kathleen Deppeler" (2821850112)

01:00:22.555 --> 01:00:27.025

From Charlie Brown, you know, any adult in Charlie Brown is just a murmur.

418 "Kathleen Deppeler" (2821850112)

01:00:27.600 --> 01:00:42.150

No, none, none of it makes any sense and that's kind of what's happening to people as we start talking too much or start telling them the things they already knew that we told them last time they tuned out. So.

419 "Kathleen Deppeler" (2821850112)

01:00:42.565 --> 01:00:56.485

You know, when you think about it, whatever you're coming up with here, the person's likely heard it many times before. And if you do have something that you want to teach, and that could help make it better. A good way to avoid.

420 "Kathleen Deppeler" (2821850112)

01:00:56.515 --> 01:01:08.605

The lecture is to create a moment on your own we have a tool called set expectations and that's a good way to teach someone something without lecturing or using logic.

421 "Kathleen Deppeler" (2821850112)

01:01:08.850 --> 01:01:14.340

Or criticism, you can use that tool to help.

422 "Kathleen Deppeler" (2821850112)

01:01:14.340 --> 01:01:18.570

Um, can use that tool to help you.

423 "Kathleen Deppeler" (2821850112)

01:01:18.570 --> 01:01:29.310

Come up with a plan for the future so that they know what to do next time and you can help avoid that knee jerk reaction to lecturer criticize.

424 "Kathleen Deppeler" (2821850112)

01:01:30.480 --> 01:01:43.020

Here's another 1 taking away limiting someone's access to an item. It could also be limiting someone's access to, to other people. So time out as an example of takeaway.

425 "Kathleen Deppeler" (2821850112)

01:01:43.020 --> 01:01:57.930

Even if it's planned and your body language is good, it creates a worsening for people. Um, it's definitely disappointing when someone didn't earn it's worse. When someone just feels like they got something taken away. Um.

426 "Kathleen Deppeler" (2821850112)

01:01:59.160 --> 01:02:03.660

So some things have to be taken away for, you know.

427 "Kathleen Deppeler" (2821850112)

01:02:03.660 --> 01:02:08.100

Life saving purposes, um.

428 "Kathleen Deppeler" (2821850112)

01:02:08.100 --> 01:02:20.460

That's not what we're talking about here, you know, when safety is involved, we talked about some crisis responses earlier. We're really talking about that knee jerk reaction after, you know.

429 "Kathleen Deppeler" (2821850112)

01:02:20.460 --> 01:02:29.610

The toy gets bumped into the to the wall for the 10th time, and the toy goes, you take the toy away, or somebody didn't do their homework and you took away their.

430 "Kathleen Deppeler" (2821850112)

01:02:29.610 --> 01:02:43.590

Access to, you took away their access to the television, or, you know, their ability to earn something taking way often does not result in the person understanding that their behavior caused.

431 "Kathleen Deppeler" (2821850112)

01:02:43.590 --> 01:02:48.960

You know, the removal of that item, it really ends up focusing on what.

432 "Kathleen Deppeler" (2821850112)

01:02:48.960 --> 01:02:56.995

You did to them, so it's no longer about, uh, the the trash truck running into the wall repeatedly.

433 "Kathleen Deppeler" (2821850112)

01:02:57.085 --> 01:03:07.435

It's about mom, took my toy away and it really distracts from what you were trying to do in the 1st place. So a better way to decrease problem.

434 "Kathleen Deppeler" (2821850112)

01:03:07.435 --> 01:03:18.355

Behaviors is by arranging in ahead of time with a strategy, like, set expectations, like, set expectations where a person either earns or doesn't earn the potential consequence.

435 "Kathleen Deppeler" (2821850112)

01:03:18.960 --> 01:03:32.125

And then you empower the person to take responsibility for their consequences and, and you reduce the likelihood of a worsening. You told them what they can do to earn. You've told them what they, what happens. And, you know, here's what you can do to earn.

436 "Kathleen Deppeler" (2821850112)

01:03:32.125 --> 01:03:45.745

And if you don't do that, then you won't earn, and you can try again. Um, you know, it's up to you, it's up to you. You're really putting it in that person's court. And it can really help you avoid this takeaway situation. So, it's really important to consider something like that before.

437 "Kathleen Deppeler" (2821850112)

01:03:46.080 --> 01:03:49.530

Before someone gets a big.

438 "Kathleen Deppeler" (2821850112)

01:03:49.530 --> 01:03:58.740

Uh, you know, responsibility like somebody's going to start driving a car. We're gonna set expectations because I don't want to take away the car but if you come up with the ticket.

439 "Kathleen Deppeler" (2821850112)

01:03:58.740 --> 01:04:02.010

Or, you know, you.

440 "Kathleen Deppeler" (2821850112)

01:04:02.010 --> 01:04:15.595

There's lots of things that teenagers could do in a car. Probably, you know, you come home and you didn't meet expectations. I'd rather. It be. That you didn't meet expectations. You didn't earn. And you can try again. Next time versus I have to take your car away.

441 "Kathleen Deppeler" (2821850112)

01:04:15.685 --> 01:04:23.995

If we set it up in the beginning, we can use that expectations and we can really help that person take responsibility for their behavior with that earn versus don't earn.

442 "Kathleen Deppeler" (2821850112)

01:04:27.990 --> 01:04:39.540

And here is our final example of coercion, talking about a person's bad behavior when they're present. So talking about their behavior in front of them. Oh, do you know what your kid did today? That kind of thing.

443 "Kathleen Deppeler" (2821850112)

01:04:39.540 --> 01:04:46.950

Happens a lot and it can happen at a facility. You might happen at shift change.

444 "Kathleen Deppeler" (2821850112)

01:04:46.950 --> 01:04:51.000

Um, it, um.

445 "Kathleen Deppeler" (2821850112)

01:04:51.000 --> 01:05:01.110

Can happen, it happens a lot. We often remind people of the things that they're doing that are unhelpful. So.

446 "Kathleen Deppeler" (2821850112)

01:05:01.110 --> 01:05:08.725

Planning for situations in, which someone might need to know what occurred is really important, you know, before you go to the doctor, you can write it on paper.

447 "Kathleen Deppeler" (2821850112)

01:05:08.725 --> 01:05:20.425

So, we don't talk about this in front of someone who needs to know this can we can figure out a way to communicate that information in a way that helps avoid the conversion of talking about it. Right? In front of that person.

448 "Kathleen Deppeler" (2821850112)

01:05:28.470 --> 01:05:36.840

Giving you lots of examples of things that we're, we're doing, uh, in response to undesirable behavior.

449 "Kathleen Deppeler" (2821850112)

01:05:36.840 --> 01:05:46.710

That are really unhelpful and here are Here's what we know about about coercion and the effects of that, after people experience coercion.

450 "Kathleen Deppeler" (2821850112)

01:05:46.710 --> 01:05:52.470

They are likely to we like to say it ages you avoid get even an escape so.

451 "Kathleen Deppeler" (2821850112)

01:05:52.470 --> 01:05:59.430

Avoid looks like something that happens happens on an ongoing basis. So.

452 "Kathleen Deppeler" (2821850112)

01:05:59.430 --> 01:06:06.030

You know, if every time or many times, when I get in the car with, uh.

453 "Kathleen Deppeler" (2821850112)

01:06:06.030 --> 01:06:20.575

With mom, she starts lecturing me about how I could do better in school, or if, when I, I'm writing to work with my coworker and they start, you know, just like criticizing,

454 "Kathleen Deppeler" (2821850112)

01:06:21.415 --> 01:06:28.405

you know, our boss and our team and think, you know, it's just stressful to listen to that, I'm not gonna want to ride with them anymore. I'm going to avoid.

455 "Kathleen Deppeler" (2821850112)
01:06:28.680 --> 01:06:34.980
That person, because I'm likely to experience coercion with them. I'm going to just start avoiding them.

456 "Kathleen Deppeler" (2821850112)
01:06:34.980 --> 01:06:48.870
Another common response to experiencing coercion is getting even and this one's really important because I might have used the conversion of questioning and said, you know, what were you thinking? And that.

457 "Kathleen Deppeler" (2821850112)
01:06:48.870 --> 01:06:56.730
The conversion that you might give back to me, could be something that really escalated. It could be force of yelling. Well.

458 "Kathleen Deppeler" (2821850112)
01:06:56.730 --> 01:07:09.810
I was busy and I'm late for a good reason and getting, even with that person coercion meets coercion. And so when we use coercion, we're more likely to get that back again. And that's why.

459 "Kathleen Deppeler" (2821850112)
01:07:09.810 --> 01:07:24.390
We know that avoiding coercion can help us avoid escalating a situation. So, if the person, if you know that that behavior is likely to escalate or last time so, and so did, um.

460 "Kathleen Deppeler" (2821850112)
01:07:24.390 --> 01:07:27.930
Did this undesirable behavior, um.

461 "Kathleen Deppeler" (2821850112)
01:07:27.930 --> 01:07:42.415
That was the start of big time undesirable behaviors I really need to avoid coercion because it's likely that a little undesirable behavior that started it got met with coercion and then it just ramped up because coercion meets conversion.

462 "Kathleen Deppeler" (2821850112)
01:07:42.445 --> 01:07:43.705
They get even.

463 "Kathleen Deppeler" (2821850112)
01:07:44.040 --> 01:07:49.140
The other thing that can happen when people are experiencing conversion is that they escape.

464 "Kathleen Deppeler" (2821850112)
01:07:49.140 --> 01:08:01.345
They have to get away I can't handle this situation anymore. I've been lectured for too long. I got to get out of here. I'm done and that's

something that can happen in the moment and sometimes that gets confused with the void.

465 "Kathleen Deppeler" (2821850112)

01:08:01.345 --> 01:08:08.725

So, again, avoid is something that happens in the future this person keeps coercing me. I am less likely to want to talk to them.

466 "Kathleen Deppeler" (2821850112)

01:08:09.060 --> 01:08:21.810

This person's coercing me in the moment I am going to escape the situation. These are common effects of course, and a couple other ones are back to that idea of we're modeling the behavior that we don't want.

467 "Kathleen Deppeler" (2821850112)

01:08:21.810 --> 01:08:33.085

People learn coercive behavior. They also behave less confidently. The example I like to use for this behave less confidently.

468 "Kathleen Deppeler" (2821850112)

01:08:33.085 --> 01:08:39.865

I always think of the Seinfeld episode with the soup Nazi and how Seinfeld this, man who.

469 "Kathleen Deppeler" (2821850112)

01:08:41.310 --> 01:08:44.340

He gets up in front of thousands of people.

470 "Kathleen Deppeler" (2821850112)

01:08:44.340 --> 01:08:55.590

And, uh, you know, and and can talk and make jokes like that's confidence. Right it's like, he is confident. And when you, I watch that episode of, um.

471 "Kathleen Deppeler" (2821850112)

01:08:55.855 --> 01:09:09.175

Watch that episode, he wants the soup, this best soup in New York City, and he really wants it but the man who sells the soup is intense and mean, and if you step out a line or do something, um, you know, that is,

472 "Kathleen Deppeler" (2821850112)

01:09:09.205 --> 01:09:21.175

is against his his version of etiquette in his restaurant, then he'll tell you to leave in a new and so Seinfeld, he wants the soup and he's looking down and, you know,

473 "Kathleen Deppeler" (2821850112)

01:09:21.295 --> 01:09:25.375

very rigid in his movements and doing everything. He can't.

474 "Kathleen Deppeler" (2821850112)

01:09:25.590 --> 01:09:40.170

To toe the line and get what he wants, and that's common with people who are expected experiencing coercion, they're going to do what they they

can to get out of it, but they're going to be. They're going to be less confident people who are less confident. Don't make good decisions.

475 "Kathleen Deppeler" (2821850112)

01:09:40.170 --> 01:09:44.670

So, we're going to help people make better decisions by avoiding coercion.

476 "Kathleen Deppeler" (2821850112)

01:09:44.670 --> 01:09:48.360

And then this last 1 is really important.

477 "Kathleen Deppeler" (2821850112)

01:09:49.440 --> 01:09:52.830

They receive people receive attention for undesirable behaviour.

478 "Kathleen Deppeler" (2821850112)

01:09:52.830 --> 01:10:06.145

These examples of course, we are often using them after someone does some kind of undesirable behavior again. These are the way that we're currently telling people that we don't like what they're doing. Just the way that this is the way that we're doing it.

479 "Kathleen Deppeler" (2821850112)

01:10:06.145 --> 01:10:18.625

Right now we're trying to stamp that behavior out and trying to stamp the behavior out is really ineffective. It is easier to replace a behavior than it is to stamp it out. So we can really start thinking about.

480 "Kathleen Deppeler" (2821850112)

01:10:19.945 --> 01:10:28.045

Maintaining ourselves in this moment of difficulty, we're going to avoid coercion. We're going to avoid responding to undesirable behavior and in doing.

481 "Kathleen Deppeler" (2821850112)

01:10:28.045 --> 01:10:35.665

So, people are going to receive less attention for the undesirable behavior and we're going to again have a better chance of providing.

482 "Kathleen Deppeler" (2821850112)

01:10:36.510 --> 01:10:43.740

Being focused on positive behavior and encouraging that behavior that we really do want to see.

483 "Kathleen Deppeler" (2821850112)

01:10:45.000 --> 01:10:59.400

Okay, we've covered a little bit more than half of our content and I think that this space, right year of we've provided all of the examples of coercion, and we've talked about the effects of those conversion and and.

484 "Kathleen Deppeler" (2821850112)

01:10:59.400 --> 01:11:11.670

Why we want to really avoid them so let's take about a 5 minute break just and then we'll come back and we'll start talking about when are we typically coercive and how can we plan.

485 "Kathleen Deppeler" (2821850112)

01:11:11.670 --> 01:11:25.110

Just to help ourselves avoid conversion and therefore avoid these negative effects of coercion. So we're going to take a 5 minute break. So, at 217 I'm going to get going again.

486 "Kathleen Deppeler" (2821850112)

01:11:26.185 --> 01:11:37.825

Hungry angry, lonely, tired, hungry when we're having a bad day, when we're confronted with our pet peeves, you know, you walk in the house and every cabinets open. That's a pet peeve.

487 "Kathleen Deppeler" (2821850112)

01:11:37.825 --> 01:11:52.825

You're coming into that you've been coerced, remember coercion meets coercion. We get even that's a common response of coercion when we're overly excited. We're, you know, our stress level is high. Um.

488 "Kathleen Deppeler" (2821850112)

01:11:54.930 --> 01:12:07.195

Were used to using undesirable behaviors because we've, uh, our own past experiences, the thing that we've practiced for so long. So it's important to start thinking about when we're coercive.

489 "Kathleen Deppeler" (2821850112)

01:12:07.195 --> 01:12:10.765

So we can make a plan to change that behavior of our own.

490 "Kathleen Deppeler" (2821850112)

01:12:11.130 --> 01:12:18.510

And 1 of the empowering things about doing this is to remember that.

491 "Kathleen Deppeler" (2821850112)

01:12:18.510 --> 01:12:26.550

Your people use coercion, because in the moment it works, it works we get that short term compliance.

492 "Kathleen Deppeler" (2821850112)

01:12:26.550 --> 01:12:29.580

And then we get long term problems.

493 "Kathleen Deppeler" (2821850112)

01:12:29.580 --> 01:12:41.670

Coercion might stop that behavior in the moment, but it does not make the behavior less likely to happen in the future. And that's the goal. Here. We want the behavior to be less likely to happen in the future.

494 "Kathleen Deppeler" (2821850112)

01:12:41.670 --> 01:12:46.320

So, if we're not going to use coercion, what are we going to do?

495 "Kathleen Deppeler" (2821850112)
01:12:46.320 --> 01:12:57.655
Worry can make a plan, we can, um, start understanding and identifying what triggered the undesirable behavior. Just like, what triggered us being coercive we can plan for.

496 "Kathleen Deppeler" (2821850112)
01:12:57.835 --> 01:13:06.775
When are we typically coercive and help ourselves avoid getting to that point we can do the same thing for undesirable behaviors. Um.

497 "Kathleen Deppeler" (2821850112)
01:13:07.170 --> 01:13:15.030
We can identify what people are getting out of these undesirable behaviors. What's motivating that uh.

498 "Kathleen Deppeler" (2821850112)
01:13:15.030 --> 01:13:24.240
We can identify some things that the person might need to learn in order to decrease the likelihood of that undesirable behavior.

499 "Kathleen Deppeler" (2821850112)
01:13:24.240 --> 01:13:31.920
Um, and we can really focus on what in the environment can change.

500 "Kathleen Deppeler" (2821850112)
01:13:31.920 --> 01:13:35.820
To promote the things we want to see.

501 "Kathleen Deppeler" (2821850112)
01:13:35.820 --> 01:13:50.515
So, what else can we do? We can build the relationship, and we're gonna talk now about how to build a relationship. And this is from a tool called stay close and that tool.

502 "Kathleen Deppeler" (2821850112)
01:13:50.820 --> 01:14:01.140
Has so stay close is this constellation of skills right here steps 1 through 11 um, and we talk about.

503 "Kathleen Deppeler" (2821850112)
01:14:01.165 --> 01:14:10.525
Opportunities to use these skills. So when good things happen, you're probably already really living in the moment with someone that's a great opportunity to build your relationship.

504 "Kathleen Deppeler" (2821850112)
01:14:10.525 --> 01:14:23.485
You know, somebody tells you, they got a promotion or, you know, they're expecting a grandkid or or something happy in their life. You already know that that is this moment that you have to share with them and to really.

505 "Kathleen Deppeler" (2821850112)
01:14:24.360 --> 01:14:27.990
Beef up your relationship to improve your relationship.

506 "Kathleen Deppeler" (2821850112)
01:14:27.990 --> 01:14:38.580
You sharing that cool thing that happened. So that's something you're probably already really doing and using this skill can really increase the value of that interaction.

507 "Kathleen Deppeler" (2821850112)
01:14:39.295 --> 01:14:43.975
And then there's another opportunity that we talk about routines.

508 "Kathleen Deppeler" (2821850112)
01:14:44.065 --> 01:14:57.625
You're probably also already queued in that the routines of your day are opportunities to talk with those around you and share and build your relationships. So, you know, dinner time, you're talking about your day.

509 "Kathleen Deppeler" (2821850112)
01:14:57.625 --> 01:14:59.755
That's your opportunity to build your relationship.

510 "Kathleen Deppeler" (2821850112)
01:15:02.335 --> 01:15:14.155
Driving home from work, you know, the, the morning routine, the bedtime routine. There's lots of routines in our day that are cues to us that we can build our relationship.

511 "Kathleen Deppeler" (2821850112)
01:15:14.155 --> 01:15:21.655
And when you use that queue and use all of these skills, again, you're increasing the value of that interaction.

512 "Kathleen Deppeler" (2821850112)
01:15:23.160 --> 01:15:38.010
And then there's this kind of overlooked opportunity that we have, and we call that random and so in a random stay close interaction that's 1, that, um, that you identify, um.

513 "Kathleen Deppeler" (2821850112)
01:15:39.925 --> 01:15:51.925
And the person didn't do anything to trigger you to start using the you just from their perspective, you just really wanted to talk to them and that is really powerful.

514 "Kathleen Deppeler" (2821850112)
01:15:52.105 --> 01:16:03.415
And so, as you learn to implement these tools skills, as you learn to implement, stay close, creating a queue for yourself to, to remember to do this is is really helpful.

515 "Kathleen Deppeler" (2821850112)

01:16:04.075 --> 01:16:07.915

You know, your queue could be if you have a big picture window, every time a card.

516 "Kathleen Deppeler" (2821850112)

01:16:08.010 --> 01:16:17.695

Side or maybe you set a silent timer on your on your watch. So it'll vibrate every every 15 minutes.

517 "Kathleen Deppeler" (2821850112)

01:16:17.695 --> 01:16:26.695

And you're gonna go find somebody to do 1 with, you know, whatever it is that you can do in your environment to queue you that, that you should be using this relationship building skill.

518 "Kathleen Deppeler" (2821850112)

01:16:27.625 --> 01:16:39.505

So here's the steps of this value increasing interaction that you can have step 1 move towards the person. It's difficult to have a meaningful conversation from across the room touch it for appropriate.

519 "Kathleen Deppeler" (2821850112)

01:16:39.505 --> 01:16:43.525

There's some examples there on the screen of some different ways, you can touch this bump whatever.

520 "Kathleen Deppeler" (2821850112)

01:16:43.950 --> 01:16:56.580

Probably really depends on the context of the situation and the person that you're interacting with be mindful of your body language or facial expression. Your tone of voice you want to be relaxed is the positive interaction.

521 "Kathleen Deppeler" (2821850112)

01:16:56.580 --> 01:17:08.490

Ask open ended questions, use empathy and encouragement. We call that. These are the ones we have to practice the most, make a big impact and we're going to have a couple of slides just about each of those.

522 "Kathleen Deppeler" (2821850112)

01:17:08.490 --> 01:17:13.020

Listen, so talk less and avoid.

523 "Kathleen Deppeler" (2821850112)

01:17:13.020 --> 01:17:17.040

Changing the subject or, uh, interrupting the person.

524 "Kathleen Deppeler" (2821850112)

01:17:17.040 --> 01:17:28.290

Avoid reacting to junk behavior and it's going to blow everything up, right? If that's what we're responding to and avoid coercion and those really go hand in hand right? Because we recognize that.

525 "Kathleen Deppeler" (2821850112)

01:17:28.290 --> 01:17:38.400

1 of the things that we're doing when we respond to junk behavior is some form of those conversions that we just went over. So those really go hand in hand with each other.

526 "Kathleen Deppeler" (2821850112)

01:17:38.400 --> 01:17:47.160

So, what is empathy it's taking the perspective of another person that's identifying how another person feels and naming that.

527 "Kathleen Deppeler" (2821850112)

01:17:47.665 --> 01:18:02.065

Identifying it telling them that you see how they feel, you don't have to agree with how someone feels in order to provide them with empathy. It's it's just you saying, I see you this situation themes.

528 "Kathleen Deppeler" (2821850112)

01:18:02.665 --> 01:18:16.975

Exciting. I can tell you're super pumped, you're over the moon, your tickled pink. What do you see this? The what emotion? Do you see this person experiencing name? It label it that tells the person that.

529 "Kathleen Deppeler" (2821850112)

01:18:17.160 --> 01:18:31.015

You understand them, and that's what people really want. They don't want you to fix their problems. They want you to understand. They want you to listen. So telling your person. I see. This is really hard. I can tell it's difficult, or I can tell you over the moon and sharing in a great moment with them.

530 "Kathleen Deppeler" (2821850112)

01:18:31.975 --> 01:18:35.995

That's what tells a person that you get them and you see them and that you're a person that can help.

531 "Kathleen Deppeler" (2821850112)

01:18:37.650 --> 01:18:46.890

Encouragement encouragement is telling a person here. This thing you're doing right now in this moment.

532 "Kathleen Deppeler" (2821850112)

01:18:46.890 --> 01:18:50.370

That's just what it means for you in the future. Um.

533 "Kathleen Deppeler" (2821850112)

01:18:50.370 --> 01:19:04.410

You know, you're, you're walking around the track at the park, keep that up in and you're going to be hitting that in no time. You know, what does it mean for them in the future that they're practicing this desirable skill.

534 "Kathleen Deppeler" (2821850112)

01:19:04.410 --> 01:19:10.230

It's important to understand that encouragement is about what the person is actively doing.

535 "Kathleen Deppeler" (2821850112)

01:19:10.230 --> 01:19:19.800

Not a suggestion that's criticism. So, you know, if I'm walking around at the park and someone encourages me that I could run.

536 "Kathleen Deppeler" (2821850112)

01:19:19.800 --> 01:19:30.265

That's really just criticism that my walking isn't good enough. Right? So encouragement can't be a suggestion about something they could be doing encouragement is an identification of a desirable thing.

537 "Kathleen Deppeler" (2821850112)

01:19:30.295 --> 01:19:40.225

A helpful thing that they're doing right now, and telling them how that can improve their situation. So, connecting that desirable behavior with what it means for them in the future.

538 "Kathleen Deppeler" (2821850112)

01:19:40.650 --> 01:19:47.430

Okay, I'm getting ready to ask you to use your chat box again and we're going to practice.

539 "Kathleen Deppeler" (2821850112)

01:19:47.430 --> 01:19:50.850

I would like to hear.

540 "Kathleen Deppeler" (2821850112)

01:19:50.850 --> 01:19:56.040

And empathy statements, so how might a person feel awesome Alex.

541 "Kathleen Deppeler" (2821850112)

01:19:56.040 --> 01:20:07.950

Just got his GD and he passed he just got his results and he passed. So I want an empathy statement. How my Alex feel. You're gonna tell him how you what you see how it's, you seem.

542 "Kathleen Deppeler" (2821850112)

01:20:07.950 --> 01:20:13.320

Tell us that empathy statement so, come up with an empathy statement for.

543 "Kathleen Deppeler" (2821850112)

01:20:13.320 --> 01:20:17.310

For awesome, Alex who just got his.

544 "Kathleen Deppeler" (2821850112)

01:20:17.310 --> 01:20:22.410

Is, uh, results you, you are so proud.

545 "Kathleen Deppeler" (2821850112)

01:20:22.410 --> 01:20:37.135

That's great. You must feel so excited. I can tell you're excited. You look elated. These are wonderful. These are wonderful. That is exactly how that person might really feel. I can tell you're excited. You must be ecstatic. These are great words. Look really happy.

546 "Kathleen Deppeler" (2821850112)

01:20:37.585 --> 01:20:47.455

Oh, I love it. I love it. Overjoyed. You must be so proud of yourself. It's wonderful. These are great at this. A common no one's doing it.

547 "Kathleen Deppeler" (2821850112)

01:20:47.455 --> 01:21:02.095

So, I can't, I can't so a common thing that happens with empathy is that a person focuses on how they feel Alex. I'm so proud of you. And you guys all did such a great job of thinking about how Alex feels and really focusing on telling him.

548 "Kathleen Deppeler" (2821850112)

01:21:02.095 --> 01:21:06.955

What you see so great job identify how that person.

549 "Kathleen Deppeler" (2821850112)

01:21:07.440 --> 01:21:17.580

Feels and tell them tell them how they feel. You must be over the moon happy. I love it. You guys are great. Okay. Great empathy for for Austin. Alex. Um.

550 "Kathleen Deppeler" (2821850112)

01:21:17.580 --> 01:21:21.570

What about an encouragement we know that Alec studied for hours?

551 "Kathleen Deppeler" (2821850112)

01:21:21.570 --> 01:21:31.110

We know that he studied for hours for this. So, how can you encourage him? What was the desirable behavior he engaged in? And what does that mean for for him? In the future.

552 "Kathleen Deppeler" (2821850112)

01:21:31.110 --> 01:21:34.380

What does that mean for him? In the future? How can you encourage him?

553 "Kathleen Deppeler" (2821850112)

01:21:42.780 --> 01:21:49.200

Alex, you studied and it really paid off. Yeah, it did. I got my D. D. good job. Good job.

554 "Kathleen Deppeler" (2821850112)

01:21:53.010 --> 01:22:02.520

All your hard work paid off. Yep. Yep. You're telling them this thing. You did the studying this hard work it paid off you've got your GD. You can get that job you wanted.

555 "Kathleen Deppeler" (2821850112)

01:22:03.660 --> 01:22:18.235

Determine study you guys are so good at this it's coming so fast. You met your goal this is great. You guys are awesome. Okay, so you identified the the thing he did and what it means for him in the future, you know, Alex methods goal, that means big things for him.

556 "Kathleen Deppeler" (2821850112)

01:22:18.265 --> 01:22:29.095

He can meet other goals too. Right? He's studied hard. He can he can he's ready to apply for jobs. There's so much that it means for him and you're helping him connect that effort. And that work. He already did.

557 "Kathleen Deppeler" (2821850112)

01:22:29.460 --> 01:22:32.910

To what it means for him in the future, a great job. Great job.

558 "Kathleen Deppeler" (2821850112)

01:22:33.475 --> 01:22:45.955

Okay, let's do another 1, this is, this is just okay, so awesome. Alex is this cool ones are pretty easy to to provide an encouragement and, you know, it's easy to get excited with people. So let's think about it just okay.

559 "Kathleen Deppeler" (2821850112)

01:22:45.955 --> 01:22:58.405

You're just, you're just in the break room and just. Okay, Justin. And he's just he moves some papers to let appear sit down. So, coworker also walked in and he moves some papers. So they could sit with them.

560 "Kathleen Deppeler" (2821850112)

01:22:58.705 --> 01:23:02.425

And Justin smiles and says says hi to you when you see him.

561 "Kathleen Deppeler" (2821850112)

01:23:02.910 --> 01:23:11.070

What's an empathy statement that you could give? Justin? Just okay, Justin. You sit in the break room. How am I he feel how could you tell him? You see how he feels.

562 "Kathleen Deppeler" (2821850112)

01:23:11.070 --> 01:23:14.400

Connect connect with him, give him some empathy.

563 "Kathleen Deppeler" (2821850112)

01:23:23.100 --> 01:23:26.160

The page says you are pretty relaxed. Good 1.

564 "Kathleen Deppeler" (2821850112)

01:23:26.160 --> 01:23:29.460

Um.

565 "Kathleen Deppeler" (2821850112)

01:23:29.460 --> 01:23:34.110

Danielle, you look like you need a friend. Yeah. He just moved some paper for you.

566 "Kathleen Deppeler" (2821850112)
01:23:34.110 --> 01:23:37.920
You look so chill today Beth says, um.

567 "Kathleen Deppeler" (2821850112)
01:23:38.005 --> 01:23:52.675
Oh, hey, they're such a gentlemen. Okay so I think we're getting into some encouragement here. I like, what does it mean that he offered his face to someone he's a gentleman that's what it means. Thank you for saving me a seat.

568 "Kathleen Deppeler" (2821850112)
01:23:52.795 --> 01:23:55.105
Looks like you're in a good mood. Good. Okay.

569 "Kathleen Deppeler" (2821850112)
01:23:55.350 --> 01:23:59.010
You're feeling so kind. Okay, so you identify that.

570 "Kathleen Deppeler" (2821850112)
01:23:59.010 --> 01:24:09.600
Um, you're, you're connecting with Justin, you're telling him how he feels so he moves papers for someone. What kind of encouragement might you give him? Um, he said, hi to you.

571 "Kathleen Deppeler" (2821850112)
01:24:09.600 --> 01:24:18.810
What kind of encouragement? What does it mean that he moved papers? I think some folks already offered a bit of encouragement there but what does it mean for him? That.

572 "Kathleen Deppeler" (2821850112)
01:24:18.810 --> 01:24:22.470
What might happen in the future? What can you encourage about this?

573 "Kathleen Deppeler" (2821850112)
01:24:30.660 --> 01:24:35.220
Good open ended question. Laurel. Great open. Ended question. How's your day? It's great.

574 "Kathleen Deppeler" (2821850112)
01:24:37.980 --> 01:24:42.630
And sometimes you really need to ask those open ended questions.

575 "Kathleen Deppeler" (2821850112)
01:24:42.630 --> 01:24:54.060
Before you really can provide somebody encouragement. Right? I think that's important. Especially in these just okay. Situations. You might need a lot more context before you can provide that encouragement. Um.

576 "Kathleen Deppeler" (2821850112)
01:24:54.060 --> 01:25:06.720

Might encourage Justin, like, you're still welcoming. I'm come down here every day and eat with you. Great way to show. You're ready for some company. It's a great way to help. You make friends. I love it. I love it.

577 "Kathleen Deppeler" (2821850112)
01:25:06.720 --> 01:25:12.900
Okay, so you guys did a great job identifying.

578 "Kathleen Deppeler" (2821850112)
01:25:12.900 --> 01:25:20.520
The empathy and encouragement that you can provide, and we talked about.

579 "Kathleen Deppeler" (2821850112)
01:25:20.520 --> 01:25:25.530
The opportunities that you have to use that set of skills.

580 "Kathleen Deppeler" (2821850112)
01:25:25.530 --> 01:25:34.830
So, stay close is that set of 10 skills we talked about opportunities you could use that so when things are going well, you can use that go.

581 "Kathleen Deppeler" (2821850112)
01:25:34.830 --> 01:25:47.880
You can use that skill so the cool things are going well, something improve for the person during your routines, such a great opportunity to queue you to do that and then creating a queue so that you're just doing this.

582 "Kathleen Deppeler" (2821850112)
01:25:47.880 --> 01:25:52.110
So that this is just the way that you're interacting the way that you're talking.

583 "Kathleen Deppeler" (2821850112)
01:25:53.370 --> 01:25:56.490
You can do this with the cashier at Walmart.

584 "Kathleen Deppeler" (2821850112)
01:25:56.490 --> 01:26:00.570
Um, okay, so.

585 "Kathleen Deppeler" (2821850112)
01:26:01.135 --> 01:26:15.415
In in typical everyday moments, we're really going to beef up our relationship building and we're going to use that stay close skill. What else can we do to encourage the desirable behavior that we want to see? Well, we can use the pivot skill and we can pivot around the junk behavior.

586 "Kathleen Deppeler" (2821850112)
01:26:15.415 --> 01:26:19.825
So when John happens, we're going to avoid reacting. We're going to use this pivot skill.

587 "Kathleen Deppeler" (2821850112)
01:26:20.190 --> 01:26:25.380
So 1 thing that's helpful in working in.

588 "Kathleen Deppeler" (2821850112)
01:26:25.380 --> 01:26:30.090
In thinking about using this pivot skill is to remember.

589 "Kathleen Deppeler" (2821850112)
01:26:30.090 --> 01:26:35.820
Why a person's doing it so what what are they getting out of doing this junk behavior?

590 "Kathleen Deppeler" (2821850112)
01:26:36.990 --> 01:26:45.390
Uh, attention I think that was 1 that came up earlier to get you to comfort them.

591 "Kathleen Deppeler" (2821850112)
01:26:45.390 --> 01:26:48.750
Uh, to get you to react, um.

592 "Kathleen Deppeler" (2821850112)
01:26:49.015 --> 01:26:58.285
To see your reaction, they got, they, they were motivated by receiving conversion and now they're looking for that negative attention back going back and forth.

593 "Kathleen Deppeler" (2821850112)
01:26:58.675 --> 01:27:07.855
Um, they want you to give in to their persistently using the junk behavior to get you to change your mind about something. Um.

594 "Kathleen Deppeler" (2821850112)
01:27:08.220 --> 01:27:18.330
Maybe they're using the pay off might be that you leave that you escape the situation. 1 of my favorite tools. Videos is that is the video of a woman sitting on a couch.

595 "Kathleen Deppeler" (2821850112)
01:27:18.330 --> 01:27:29.010
Um, with, uh, picking her nose and she's sitting next to what I perceived to be her support person or caregiver and, um.

596 "Kathleen Deppeler" (2821850112)
01:27:29.485 --> 01:27:41.725
That person's the 1 with the remote and when the, when that person sees her picking her nose, she says, but guess what else she does, she has that remote over and that staff person went away.

597 "Kathleen Deppeler" (2821850112)
01:27:41.725 --> 01:27:53.575

So, you know, that her junk behavior really got paid off. She got to have the remote to herself, and that person who is so grossed out by her and putting her down left.

598 "Kathleen Deppeler" (2821850112)

01:27:54.805 --> 01:27:59.005

They might use people the pay off for coercion might be that you do something for.

599 "Kathleen Deppeler" (2821850112)

01:27:59.010 --> 01:28:06.210

It might be easier for you to go do that thing instead of waiting or, um.

600 "Kathleen Deppeler" (2821850112)

01:28:06.210 --> 01:28:12.990

Uh, for them to do it also, it's just what people do.

601 "Kathleen Deppeler" (2821850112)

01:28:12.990 --> 01:28:16.440

This is just what we do, it also can delay.

602 "Kathleen Deppeler" (2821850112)

01:28:16.440 --> 01:28:29.340

Delay something, so, maybe you don't do the thing, but it delayed having to do the dishes, the junk behavior delayed having to the dishes for 20 minutes and that was a pay off. So, lots of things that are paying off junk behavior.

603 "Kathleen Deppeler" (2821850112)

01:28:29.340 --> 01:28:35.400

Uh, 1 thing we know is that.

604 "Kathleen Deppeler" (2821850112)

01:28:36.115 --> 01:28:47.215

See, oftentimes episodes of serious behavior stem from junk behavior getting reacted to and again, coercion meets coercion. So we talked about how that can escalate a situation.

605 "Kathleen Deppeler" (2821850112)

01:28:47.515 --> 01:28:52.855

So when others react, it can often turn a junk behavior into a serious behavior.

606 "Kathleen Deppeler" (2821850112)

01:28:59.490 --> 01:29:06.360

So, let's talk about how to pivot how to pivot 1st, we're going to we're going to avoid reacting.

607 "Kathleen Deppeler" (2821850112)

01:29:06.360 --> 01:29:11.550

With our body language or tone of voice, our facial expressions. Um.

608 "Kathleen Deppeler" (2821850112)

01:29:11.550 --> 01:29:17.640

And then and then there's a few things that we can do to focus our attention on something else.

609 "Kathleen Deppeler" (2821850112)

01:29:17.640 --> 01:29:27.000

If the person's engaging in some kind of desirable behavior, we could just focus on that. You know, if I am picking my nose while I'm, um.

610 "Kathleen Deppeler" (2821850112)

01:29:28.020 --> 01:29:40.530

While I'm while I'm writing, I'm gonna have to use my other notes to pick. I guess. Uh, well, I'm writing, we can focus on what I'm writing versus what that I'm picking my nose. You could also focus on an activity and I want to be clear that.

611 "Kathleen Deppeler" (2821850112)

01:29:41.605 --> 01:29:54.085

This option B, here on your screen, this pivot to an activity is your activity. It's not a suggestion that someone go do something different. Instead that's a redirection. And that's not what we're talking about. That's not a skill that we want to use.

612 "Kathleen Deppeler" (2821850112)

01:29:54.415 --> 01:30:04.495

We want to engage in our own activity, so that we can, we can focus on something to help us avoid reacting to that drunk behavior. We're still mindful of the junk behavior.

613 "Kathleen Deppeler" (2821850112)

01:30:04.495 --> 01:30:10.435

I'm still mindful that kathleen's picking her nose and I'm waiting for her to take her finger out and when she does, that's what I'm going to.

614 "Kathleen Deppeler" (2821850112)

01:30:10.980 --> 01:30:14.340

Go to number, go to number 3 and put it back.

615 "Kathleen Deppeler" (2821850112)

01:30:14.340 --> 01:30:21.930

So, it's an activity so pivoting on an activity is that I am going to focus on an activity of my own.

616 "Kathleen Deppeler" (2821850112)

01:30:21.930 --> 01:30:27.330

Rather than to help myself a void responding to that junk behavior.

617 "Kathleen Deppeler" (2821850112)

01:30:28.705 --> 01:30:33.955

Sometimes, I pretend that I have a verb or something,

618 "Kathleen Deppeler" (2821850112)

01:30:33.955 --> 01:30:48.595

so what can you do that is about you had nothing to do with the other person the person doesn't know that my well timed burb was because I

needed a moment to help avoid reacting to this junk behavior it was just something within

619 "Kathleen Deppeler" (2821850112)

01:30:48.595 --> 01:30:57.115

me. So, focus on your own activity, make it about make that about how you can focus on something as a way to avoid responding to them.

620 "Kathleen Deppeler" (2821850112)

01:30:57.330 --> 01:31:00.600

And then there's this pivot to another person and.

621 "Kathleen Deppeler" (2821850112)

01:31:00.600 --> 01:31:05.155

This is important that, you know, it's we are not comparing these people.

622 "Kathleen Deppeler" (2821850112)

01:31:05.155 --> 01:31:16.315

So, if you, if you walk into a room and you have 2 people sitting at a table and 1 person's on task, and really working on their, their projects here and the other person is like.

623 "Kathleen Deppeler" (2821850112)

01:31:17.040 --> 01:31:24.930

To start off in space, move it around and, you know, really off task. Uh.

624 "Kathleen Deppeler" (2821850112)

01:31:24.930 --> 01:31:34.195

This pivot on another person is not, you know, look at Annie, she's so on task over here that's not subtle in any kind of way.

625 "Kathleen Deppeler" (2821850112)

01:31:34.195 --> 01:31:40.944

Right that's super obvious that, you know, off task, uh, Kathleen over here, uh, needs to, uh.

626 "Kathleen Deppeler" (2821850112)

01:31:41.310 --> 01:31:55.499

Get back on task pivot. The pivot for that situation could look like Sally's over here working hard Kathleen Super distracted. I'm going to walk in and start talking to Sally and I'm watching for Kathleen to.

627 "Kathleen Deppeler" (2821850112)

01:31:55.884 --> 01:32:09.924

Put our hands on her computer or sit still for a moment, you know, I'm looking for that, but I'm really just focused on Sally. What are you working on Sally? Look really, really focused and somebody can help you with. I'm focused on Sally. Sally's on task.

628 "Kathleen Deppeler" (2821850112)

01:32:09.954 --> 01:32:14.094

Sally's getting my intention as soon as Kathleen. Um.

629 "Kathleen Deppeler" (2821850112)

01:32:14.399 --> 01:32:18.449
Uh, moves on to a desirable behavior, or stops the.

630 "Kathleen Deppeler" (2821850112)
01:32:18.449 --> 01:32:22.049
The junk behaviour when she's.

631 "Kathleen Deppeler" (2821850112)
01:32:22.049 --> 01:32:33.204
Settle down for about 10 seconds. I'm going to pivot back to her. Hey, Kathleen, what are you working on now? I've now I've got this in kathleen's started towards getting back to her work.

632 "Kathleen Deppeler" (2821850112)
01:32:33.204 --> 01:32:47.814
So I'm going to pivot back to her and that looks that's what a pivot on the on another person. Looks like, I'm going to focus on this, this person who's on task and in the back in the back of my, the corner of my, I'm, I'm waiting for this other person.

633 "Kathleen Deppeler" (2821850112)
01:32:47.844 --> 01:32:51.654
I'm pivoting. So that as soon as this other person gets on task starts.

634 "Kathleen Deppeler" (2821850112)
01:32:52.049 --> 01:32:52.979
Behavior.

635 "Kathleen Deppeler" (2821850112)
01:32:52.979 --> 01:33:02.129
I am going to pivot back to them and start providing that attention that does that. My attention is reinforcing consequence. So.

636 "Kathleen Deppeler" (2821850112)
01:33:02.129 --> 01:33:15.089
And I'm going to repeat for as long as necessary, because remember how long have people been engaged in this drunk behavior? We practiced it a long time. It's unlikely that 11 time of my pivot is going to.

637 "Kathleen Deppeler" (2821850112)
01:33:15.089 --> 01:33:27.989
Going to going to get them back on track and then stay cool and avoid coercion. And That'll record is really important because our typical reaction is going to be 1 of those forms of coercion.

638 "Kathleen Deppeler" (2821850112)
01:33:27.989 --> 01:33:39.989
We are going to practice a couple of these so I'm about to ask you to put some stuff in the chat box again and I just want before we move on to that. I just want to say that if you are routinely pivoting.

639 "Kathleen Deppeler" (2821850112)
01:33:39.989 --> 01:33:47.339

The same skill, the same behavior it's time to think about using set expectations. It's time to start thinking about.

640 "Kathleen Deppeler" (2821850112)

01:33:48.144 --> 01:34:01.224

You know, every every day this is happening, I'm having, to pivot knows picking I'm having to pivot burping. I am having to pivot this junk behavior constantly this specific 1. I need to teach the person the right.

641 "Kathleen Deppeler" (2821850112)

01:34:01.224 --> 01:34:13.974

The thing that we need them to do, what's the desirable behavior that you want to see I need to come up with this that expectations. And so if you're routinely thinking, you're routinely having to pivot the same thing, it's time to think about a new skill. This pivot is very.

642 "Kathleen Deppeler" (2821850112)

01:34:14.369 --> 01:34:25.409

It's it takes a lot out of you. It's, it's a hard skill to use and it can feel exhausting. And so if you're consistently pivoting the same thing, it's time to come up with a set expectations.

643 "Kathleen Deppeler" (2821850112)

01:34:25.409 --> 01:34:38.849

This is really just a, how do you avoid being coercive in that moment? You can make it through the moment with this and then you can help avoid it in the future by coming up with the set expectations and teaching the person. The thing that that.

644 "Kathleen Deppeler" (2821850112)

01:34:38.849 --> 01:34:49.829

That would be better for them to do. So this is different than just ignoring it. And let's talk about why why we don't want to just ignore it. It's coercive.

645 "Kathleen Deppeler" (2821850112)

01:34:49.829 --> 01:34:56.099

It's coercive to just ignore it. It can also be super reinforcing, you know um.

646 "Kathleen Deppeler" (2821850112)

01:34:57.174 --> 01:35:09.294

I might be very happy that you in no way responded to my junk behavior and I'm going to keep doing that. It can also cause the behavior burst, which would mean that it's going to escalate the situation. Oh, you don't see me over here.

647 "Kathleen Deppeler" (2821850112)

01:35:09.294 --> 01:35:15.114

Let me show you something else I can beef this up. That's a behavior. So.

648 "Kathleen Deppeler" (2821850112)

01:35:15.689 --> 01:35:29.519

Pivot can help because it is a response it can help avoid that behavior burst. It can help avoid providing reinforcement for the undesirable behavior and help avoid escalating that situation.

649 "Kathleen Deppeler" (2821850112)

01:35:29.519 --> 01:35:41.909

Uh, the way that ignoring can sometimes do, so, um, advantages of pivot, it can increase the desirable behavior because we're avoiding providing reinforcement for undesirable behavior.

650 "Kathleen Deppeler" (2821850112)

01:35:41.909 --> 01:35:49.619

It can also, we can that undesirable behavior. Same thing there it can prevent that behavior burst and it can prevent.

651 "Kathleen Deppeler" (2821850112)

01:35:49.619 --> 01:35:58.559

Just the escalation because we know that responding to junk behavior can cause that get even reaction coercion meets Co version.

652 "Kathleen Deppeler" (2821850112)

01:35:58.559 --> 01:36:09.719

Okay, let's practice we're going to practice annoying Eddie. I picked my nose like 15 times already so I'm very ready for this. Um.

653 "Kathleen Deppeler" (2821850112)

01:36:10.734 --> 01:36:24.804

So, Abby frequently picks her nose isn't me all the times I'm just about minnows and I'm telling you about getting a cool package. So excited about a package. You're in the middle of typing an email.

654 "Kathleen Deppeler" (2821850112)

01:36:24.894 --> 01:36:36.534

Let's think of some, some, some ways to pivot the nose picking and this is this is a tough skill. I'm going to give you a couple minutes. I'm checking the chat box. Um.

655 "Kathleen Deppeler" (2821850112)

01:36:38.069 --> 01:36:47.399

Tiffany says you can ask, what did you get in your package page? Says something really similar. Uh, what'd you get in your package? Okay.

656 "Kathleen Deppeler" (2821850112)

01:37:00.179 --> 01:37:05.249

And as you're thinking about how you might respond to this, you might also consider.

657 "Kathleen Deppeler" (2821850112)

01:37:05.249 --> 01:37:11.189

What's your in here? When are you going to say this page and Tiffany and.

658 "Kathleen Deppeler" (2821850112)

01:37:11.189 --> 01:37:16.229

When you think about when your opportunity is to say this, when are you going to jump in with that question?

659 "Kathleen Deppeler" (2821850112)

01:37:17.459 --> 01:37:28.164

Keep working on on your email until she stops. Okay. So, it sounds like Tiffany is is waiting for her to stop and then she's going to respond with this question says the same thing.

660 "Kathleen Deppeler" (2821850112)

01:37:28.194 --> 01:37:34.344

It says the same thing continuing to answer her email until, until she notices that the fingers.

661 "Kathleen Deppeler" (2821850112)

01:37:35.339 --> 01:37:38.939

And then going to ask 1 of these great questions, start engaging.

662 "Kathleen Deppeler" (2821850112)

01:37:55.679 --> 01:38:00.029

It was really hard. I'm going to give you a couple of more minutes. I think you're really on to something.

663 "Kathleen Deppeler" (2821850112)

01:38:00.029 --> 01:38:08.309

These are great examples. So far when the fingers free page says that's when she's jumping in.

664 "Kathleen Deppeler" (2821850112)

01:38:09.359 --> 01:38:13.829

And it said she might also grab something behind her.

665 "Kathleen Deppeler" (2821850112)

01:38:13.829 --> 01:38:20.729

And return to her to her desk, so she doesn't offer a tissue. She's not going to offer a tissue good job. That would be coercive.

666 "Kathleen Deppeler" (2821850112)

01:38:20.729 --> 01:38:26.459

Ah, Jana, it's going to say cool. I'm almost done here. I'm super excited to know what you got. It's great.

667 "Kathleen Deppeler" (2821850112)

01:38:31.229 --> 01:38:34.739

Wait until you finish your email, then remark on the package. Okay.

668 "Kathleen Deppeler" (2821850112)

01:38:34.739 --> 01:38:42.509

Focused on a package and don't say anything about the nose picking good. We're going to avoid responding to the nose picking.

669 "Kathleen Deppeler" (2821850112)

01:38:42.509 --> 01:38:46.319

And when it stops, when she starts the newspaper picking.

670 "Kathleen Deppeler" (2821850112)

01:38:46.319 --> 01:38:51.659

Um, and you're looking, you also are thinking, it looks like, uh, leon's thinking about.

671 "Kathleen Deppeler" (2821850112)

01:38:52.254 --> 01:39:00.894

In the future, using using a tissue that is the desirable behavior, and we have to reinforce that when that happens.

672 "Kathleen Deppeler" (2821850112)

01:39:00.894 --> 01:39:12.504

So reinforcing that desirable behavior when it occurs, especially because, you know that other that sometimes she picks, or no so she's using that tissue. That is a significant, desirable behavior for Addy. Right? We're gonna pay that off big time.

673 "Kathleen Deppeler" (2821850112)

01:39:14.784 --> 01:39:15.414

Okay,

674 "Kathleen Deppeler" (2821850112)

01:39:15.534 --> 01:39:30.504

okay for the sake of time I think that that was a a good explanation of pivot and I really want to encourage you

675 "Kathleen Deppeler" (2821850112)

01:39:30.773 --> 01:39:41.664

to take our full tools of choice class and practice that skill. It is very, very difficult. And it's really, really important that we start thinking about.

676 "Kathleen Deppeler" (2821850112)

01:39:41.999 --> 01:39:50.459

What we can do instead of being coercive, um, because really in those moments, those are the ones that were likely to be coercive and.

677 "Kathleen Deppeler" (2821850112)

01:39:50.459 --> 01:39:54.869

So, what else can we do for.

678 "Kathleen Deppeler" (2821850112)

01:39:54.869 --> 01:40:02.159

Shifting now to thinking about serious behaviors. So it's moved on from the nose picking.

679 "Kathleen Deppeler" (2821850112)

01:40:02.159 --> 01:40:14.969

Uh, let's let's think about what happens when addie's picking her nose and, and that's the big thing that gets responded to. Oh, you don't care. I got a package. You just care that I'm picking my nose and things start to escalate right?

680 "Kathleen Deppeler" (2821850112)

01:40:14.969 --> 01:40:20.069

So, let's think about what we can do, uh, here, we have flap.

681 "Kathleen Deppeler" (2821850112)

01:40:20.454 --> 01:40:29.364

Focus listen except plan, focus, listen, accept plan and we're going to merge this idea of focus.

682 "Kathleen Deppeler" (2821850112)

01:40:29.364 --> 01:40:38.664

Listen, accept plan with some, some skills that should be really familiar from when we talked about the stay close skill. Okay so.

683 "Kathleen Deppeler" (2821850112)

01:40:38.999 --> 01:40:46.949

We're not going to react to the junk behavior we're going to move towards the person. You usually as long as, you know, um.

684 "Kathleen Deppeler" (2821850112)

01:40:47.484 --> 01:40:57.324

As long as it's not an extreme situation, and we can be safe doing that we're going to move towards the person and be within arm's reach. That's how we tell people that we care. It's a great demonstration of that.

685 "Kathleen Deppeler" (2821850112)

01:40:57.594 --> 01:41:11.094

And because you've been practicing this in the good times with that cool, random and routine, that's just going to be how you operate. It's going to be really normal and it won't feel aggressive to a person. It will feel like this is how we interact.

686 "Kathleen Deppeler" (2821850112)

01:41:13.284 --> 01:41:25.464

Touches appropriate to the situation ask open ended questions you want to learn more if you need to you're going to listen to the way that the person is is what the, what all the things the person is telling you,

687 "Kathleen Deppeler" (2821850112)

01:41:25.464 --> 01:41:34.674

you're going to listen and you're going to continue to avoid conversion so if a person is upset and they're swearing, we're going to avoid the conversion of lecturing them about using.

688 "Kathleen Deppeler" (2821850112)

01:41:34.979 --> 01:41:44.999

You know, desirable language, uh, we're gonna listen, then we're also going to use empathy. We're going to acknowledge how they're feeling. We're gonna say what we see.

689 "Kathleen Deppeler" (2821850112)

01:41:44.999 --> 01:41:52.919

And sometimes this 1 is really difficult for people in a difficult situation. There's a fear.

690 "Kathleen Deppeler" (2821850112)
01:41:52.919 --> 01:41:59.369
That acknowledging that someone is feeling a difficult to emotion might make things worse.

691 "Kathleen Deppeler" (2821850112)
01:41:59.369 --> 01:42:10.649
But, in fact, it tells the person, you understand them and again, people don't want you to fix their problem. They want to know that someone understands them and that understanding really helps.

692 "Kathleen Deppeler" (2821850112)
01:42:10.649 --> 01:42:18.119
That can that can really help a person maintain control can help people calm. So, identify that feeling name. It.

693 "Kathleen Deppeler" (2821850112)
01:42:18.119 --> 01:42:21.629
Ah, and and encourage, you know, um.

694 "Kathleen Deppeler" (2821850112)
01:42:21.629 --> 01:42:29.879
It is often very difficult to find something to encourage in a in a hot situation in a difficult situation.

695 "Kathleen Deppeler" (2821850112)
01:42:29.879 --> 01:42:37.799
And things you can encourage are, this is difficult and you're already talking about it. You're already telling me about it.

696 "Kathleen Deppeler" (2821850112)
01:42:37.799 --> 01:42:43.589
This is difficult and I see you taking those deep breaths. I can do that.

697 "Kathleen Deppeler" (2821850112)
01:42:43.589 --> 01:42:55.079
With you, I see you what are what thing are they doing? Even if it's small, even if it's just telling you that they're so mad, that's helpful.

698 "Kathleen Deppeler" (2821850112)
01:42:55.079 --> 01:43:04.889
Encourage that communication, encourage them talking to that talking to you about that and you're going to repeat, repeat repeat until the person.

699 "Kathleen Deppeler" (2821850112)
01:43:04.889 --> 01:43:09.089
Shows signs of de escalating that things are getting better.

700 "Kathleen Deppeler" (2821850112)
01:43:09.089 --> 01:43:15.749
But that hot situation, that difficult situation that serious behavior is is is coming down.

701 "Kathleen Deppeler" (2821850112)
01:43:15.749 --> 01:43:25.049
It's decreasing, and once once folks appear more calm and you can can direct to an alternative behavior. So.

702 "Kathleen Deppeler" (2821850112)
01:43:26.999 --> 01:43:31.349
It seems like you're taking a lot of deep breath. It seems like you might be feeling.

703 "Kathleen Deppeler" (2821850112)
01:43:31.349 --> 01:43:41.639
A little a little better, and I know sometimes when you're having a hard time, taking a walk is really helpful. Do you want to take a walk now? You feel like you might be ready.

704 "Kathleen Deppeler" (2821850112)
01:43:41.639 --> 01:43:45.749
And if they say, yes, great and if they say, no, I'm still so mad.

705 "Kathleen Deppeler" (2821850112)
01:43:45.749 --> 01:43:59.189
Go back, go back and do the empathy and do the encouragement just you just tried to soon. It's okay. It happens. You just go back and go back to those focus. Listen, accept skills. Okay.

706 "Kathleen Deppeler" (2821850112)
01:43:59.189 --> 01:44:11.879
And make sure that you reinforce folks after the escalation. This reminds me of a difficult time. I experienced with a woman in, um.

707 "Kathleen Deppeler" (2821850112)
01:44:11.879 --> 01:44:20.459
Once things really de, escalated, I think everyone in the environment was just so exhausted. I think we all wanted to just ignore it and.

708 "Kathleen Deppeler" (2821850112)
01:44:20.459 --> 01:44:24.809
Rather than doing that, I continued to reinforce that she was feeling better.

709 "Kathleen Deppeler" (2821850112)
01:44:24.809 --> 01:44:31.259
So, she's sitting on the couch listening to music. It seems like it seems like things are really getting better for you. I can tell that you're feeling better.

710 "Kathleen Deppeler" (2821850112)
01:44:31.259 --> 01:44:43.889
And we continue to acknowledge and provide reinforcement for this desirable skills that she was using. So, this is so similar. Right? These are all the same skills that you saw earlier in that relationship building tool.

711 "Kathleen Deppeler" (2821850112)

01:44:44.909 --> 01:44:57.389

It's really important for you to practice that during those times. So that when a difficult situation arises, it's your natural reaction. You're going to be stressed seeing somebody in crisis seeing somebody. Um.

712 "Kathleen Deppeler" (2821850112)

01:44:57.389 --> 01:45:11.579

Having a difficult or serious behavior, so as, as you practice that skill all the time, this is gonna be much easier for you to access. This is gonna be your go to response. So we got to practice this all the time.

713 "Kathleen Deppeler" (2821850112)

01:45:11.579 --> 01:45:22.409

Let's review again, 1 more time. What empathy is empathy, is that it's taking the perspective someone it's identifying how their feeling and in a difficult time. It's very helpful to do that.

714 "Kathleen Deppeler" (2821850112)

01:45:22.409 --> 01:45:28.229

It it will help the person to escalate. It tells the person that you understand them.

715 "Kathleen Deppeler" (2821850112)

01:45:28.229 --> 01:45:36.239

So, let's practice on sad Jimmy, let's practice on Sammy. Sammy, got in an argument with it with her roommate.

716 "Kathleen Deppeler" (2821850112)

01:45:36.239 --> 01:45:44.369

And that's the thing that happens in a lot of times, regardless of why Sammy is sad. Um.

717 "Kathleen Deppeler" (2821850112)

01:45:44.369 --> 01:45:56.249

A behavior that she does when she's upset is a, she'll cry in her bed for a really long time. And so now she is crying in bed and she's telling me saying that she wants a pill.

718 "Kathleen Deppeler" (2821850112)

01:45:56.249 --> 01:46:08.969

You're in the living room so let's talk about what you can do to help. You're gonna you're gonna come up with an an empathy statement and an encouraging statement. Let's hear. I'm, I'm looking in the chat box.

719 "Kathleen Deppeler" (2821850112)

01:46:10.169 --> 01:46:17.339

I'm looking in the chat box. So what is it? How is sad? Sammy feeling here she's got an argument with her roommate.

720 "Kathleen Deppeler" (2821850112)

01:46:17.339 --> 01:46:21.269

She, she's demonstrating a lot of feelings.

721 "Kathleen Deppeler" (2821850112)

01:46:21.269 --> 01:46:28.739

Name those feelings tell her what you see see me. You look really sad.
Yes. Thank you. Tiffany says Sammy, you look really sad.

722 "Kathleen Deppeler" (2821850112)

01:46:32.699 --> 01:46:36.449

Page says, I can tell you're, you're pretty upset.

723 "Kathleen Deppeler" (2821850112)

01:46:36.449 --> 01:46:49.769

Want to talk about what happened so she, she identified the emotion that she moved into that open ended question. So she's going to she's going to learn more about about what happened. Now if you already know what happened between Sammy and her roommate.

724 "Kathleen Deppeler" (2821850112)

01:46:49.769 --> 01:47:03.059

And it was a lot of junk behavior you might not want to ask, and you need to ask if you don't know what's going on because you need more information. It's really hard to get to encouragement. If you don't know.

725 "Kathleen Deppeler" (2821850112)

01:47:03.059 --> 01:47:07.199

Everything that's going on uh, that's the answer. She would.

726 "Kathleen Deppeler" (2821850112)

01:47:07.199 --> 01:47:10.319

Um, that she would knock.

727 "Kathleen Deppeler" (2821850112)

01:47:10.319 --> 01:47:15.089

Who see, you, you looks, you look upset what's going on. These are great.

728 "Kathleen Deppeler" (2821850112)

01:47:16.769 --> 01:47:19.919

Daniels, assuming you look upset and we talk.

729 "Kathleen Deppeler" (2821850112)

01:47:19.919 --> 01:47:23.999

Case says, Jimmy, you look, you look really unhappy.

730 "Kathleen Deppeler" (2821850112)

01:47:23.999 --> 01:47:28.139

Do you want to talk to me about it? Uh, Logan says.

731 "Kathleen Deppeler" (2821850112)

01:47:28.139 --> 01:47:31.619

You seem like you've been upset today do you want to talk about it?

732 "Kathleen Deppeler" (2821850112)

01:47:31.619 --> 01:47:36.089

These are great and I hope that the other thing that you might be noticing is.

733 "Kathleen Deppeler" (2821850112)

01:47:36.089 --> 01:47:41.699

The way that my body language to them, I tone of voice, and my facial expression is communicating to Sammy.

734 "Kathleen Deppeler" (2821850112)

01:47:42.204 --> 01:47:52.914

The meaning behind these words. So, even if a person doesn't speak the verbal English language, you can still do this with them. Body language is 93% of communication.

735 "Kathleen Deppeler" (2821850112)

01:47:52.914 --> 01:48:06.234

You can tell you can you can provide these to people who might not understand the verbal English language, or or be able to respond to you in the verbal English language. You can still use these skills. these skills

736 "Kathleen Deppeler" (2821850112)

01:48:06.954 --> 01:48:21.774

Janice says, see me, I can tell that you're upset and I'm so proud that you came in here to calm down. So she's getting towards that encouragement. What can we encourage? She has done a safe thing. See, Kenneth says, see me, it looks like you're having a very difficult time.

737 "Kathleen Deppeler" (2821850112)

01:48:21.774 --> 01:48:24.684

Yesterday. You shared some things with me. Do you want to share.

738 "Kathleen Deppeler" (2821850112)

01:48:24.989 --> 01:48:39.029

Do you want me to share? Do you want me? I'm sorry, Dana I'm not doing the job reading what you said. I'm gonna try again, Sammy. It looks like you're having a very difficult time yesterday. He shared some things with me. Do you want to share us? What's happened?

739 "Kathleen Deppeler" (2821850112)

01:48:39.029 --> 01:48:42.569

These are great. Okay so let's come.

740 "Kathleen Deppeler" (2821850112)

01:48:42.569 --> 01:48:49.079

Let's do, I'm looking for a good encouraging statement. What does seem to be doing now.

741 "Kathleen Deppeler" (2821850112)

01:48:49.079 --> 01:48:53.219

That is helpful and that can continue to help her calm down.

742 "Kathleen Deppeler" (2821850112)

01:48:56.549 --> 01:49:00.719

Someone did identify that she went into her room so that's really towards this like.

743 "Kathleen Deppeler" (2821850112)

01:49:00.719 --> 01:49:13.769

That is something you want to encourage, she just used your coping skill, Sammy, you're so disappointed. And you already you already started using her coping skills. You you Stephanie says you got, you walked away from that fight.

744 "Kathleen Deppeler" (2821850112)

01:49:13.769 --> 01:49:21.059

That's right, you can encourage that. She's already engaged in desirable skills that are going to help her now and in the future.

745 "Kathleen Deppeler" (2821850112)

01:49:21.059 --> 01:49:32.399

These are great. Okay. It is did wonderful. I have a couple of resources that I want to leave you with and I have about.

746 "Kathleen Deppeler" (2821850112)

01:49:34.344 --> 01:49:48.954

I have about 4 minutes left. I want to I see. Another 1 in the chat box here. Sammy. I see that. You're trying to calm down and that you are continuing to have some quiet time. You know, that can really help you. I know. It helps you when you're having your quiet time, these are great.

747 "Kathleen Deppeler" (2821850112)

01:49:49.014 --> 01:49:53.094

You're identifying this thing that she's doing. Well, and what it means for her.

748 "Kathleen Deppeler" (2821850112)

01:49:53.459 --> 01:50:01.109

Okay, so let's talk about some resources, you know, I told you this is a brief overview. Um.

749 "Kathleen Deppeler" (2821850112)

01:50:01.584 --> 01:50:13.344

And there are, there is much more that we can, we can do to practice these and think about changing behavior, using positive behavior support.

750 "Kathleen Deppeler" (2821850112)

01:50:13.344 --> 01:50:18.324

So the 1st, 1, I want to encourage you to listen to this podcast.

751 "Kathleen Deppeler" (2821850112)

01:50:18.354 --> 01:50:30.984

It's Dr, Theresa Rogers and Lucas Evans who Dr Rogers is who brought tools and choice here to Missouri and they recorded these in Lucas. Evans is our chief.

752 "Kathleen Deppeler" (2821850112)

01:50:31.109 --> 01:50:45.959

Your analyst and they record these very short they're just small snippets, you know, really easy to listen to common coercion podcasts and they go over the conversions that we talked about today, but they also provide.

753 "Kathleen Deppeler" (2821850112)

01:50:45.959 --> 01:50:54.569

A strategy, you know, if this is the conversion that that's your thing that the 1 that, that you're most likely to go to.

754 "Kathleen Deppeler" (2821850112)

01:50:54.569 --> 01:51:01.079

Here's the things that you might do, instead of using that coercion. So just some short little podcasts.

755 "Kathleen Deppeler" (2821850112)

01:51:01.079 --> 01:51:05.819

Um, there's 1 for each of those 10 conversions that we talked about today.

756 "Kathleen Deppeler" (2821850112)

01:51:06.744 --> 01:51:16.284

You can also attend a tool of choice. Course here is a QR code so I should have said this on the last 1.

757 "Kathleen Deppeler" (2821850112)

01:51:16.284 --> 01:51:29.844

I apologize you can use your your phone camera and just hold it up and it'll if you hold it up to this QR code here, it'll it'll bring up a web page for you. So, here's the webpage for our tools of choice.

758 "Kathleen Deppeler" (2821850112)

01:51:29.844 --> 01:51:35.814

Course, and you can register and take that. It's totally free. And we have consultants who.

759 "Kathleen Deppeler" (2821850112)

01:51:35.819 --> 01:51:39.989

Would be really excited to practice these skills with you in depth.

760 "Kathleen Deppeler" (2821850112)

01:51:45.509 --> 01:51:56.099

And last, uh, we have a family coaching workshop, and this is intended for, uh, you know, family, caregivers um.

761 "Kathleen Deppeler" (2821850112)

01:51:56.099 --> 01:52:00.479

We get parents, aunts, uncles.

762 "Kathleen Deppeler" (2821850112)

01:52:00.479 --> 01:52:13.049

Folks that parents of parents and aunts and uncles with adults, children, just, you know, the whole lifespan. Really? Um.

763 "Kathleen Deppeler" (2821850112)
01:52:13.049 --> 01:52:21.389
And we, you, we do small components of the tools during this 8 week.
Course. Um.

764 "Kathleen Deppeler" (2821850112)
01:52:21.389 --> 01:52:29.069
Folks are welcome to come to any of that fit in their schedule. Ideally,
you come to all of them. We welcome. Welcome you at any.

765 "Kathleen Deppeler" (2821850112)
01:52:29.069 --> 01:52:37.409
There will be a new session starting soon. So here is the web page where
you will find that ongoing opportunity for family, coaching workshops.

766 "Kathleen Deppeler" (2821850112)
01:52:39.269 --> 01:52:44.399
And Kat, were there any questions in the chat box that I.

767 "Kat Craig" (2486275840)
01:52:44.399 --> 01:52:48.449
Overlooked and should answer with our last minute here.

768 "Kathleen Deppeler" (2821850112)
01:52:48.449 --> 01:53:01.319
Yeah, just to someone I requested, what was the name of that book you
were referring to earlier okay. And the power of positive parenting by
Dr. Glen Latham.

769 "Kat Craig" (2486275840)
01:53:01.319 --> 01:53:04.439
And I'll put a box here.

770 "Kat Craig" (2486275840)
01:53:04.439 --> 01:53:09.929
Thank you and the other question was is where are we going to put this
PowerPoint.

771 "Kat Craig" (2486275840)
01:53:10.949 --> 01:53:16.499
Where can it where is it going to be found so that somebody can refer
back to it?

772 "Kathleen Deppeler" (2821850112)
01:53:18.269 --> 01:53:21.359
That's a really great question. Um, this.

773 "Kathleen Deppeler" (2821850112)
01:53:21.359 --> 01:53:25.889
Presentation is going to be provided routinely.

774 "Kathleen Deppeler" (2821850112)
01:53:25.889 --> 01:53:33.299

Right now I'm doing it every week and we plan to continue doing it based on.

775 "Kathleen Deppeler" (2821850112)

01:53:34.919 --> 01:53:41.279

Uh, based on interest, we'll continue to do it at some, some schedule. So, um.

776 "Kathleen Deppeler" (2821850112)

01:53:41.279 --> 01:53:53.729

I'm not sure I'm going to publish the I'm not sure I'm going to publish the PowerPoint itself because there's an opportunity that if you wanted to share this with someone else, you certainly can send them here. Um.

777 "Kat Craig" (2486275840)

01:53:53.729 --> 01:53:59.519

As well, as there's so much more Kathleen that you add to this, that's.

778 "Kat Craig" (2486275840)

01:53:59.519 --> 01:54:07.319

Seems to be it's very, very important that someone here what you have to say, versus just.

779 "Kat Craig" (2486275840)

01:54:07.319 --> 01:54:12.509

Um, reading the PowerPoint no, I don't I don't think that PowerPoint is gonna be.

780 "Kat Craig" (2486275840)

01:54:12.509 --> 01:54:16.559

Give it justice for everything that you add to it.

781 "Kathleen Deppeler" (2821850112)

01:54:16.559 --> 01:54:28.889

Verbal, thank you, and I did put in the chat box information about tools of choice. So the main tools of choice web page is there and that is going to have.

782 "Kathleen Deppeler" (2821850112)

01:54:29.064 --> 01:54:42.684

Much of the content that was in this PowerPoint, so it's going to have, you know, what is pivot what is, uh, stay close, uh, stay close cool. Random routine. What a stay close hat it's going to have the content. Really? But it's just not in this exact format here.

783 "Kat Craig" (2486275840)

01:54:43.314 --> 01:54:45.984

Um, so I hope so. I hope that helps.

784 "Kat Craig" (2486275840)

01:54:46.049 --> 01:54:53.039

Um, we also have 1 asking if you did not get a chance to scan the QR code. How can you get those?

785 "Kathleen Deppeler" (2821850112)
01:54:53.039 --> 01:55:00.359
Ooh, that is a great question. And how about I take a moment and put those links in the chat box to.

786 "Kathleen Deppeler" (2821850112)
01:55:00.359 --> 01:55:07.499
Does that sound like that might be helpful? Okay.

787 "Kathleen Deppeler" (2821850112)
01:55:11.669 --> 01:55:18.089
This link, I'm adding 1st, is to the tools of choice registration.

788 "Kathleen Deppeler" (2821850112)
01:55:23.669 --> 01:55:33.989
And I noticed that someone asked about the family coaching workshops, we will have them in 2023. we are, um.

789 "Kathleen Deppeler" (2821850112)
01:55:33.989 --> 01:55:44.279
Waiting to just get dates of availability for facilitators. I apologize. Um, so that will be the landing page for for those when we have them done.

790 "Kathleen Deppeler" (2821850112)
01:55:46.319 --> 01:55:49.439
Then I noticed someone else asks how to become a facilitator.

791 "Kathleen Deppeler" (2821850112)
01:55:49.439 --> 01:55:53.639
And so I'm also adding that link here to.

792 "Kathleen Deppeler" (2821850112)
01:55:56.159 --> 01:56:00.629
The chat box and then the last 1 I am going to grab.

793 "Kathleen Deppeler" (2821850112)
01:56:00.629 --> 01:56:05.309
The conversion podcast link I am headed there right now.

794 "Kathleen Deppeler" (2821850112)
01:56:18.509 --> 01:56:33.084
Here's the podcast links Thank you so much. Everyone for joining us today.

795 "Kathleen Deppeler" (2821850112)
01:56:33.084 --> 01:56:41.034
I hope you hope to see you in our full tool class feel free to come back to this. Anytime we're going to again be hosting these routinely.

796 "Kathleen Deppeler" (2821850112)
01:56:42.539 --> 01:56:52.049

And we're, we're really happy to share this information with folks tools is the best thing that ever happened to me. I'm, I'm very thankful for it.