

WEBVTT

1 "Kathleen Deppeler" (1078687744)

00:00:00.000 --> 00:00:08.100

And welcome to tools for everyone. This is an opportunity to learn a bit more about the.

2 "Kathleen Deppeler" (1078687744)

00:00:08.100 --> 00:00:17.065

Philosophy and an overview of the skills that we teach in tools of choice training uh, my name's Kathleen and I'm going to be your presenter today.

3 "Kathleen Deppeler" (1078687744)

00:00:17.065 --> 00:00:27.865

I am the director of positive supports for the division of developmental disabilities, and I have been facilitating tools of choice for almost 10 years. Now maybe, 10 years in May.

4 "Kathleen Deppeler" (1078687744)

00:00:28.075 --> 00:00:38.095

And I often tell people that it is the best thing that has ever happened to me. And so I'm really excited to share with you. Some of the content and overview.

5 "Kathleen Deppeler" (1078687744)

00:00:38.100 --> 00:00:51.895

Today, so I would love if folks would orient themselves to the Webex here and find the chat box and tell us who's here, if you could share your name. And maybe where you're joining us from.

6 "Kathleen Deppeler" (1078687744)

00:00:52.705 --> 00:01:01.075

That would be great. And I'll just give you a few moments to find that chat in the lower right corner of your screen.

7 "Kathleen Deppeler" (1078687744)

00:01:01.105 --> 00:01:08.005

And when you use that chat box, if you could just share, just use that, everyone send it to everyone.

8 "Kathleen Deppeler" (1078687744)

00:01:08.100 --> 00:01:09.750

Versus just the panelists.

9 "Kathleen Deppeler" (1078687744)

00:01:09.750 --> 00:01:13.920

Or the hosts, that would be great so that everybody can, um.

10 "Kathleen Deppeler" (1078687744)

00:01:13.920 --> 00:01:20.550

Can follow the chat box together, so just take a minute and share who you are.

11 "Kathleen Deppeler" (1078687744)

00:01:23.910 --> 00:01:27.330
Thank you Sarah. Howard county. Cool.

12 "Kathleen Deppeler" (1078687744)
00:01:27.330 --> 00:01:37.500
Carrie Miller welcome some more folks from Howard county. Welcome,
Heather and Karen. Welcome.

13 "Kathleen Deppeler" (1078687744)
00:01:37.500 --> 00:01:51.510
In Nevada, Michelle in St Louis.

14 "Kathleen Deppeler" (1078687744)
00:01:51.510 --> 00:02:00.510
Mary from Paris county. Great, Amy. Uh, Norman from, uh.

15 "Kathleen Deppeler" (1078687744)
00:02:00.510 --> 00:02:05.310
Kansas City and Alex also in Kansas City. Welcome.

16 "Kathleen Deppeler" (1078687744)
00:02:10.050 --> 00:02:14.550
Okay, we got folks from all around the state. That's exciting. Welcome
everyone.

17 "Kathleen Deppeler" (1078687744)
00:02:16.440 --> 00:02:24.235
And Kate in the boot hill. Great. This is a nice, uh, crowd here today.
I'm excited to have you guys.

18 "Kathleen Deppeler" (1078687744)
00:02:24.235 --> 00:02:38.545
So, before I go on, I really want to preface this with this is again, an
overview of tools of choice. And it is not intended to replace your
positive behavior support expectation.

19 "Kathleen Deppeler" (1078687744)
00:02:38.545 --> 00:02:46.435
If you're here for that, then you really need to look for a full course
that has all of the components required for that. So, today is an
overview and.

20 "Kathleen Deppeler" (1078687744)
00:02:46.440 --> 00:02:53.370
Really opportunity to learn more about the philosophy and a couple of the
strategies that we talk about in that class. So.

21 "Kathleen Deppeler" (1078687744)
00:02:54.265 --> 00:03:08.965
For the best experience today everyone stay muted you kind of have to
because it's not turned on where you can turn it off and I would really
encourage you to grab some paper or open up a document for you to take
some notes on your

22 "Kathleen Deppeler" (1078687744)

00:03:09.505 --> 00:03:23.215

computer and, um, so for notes, and we're going to do a couple of activities and having something to write it out, might help you in doing that. So so overall, today, things that you will learn.

23 "Kathleen Deppeler" (1078687744)

00:03:23.370 --> 00:03:36.900

Are what is a universal strategy and positive behavior supports we're also going to talk about a few fundamental facts of behavior. So just some general guidelines that really, um.

24 "Kathleen Deppeler" (1078687744)

00:03:36.900 --> 00:03:41.940

Inform all of the, uh, the content that we're going to share today.

25 "Kathleen Deppeler" (1078687744)

00:03:41.940 --> 00:03:52.140

We're going to talk about how to categorize behavior so that we all really know what we're talking about and are on the same page and it helps us target behavior for change.

26 "Kathleen Deppeler" (1078687744)

00:03:52.735 --> 00:04:02.125

We're also going to talk about coercion and punishment and why you should try to avoid it, which will become clear when we talk about the effects of coercion and punishment.

27 "Kathleen Deppeler" (1078687744)

00:04:02.875 --> 00:04:17.755

And I'm going to give you 10 examples of commonly used conversions that I'm going to ask you to avoid in the future and also going to share a couple of proactive skills that you

28 "Kathleen Deppeler" (1078687744)

00:04:17.755 --> 00:04:22.045

can use to improve your interactions, improve the behaviors in the environment. And really.

29 "Kathleen Deppeler" (1078687744)

00:04:22.140 --> 00:04:25.170

Prove your relationship with the with people.

30 "Kathleen Deppeler" (1078687744)

00:04:30.239 --> 00:04:32.814

So, positive behavior support, I said,

31 "Kathleen Deppeler" (1078687744)

00:04:32.814 --> 00:04:47.694

I was going to explain what positive behavior support is there's really a lot that goes into this definition so the science of behavior or behavior analysis has been formally investigated in demonstrating the science of behavior since the 940 s there

32 "Kathleen Deppeler" (1078687744)
00:04:47.694 --> 00:05:00.234
are hundreds of thousands of studies and demonstrations of the principals
and techniques and many programs and treatment projects schools.
treatment projects schools

33 "Kathleen Deppeler" (1078687744)
00:05:00.239 --> 00:05:06.149
Training curriculums, use the principles and techniques developed.

34 "Kathleen Deppeler" (1078687744)
00:05:06.149 --> 00:05:13.139
So positive behavior supports uses the public health model to structure
interventions.

35 "Kathleen Deppeler" (1078687744)
00:05:13.139 --> 00:05:18.419
So, if you look at this triangle down here, I'm going to use that as a,
as a visual for this.

36 "Kathleen Deppeler" (1078687744)
00:05:18.419 --> 00:05:24.359
That green base there at the bottom represents universal strategies like
fools.

37 "Kathleen Deppeler" (1078687744)
00:05:24.359 --> 00:05:35.099
Uh, that support the quality of life for an entire population and in a
healthy population, 80 to 90% of people will meet only that universal.

38 "Kathleen Deppeler" (1078687744)
00:05:35.099 --> 00:05:38.549
Support in order to have a high quality of life.

39 "Kathleen Deppeler" (1078687744)
00:05:40.554 --> 00:05:51.924
So then if you go to that next level, there you see that yellow center
that represents the population of people who are at risk for poor
outcomes. And the interventions for this population often.

40 "Kathleen Deppeler" (1078687744)
00:05:51.924 --> 00:05:56.153
Look like an extra scoop of that universal support strategy.

41 "Kathleen Deppeler" (1078687744)
00:05:57.624 --> 00:06:10.044
So those are intended those targeted interventions using 1 of those
Universals, in a targeted format with a person at risk is intended to be
a short term intervention and faded as risk decreases.

42 "Kathleen Deppeler" (1078687744)
00:06:10.044 --> 00:06:18.624
So, in a healthy population, 10 to 15% of people will need that level of
intervention that, that yellow extra scoop level. level

43 "Kathleen Deppeler" (1078687744)

00:06:20.064 --> 00:06:31.074

And then you see that red at the top, and that represents those in crisis and in need of short term intensive supports and in a healthy population,

44 "Kathleen Deppeler" (1078687744)

00:06:31.074 --> 00:06:40.884

5% or fewer of people might need that level of support and and so it's important to gauge today's content in that green universal. universal

45 "Kathleen Deppeler" (1078687744)

00:06:41.189 --> 00:06:51.929

Level, so that's what this tool's a choice content is going to be. It's this universal stuff that everybody needs in order to have a high quality of life.

46 "Kathleen Deppeler" (1078687744)

00:06:53.369 --> 00:07:00.659

So, sometimes it can be difficult for people to accept this approach. Um.

47 "Kathleen Deppeler" (1078687744)

00:07:00.659 --> 00:07:05.249

Uh, because there's an impression that.

48 "Kathleen Deppeler" (1078687744)

00:07:05.249 --> 00:07:09.719

We're letting people get away with things when, in fact.

49 "Kathleen Deppeler" (1078687744)

00:07:09.719 --> 00:07:19.799

We're really just shifting our focus. The focus is on being kind and caring all the time. We want to avoid creating a worsening um.

50 "Kathleen Deppeler" (1078687744)

00:07:19.799 --> 00:07:25.224

So that means that we keep our cool, we don't take things personally, or emotionally,

51 "Kathleen Deppeler" (1078687744)

00:07:25.224 --> 00:07:38.514

even when they definitely feel personal or emotional and we try not to do things that get even or try to get back and hurt someone we try to avoid those, which is really hard, um,

52 "Kathleen Deppeler" (1078687744)

00:07:38.514 --> 00:07:49.794

it takes life on practice and, um, even those who teach, we're still working on it. My goal in life is to avoid coercion for a whole day is very difficult.

53 "Kathleen Deppeler" (1078687744)

00:07:49.799 --> 00:07:53.819

Well, it's the, the coercive practices are.

54 "Kathleen Deppeler" (1078687744)

00:07:54.474 --> 00:08:03.024

Are in our movies, they're part of our culture music video games, our penal system uh, law enforcement religion. It, it's intended.

55 "Kathleen Deppeler" (1078687744)

00:08:03.834 --> 00:08:18.384

It's, it's a shift in our focus and it's definitely different than, uh, practices that we were raised with. So, that can be difficult for people and I would encourage you to keep an open mind. And, um.

56 "Kathleen Deppeler" (1078687744)

00:08:18.689 --> 00:08:31.859

And think about the important relationships in your life, as you go through this and how engaging in this way my impact, those important relationships that you have.

57 "Kathleen Deppeler" (1078687744)

00:08:31.859 --> 00:08:44.129

So, let's start getting on the same page about what we mean about behavior. So this is an opportunity for you for you to use your chat box again. And some folks, let me know that they are only able to.

58 "Kathleen Deppeler" (1078687744)

00:08:44.129 --> 00:08:52.409

Um, chat box with the panelists, so I'm just gonna read things that come through. Uh, so that everybody can hear what folks are saying. So, tell me.

59 "Kathleen Deppeler" (1078687744)

00:08:52.409 --> 00:08:56.879

Use your chat box what how would you describe behavior?

60 "Kathleen Deppeler" (1078687744)

00:08:56.879 --> 00:09:10.469

What's your definition of behavior if you were going to explain behavior to somebody who doesn't speak the verbal English language? How would you do that? What is your definition of behavior? Michelle says communication.

61 "Kathleen Deppeler" (1078687744)

00:09:12.564 --> 00:09:27.144

Kerry says actions a person takes Don says communication as well. Vickie says how I conduct myself Amy says communication and actions. Mary says reactions to an environmental factor. Deborah says attention getting.

62 "Kathleen Deppeler" (1078687744)

00:09:27.419 --> 00:09:37.319

And he says gestures, there's definitely some themes here, uh, communication, being a big 1, the way we interact with others. Karen says, um.

63 "Kathleen Deppeler" (1078687744)

00:09:38.459 --> 00:09:41.969
That's great. So definitely some.

64 "Kathleen Deppeler" (1078687744)
00:09:41.969 --> 00:09:45.719
Some common themes here and.

65 "Kathleen Deppeler" (1078687744)
00:09:47.369 --> 00:09:55.439
These are great. So, let's look at my, uh, very formal definition here of behavior, which is.

66 "Kathleen Deppeler" (1078687744)
00:09:55.439 --> 00:10:02.909
Anything a person does that can be measured and observed that can be seen and counted. Okay.

67 "Kathleen Deppeler" (1078687744)
00:10:02.909 --> 00:10:07.559
So that's really a pretty broad, uh.

68 "Kathleen Deppeler" (1078687744)
00:10:07.559 --> 00:10:20.459
Or more broad definition than we typically think about behavior. Oftentimes when we talk about behavior, we really just think of that undesirable stuff. And so we want to shift our focus.

69 "Kathleen Deppeler" (1078687744)
00:10:20.459 --> 00:10:34.169
To be more broad than just trying to stamp out of behavior and get rid of it. We want to focus on desirable behavior and shift that culture in our environment. So, let's talk about some behaviors, use that chat box. Now.

70 "Kathleen Deppeler" (1078687744)
00:10:34.169 --> 00:10:44.549
And I want to fill this blank slide here up with a variety of behaviors. So, tell me what some behaviors are. So, things that you see.

71 "Kathleen Deppeler" (1078687744)
00:10:44.549 --> 00:10:49.079
I see shutting down, I'm going to start there and I'm just going to type what folks tell me. So.

72 "Kathleen Deppeler" (1078687744)
00:10:54.569 --> 00:10:57.659
Shutting down yelling.

73 "Kathleen Deppeler" (1078687744)
00:10:59.999 --> 00:11:04.439
You guys are going fast they like it head banging.

74 "Kathleen Deppeler" (1078687744)
00:11:06.299 --> 00:11:11.129
Running away anger.

75 "Kathleen Deppeler" (1078687744)
00:11:11.129 --> 00:11:16.889
Stomping throwing things.

76 "Kathleen Deppeler" (1078687744)
00:11:21.509 --> 00:11:25.949
Great there's so many here. I like it. I'm going to have to go back through my chat box up here.

77 "Kathleen Deppeler" (1078687744)
00:11:30.269 --> 00:11:35.729
Using to comply using care.

78 "Kathleen Deppeler" (1078687744)
00:11:37.319 --> 00:11:40.589
For participation.

79 "Kathleen Deppeler" (1078687744)
00:11:45.149 --> 00:11:50.639
Crying.

80 "Kathleen Deppeler" (1078687744)
00:11:52.589 --> 00:11:56.759
These are great. I'm going to run through my chat box 1 more time to see if I.

81 "Kathleen Deppeler" (1078687744)
00:11:56.759 --> 00:11:59.909
Lost some things verbal outburst.

82 "Kathleen Deppeler" (1078687744)
00:12:05.699 --> 00:12:19.979
Hitting someone said, I'm gonna add a couple of my own here.

83 "Kathleen Deppeler" (1078687744)
00:12:19.979 --> 00:12:26.039
Whoops, excitement. Angeles.

84 "Kathleen Deppeler" (1078687744)
00:12:35.489 --> 00:12:38.969
Okay, I added a couple here too, so.

85 "Kathleen Deppeler" (1078687744)
00:12:38.969 --> 00:12:50.669
Now, as you look at this list of behaviors, I am going to take a pink marker or some color marker that I find here and I am going to circle.

86 "Kathleen Deppeler" (1078687744)
00:12:50.669 --> 00:13:01.439
A few things, or I want you to look at the things I'm circling. And again, you can use your chat box to tell me. What do you notice about the words that I am circling? Okay.

87 "Kathleen Deppeler" (1078687744)
00:13:25.134 --> 00:13:33.144
Carrie, thank you, Kerry, for rescuing me from my very, very poor, uh, ability to use this, uh, paint function here.

88 "Kathleen Deppeler" (1078687744)
00:13:33.234 --> 00:13:47.784
So, yeah, the things that I am circling are negative, they're, they are undesirable behaviors, generally high stress responses. Alex called them. Um, everything seems in a negative context. Amy says, yeah, they're, they're seen as bad.

89 "Kathleen Deppeler" (1078687744)
00:13:48.774 --> 00:13:54.054
Heather said, so, when we think about behavior, that's typically what's on our mind, isn't it?

90 "Kathleen Deppeler" (1078687744)
00:13:54.114 --> 00:13:58.134
We typically think about undesirable behavior and, um,

91 "Kathleen Deppeler" (1078687744)
00:13:58.224 --> 00:14:13.104
so this the practice of tools is asking you to shift your focus and really expand your definition of behavior and start thinking about the desirable things that you see in the environment that's going to be where we have our real opportunity to build a relationship and to encourage

92 "Kathleen Deppeler" (1078687744)
00:14:13.104 --> 00:14:18.084
desirable behavior to happen in the future. So I'm gonna get rid of my greens or.

93 "Kathleen Deppeler" (1078687744)
00:14:18.089 --> 00:14:29.459
Goals and I'm going to shift to another. I'm going to circle again and this time I'll use blue and I might just make a little, um.

94 "Kathleen Deppeler" (1078687744)
00:14:29.459 --> 00:14:32.999
A little mark next to it this time the circles were kind of.

95 "Kathleen Deppeler" (1078687744)
00:14:32.999 --> 00:14:36.509
Difficult so when you.

96 "Kathleen Deppeler" (1078687744)
00:14:36.509 --> 00:14:43.679
See, what I, when you look at the things, I'm putting a little blue mark next to tell me why you think.

97 "Kathleen Deppeler" (1078687744)
00:14:43.679 --> 00:14:47.789
About these that's different from the ones that I am not.

98 "Kathleen Deppeler" (1078687744)
00:14:49.859 --> 00:15:00.479
Um, what do you notice about these.

99 "Kathleen Deppeler" (1078687744)
00:15:04.079 --> 00:15:07.679
This one's definitely a tougher question. So I'm going to give you a.

100 "Kathleen Deppeler" (1078687744)
00:15:07.679 --> 00:15:11.249
Few minutes I think I have.

101 "Kathleen Deppeler" (1078687744)
00:15:13.379 --> 00:15:18.269
Caleb is their physical characters or actions Yep, they definitely are.

102 "Kathleen Deppeler" (1078687744)
00:15:22.619 --> 00:15:29.099
Like you said that they might demonstrate a person, um, out of control.

103 "Kathleen Deppeler" (1078687744)
00:15:29.099 --> 00:15:37.319
Yeah, they definitely these are all difficult situations. So what I noticed about what I noticed, um.

104 "Kathleen Deppeler" (1078687744)
00:15:37.319 --> 00:15:41.399
About the ones that I put the blue next to at that, is that they're not.

105 "Kathleen Deppeler" (1078687744)
00:15:42.659 --> 00:15:47.009
Specific enough, they don't they're not things that I can measure.

106 "Kathleen Deppeler" (1078687744)
00:15:47.009 --> 00:15:56.909
And observe, they're not things that I can see and kept. They are big old categories that really might look different, depending on who the observer is. So, for me.

107 "Kathleen Deppeler" (1078687744)
00:15:56.909 --> 00:16:05.999
Uh, a verbal outburst might require the person to be swearing and.

108 "Kathleen Deppeler" (1078687744)
00:16:06.354 --> 00:16:21.264
And using a painful decibel and be very close to you, but to another person, a verbal outburst might simply be allowed swear word or a screen.

109 "Kathleen Deppeler" (1078687744)
00:16:22.074 --> 00:16:35.994
It really looks different based on whoever it happens to be observing. And so, 1 of the things that we want to be sure that we do when we talk

about behavior is talk about it in a way that everybody can understand what's happening in specific.

110 "Kathleen Deppeler" (1078687744)

00:16:35.999 --> 00:16:43.469

Take actions, rather than that, a big old category, like shutting down being a big old category. Um.

111 "Kathleen Deppeler" (1078687744)

00:16:43.914 --> 00:16:55.014

Or self harm, there's lots of different ways that somebody could harm themselves and so being specific about what the behavior is is really helpful in making sure people are on the same page.

112 "Kathleen Deppeler" (1078687744)

00:16:55.014 --> 00:17:06.804

So Here's an example on the screen about saying that I was being rude. So someone could see that I was being rude, but that could be so many different things, right? Versus.

113 "Kathleen Deppeler" (1078687744)

00:17:07.164 --> 00:17:20.754

Identifying the specific behaviors and saying Kathleen was staring at this person and she said so loudly said, so everybody could hear said, look at them. What was she thinking?

114 "Kathleen Deppeler" (1078687744)

00:17:21.084 --> 00:17:24.144

So, yes, certainly, it would be very rude to do that and.

115 "Kathleen Deppeler" (1078687744)

00:17:24.834 --> 00:17:33.144

If we're going to think about targeting my big old category, rude behavior for an intervention, it's really helpful for everybody to know what that looks like.

116 "Kathleen Deppeler" (1078687744)

00:17:33.384 --> 00:17:41.244

So, when we talk about behavior, we want to talk about it and measurable specific terms in, in terms that can be seen and counted.

117 "Kathleen Deppeler" (1078687744)

00:17:43.464 --> 00:17:57.624

Now, sometimes it can be helpful to use a category and so we have defined 4 categories of behavior that we use when we think about how we might respond to the behavior.

118 "Kathleen Deppeler" (1078687744)

00:17:57.624 --> 00:18:01.704

And so based on the category of behavior, we would want to respond in a particular way.

119 "Kathleen Deppeler" (1078687744)

00:18:02.454 --> 00:18:12.954

So the 4 categories of behavior that we have, or here on the screen for you, and on the left, you can see 2 types of desirable behavior categories. 1.

120 "Kathleen Deppeler" (1078687744)

00:18:13.019 --> 00:18:24.479

Being significant, so those are the big things that is the big deal behaviors. Those things that, that improve a person's quality of life or their independents, their autonomy.

121 "Kathleen Deppeler" (1078687744)

00:18:24.774 --> 00:18:38.634

Those big deal behaviors and then right below you. See the just okay, the things that, you know, probably really aren't getting a lot of attention in the environment, but if they don't happen, it's probably a big deal. Like, it's a just okay. Behavior to shut the door.

122 "Kathleen Deppeler" (1078687744)

00:18:38.784 --> 00:18:53.214

When you come in the house, right? But if you forget, then it's a kind of a bigger deal that the doors wide open. Right? And so the just okay behaviors, when they happen, don't tend to get the same level of response as when they don't happen.

123 "Kathleen Deppeler" (1078687744)

00:18:53.424 --> 00:18:54.054

So.

124 "Kathleen Deppeler" (1078687744)

00:18:54.509 --> 00:19:07.704

That's 1 way to think about that and that's an opportunity for us to continue to expand this. This vision that we have of what behavior is we really want to start thinking about, what are all those just okay.

125 "Kathleen Deppeler" (1078687744)

00:19:07.704 --> 00:19:16.614

Behaviors that we just kind of expect to happen in an environment, and we're not really doing anything to reinforce them. And, uh.

126 "Kathleen Deppeler" (1078687744)

00:19:17.634 --> 00:19:31.494

And increase the attention that we're paying to them. That's a great way to start to shift our environment when we start to pay attention to those, just okay. Behaviors. So, 2 types of desirable behaviors significant and just.

127 "Kathleen Deppeler" (1078687744)

00:19:31.494 --> 00:19:40.704

Okay and then you see over here this undesirable categories. And those are things I find it easier to talk about serious.

128 "Kathleen Deppeler" (1078687744)

00:19:40.769 --> 00:19:47.039

Before drunk, so serious is anything that's physically harmful to themselves. Others, property or illegal.

129 "Kathleen Deppeler" (1078687744)

00:19:47.039 --> 00:19:54.059

And and then under that, you see the junk and that's anything that is, um.

130 "Kathleen Deppeler" (1078687744)

00:19:54.059 --> 00:20:08.939

Not physically harmful to themselves. Others, property, illegal, but is annoying is unhelpful to their goals. It is probably socially unacceptable or, you know.

131 "Kathleen Deppeler" (1078687744)

00:20:08.939 --> 00:20:12.989

Not helpful to them. Um.

132 "Kathleen Deppeler" (1078687744)

00:20:12.989 --> 00:20:18.689

Making friends and definitely unhelpful. So.

133 "Kathleen Deppeler" (1078687744)

00:20:18.689 --> 00:20:26.309

You know, annoying is written here. I think that's an important way to think about drunk. It's that stuff that is not helping a person. Um.

134 "Kathleen Deppeler" (1078687744)

00:20:26.309 --> 00:20:33.509

Expand their skills, or or reach their goals and it's probably annoying to other people around them.

135 "Kathleen Deppeler" (1078687744)

00:20:33.804 --> 00:20:44.874

And that really is a lot of where we spend our time. I think if we went back to that list, let's do that. Let's go back to our list right here that we made, and some of these things are not physically harmful to themselves.

136 "Kathleen Deppeler" (1078687744)

00:20:44.874 --> 00:20:53.274

So, there's property or legal, but are definitely not things that are helping them be successful you know, stomping pacing. Um.

137 "Kathleen Deppeler" (1078687744)

00:20:53.639 --> 00:21:04.859

Saying no anger verbal out versus not physically harmful to themselves, others, property or illegal, but they're definitely not helpful to reaching your goals.

138 "Kathleen Deppeler" (1078687744)

00:21:06.354 --> 00:21:19.584

So, we also want to think that we also want to remember that, depending on the context of the environment, a behavior really could fall into any of those categories.

139 "Kathleen Deppeler" (1078687744)
00:21:19.584 --> 00:21:22.404
And when I look at this, um, I think.

140 "Kathleen Deppeler" (1078687744)
00:21:22.709 --> 00:21:27.269
So here's a good example. Um.

141 "Kathleen Deppeler" (1078687744)
00:21:27.269 --> 00:21:31.529
For me, go going to the gym would be a significant desirable behavior.

142 "Kathleen Deppeler" (1078687744)
00:21:31.529 --> 00:21:38.639
It's not something that I do regularly, but something that I'm working on and when I do it, it's you're really good. A big pay off because it's not happening routinely.

143 "Kathleen Deppeler" (1078687744)
00:21:39.444 --> 00:21:51.954
And but Michael Phelps, it's just okay, when he goes to the gym, he does it all the time. It's not a big deal and he still needs to not a boy for his hard work and going to the gym every once in a while.

144 "Kathleen Deppeler" (1078687744)
00:21:52.164 --> 00:21:57.324
But it is not the kind of big goals, significant behavior that it would be. If I did it.

145 "Kathleen Deppeler" (1078687744)
00:21:58.284 --> 00:22:12.504
And then the person going to the gym, just to Lear, it, people and Sarah them, though, they're working out. That's annoying. And junk. It's physically harmful, but it's definitely not helping them socially.

146 "Kathleen Deppeler" (1078687744)
00:22:12.534 --> 00:22:14.004
And, um.

147 "Kathleen Deppeler" (1078687744)
00:22:14.339 --> 00:22:17.759
And that would be considered junk and then.

148 "Kathleen Deppeler" (1078687744)
00:22:17.759 --> 00:22:24.749
Uh, the person, the athlete who just had surgery to fix their.

149 "Kathleen Deppeler" (1078687744)
00:22:24.749 --> 00:22:36.174

Their ankle, and they are back out there exercising before the doctor said they should go back. That's serious. This it could be physically harmful to themselves. Um, and so that would be serious.

150 "Kathleen Deppeler" (1078687744)

00:22:36.174 --> 00:22:49.914

So, that same behavior of going to the gym, depending on who the person is, depending on that context of the environment could be in any 1 of those. And that's important to remember as we continue to discuss the types of behavior. So significant.

151 "Kathleen Deppeler" (1078687744)

00:22:49.914 --> 00:22:54.744

These are the things that we're trying to teach these are the things that we're trying to increase in the.

152 "Kathleen Deppeler" (1078687744)

00:22:54.749 --> 00:23:03.629

The environment, so let's go to the chat box. I would love to hear about what are some significant, desirable behaviors for your environment.

153 "Kathleen Deppeler" (1078687744)

00:23:06.119 --> 00:23:12.419

Things that you want to teach model motivate, increase.

154 "Kathleen Deppeler" (1078687744)

00:23:12.419 --> 00:23:21.449

Things that will improve people's lives relationships. Vicki said that is a great 1 mutual respect. Alex says.

155 "Kathleen Deppeler" (1078687744)

00:23:21.449 --> 00:23:36.119

Significant desirable behaviors for the environment following through a tasks being patient, uh, meeting needs, being aware of others.

156 "Kathleen Deppeler" (1078687744)

00:23:40.439 --> 00:23:45.239

So, significant desirable behaviors, things that that.

157 "Kathleen Deppeler" (1078687744)

00:23:45.239 --> 00:23:53.579

Uh, will improve a person's quality of life adapting to change in environments. That's a big 1. I like that. That's a good 1.

158 "Kathleen Deppeler" (1078687744)

00:23:53.579 --> 00:23:57.419

Accepting those changes. I like it. Okay. So.

159 "Kathleen Deppeler" (1078687744)

00:23:58.284 --> 00:24:12.774

Positivity to change. So those are the things that are going to help everybody in the environment. We're going to help people be more successful. Those are significant, desirable behaviors. Those are great

examples. And then there's not just okay. Stuff. And again, these are commonly overlooked. So, there are so many, just okay.

160 "Kathleen Deppeler" (1078687744)

00:24:12.774 --> 00:24:26.934

Behaviors we usually don't happen and we're often kind of taking them for granted. And I think the door shutting is a good example, because we take for granted that someone's going to shut the door. But when they don't, it's sure it gets noticed right?

161 "Kathleen Deppeler" (1078687744)

00:24:27.419 --> 00:24:38.039

So, we're not paying it off when they do the right thing, but we're often noticing when they, when they don't do that just okay. Behavior. So, let's come up with some of these. What are some examples of just okay behaviors in your environment?

162 "Kathleen Deppeler" (1078687744)

00:24:38.039 --> 00:24:41.459

Just okay. Behaviors.

163 "Kathleen Deppeler" (1078687744)

00:24:44.489 --> 00:24:48.659

Things that are desirable, but they're not, uh.

164 "Kathleen Deppeler" (1078687744)

00:24:48.659 --> 00:25:00.869

They're not the things that the person is actively working on to increase. Um, they're just kind of the expected behavior showing up on time for most people. Um.

165 "Kathleen Deppeler" (1078687744)

00:25:02.459 --> 00:25:13.439

Working through feelings for some people that could also be quite significant, been letting that build up and you're going to.

166 "Kathleen Deppeler" (1078687744)

00:25:13.439 --> 00:25:21.719

Deal with it, so I'm just okay. Behaviors at my house would be.

167 "Kathleen Deppeler" (1078687744)

00:25:21.719 --> 00:25:28.499

Putting the lid down on the toilet most people do that. If it doesn't happen, it's kind of annoying. Someone's going to notice.

168 "Kathleen Deppeler" (1078687744)

00:25:28.499 --> 00:25:37.169

For most people washing your hands after you use the restroom, or before you eat. Um.

169 "Kathleen Deppeler" (1078687744)

00:25:37.169 --> 00:25:40.859

Spitting in the sync when you're brushing your teeth.

170 "Kathleen Deppeler" (1078687744)
00:25:40.859 --> 00:25:45.689
For a toddler that significant desirable behavior, but for most people,
it's just okay.

171 "Kathleen Deppeler" (1078687744)
00:25:50.399 --> 00:25:54.119
We've been building clothes. Yeah.

172 "Kathleen Deppeler" (1078687744)
00:25:54.119 --> 00:26:00.059
Put in your dish on the counter clear on the table. Yeah, those are
great. So, then let's talk about.

173 "Kathleen Deppeler" (1078687744)
00:26:00.059 --> 00:26:14.364
That annoying junk stuff now, remember are, these are things that are not
physically harmful to themselves. Others, property are illegal, but they
are definitely undesirable behaviors that are hindering the quality of
life of the people in in the environment.

174 "Kathleen Deppeler" (1078687744)
00:26:14.394 --> 00:26:16.884
So we'll be some junk behavior in.

175 "Kathleen Deppeler" (1078687744)
00:26:17.189 --> 00:26:20.399
In your environment showing up late to work.

176 "Kathleen Deppeler" (1078687744)
00:26:20.399 --> 00:26:32.189
What are some dogs burping arguments during your clothes? On the floor?
Wow. You guys are coming with this. I yeah, this is great. Swearing. Um.

177 "Kathleen Deppeler" (1078687744)
00:26:32.189 --> 00:26:36.959
Ah, all afternoon throwing trash on the floor those are great.

178 "Kathleen Deppeler" (1078687744)
00:26:36.959 --> 00:26:49.889
Yeah, having a messy room these are junk behaviors. They're not
physically harmful, but we're probably spending a lot of time on them and
they're definitely not helpful to our relationship or to that that the,
the social interactions and environment.

179 "Kathleen Deppeler" (1078687744)
00:26:52.529 --> 00:26:56.879
Mimicking people yeah.

180 "Kathleen Deppeler" (1078687744)
00:26:56.879 --> 00:27:06.084
That's really a lot of these it's important to remember that most of
these qualified is definitely annoying and at some point they might have
been aged typical,

181 "Kathleen Deppeler" (1078687744)

00:27:06.084 --> 00:27:13.974

but the person didn't learn the skill that they needed in order to replace that annoying junk behavior. You know, everyone burbs but.

182 "Kathleen Deppeler" (1078687744)

00:27:15.359 --> 00:27:30.149

We do it quietly at some point we learned to keep it in. We learned to cover our mounds. Right? So, oftentimes it's really a matter of the lack of replacement for that behavior. We haven't taught the thing that needed the person needed to do instead.

183 "Kathleen Deppeler" (1078687744)

00:27:31.224 --> 00:27:36.054

You guys are coming at it I let you that junk behavior is really where we spend a lot of our time.

184 "Kathleen Deppeler" (1078687744)

00:27:36.054 --> 00:27:46.704

And I think the fact that we all have so many examples of junk behavior speaks to how much time it really takes us when we're dealing with that drunk behavior and we're focused on it.

185 "Kathleen Deppeler" (1078687744)

00:27:46.704 --> 00:27:59.964

And so tools is so helpful in expanding the behaviors that we're going to focus on and helping us pay off those, just okay every day behaviors and really putting more focus on those happening in the environment. So that we can focus.

186 "Kathleen Deppeler" (1078687744)

00:28:00.149 --> 00:28:01.199

On the junk.

187 "Kathleen Deppeler" (1078687744)

00:28:02.789 --> 00:28:05.999

Okay, so.

188 "Kathleen Deppeler" (1078687744)

00:28:06.414 --> 00:28:08.994

You guys gave me a lot of those. Here's some examples.

189 "Kathleen Deppeler" (1078687744)

00:28:09.024 --> 00:28:21.744

I think we came up with some of these cursing threatening, not going to work, not being respectful and I can look like a lot of things, those 2 slamming doors, screaming name, calling saying mean things.

190 "Kathleen Deppeler" (1078687744)

00:28:23.369 --> 00:28:27.779

So.

191 "Kathleen Deppeler" (1078687744)

00:28:27.779 --> 00:28:41.339

1 thing that we can do is help understand why people engage in junk behaviors. Why is it? Why might a person curse at another person? Why might someone complain about the food? Why might someone.

192 "Kathleen Deppeler" (1078687744)

00:28:41.339 --> 00:28:53.489

Slam the door, so let's come up with some reasons, let's think about this. So, in the chat box, when you think about a person who swears, why are they wearing fancy says frustration definitely.

193 "Kathleen Deppeler" (1078687744)

00:28:54.599 --> 00:28:58.799

Attention Karen says yes potential frustration.

194 "Kathleen Deppeler" (1078687744)

00:28:59.819 --> 00:29:03.959

Swearing is common in the environment. They're unhappy. They're hurt.

195 "Kathleen Deppeler" (1078687744)

00:29:08.489 --> 00:29:12.179

Misunderstandings they feel like they're not being heard.

196 "Kathleen Deppeler" (1078687744)

00:29:13.319 --> 00:29:22.914

They don't know how to properly express themselves. They haven't learned. They haven't expanded their vocabulary. That's their habit. Yes, you guys definitely seem to understand. Okay.

197 "Kathleen Deppeler" (1078687744)

00:29:23.094 --> 00:29:29.694

So what about complaining about food or their peers or complaining in general? What? What.

198 "Kathleen Deppeler" (1078687744)

00:29:30.089 --> 00:29:33.659

Why might people do that? They dislike things Yep.

199 "Kathleen Deppeler" (1078687744)

00:29:33.659 --> 00:29:37.319

Attention jealousy. Uh, huh.

200 "Kathleen Deppeler" (1078687744)

00:29:38.969 --> 00:29:45.419

Have it? Yep, it's different than what they're used to. Yep.

201 "Kathleen Deppeler" (1078687744)

00:29:45.419 --> 00:29:53.789

These are great. These are all excellent reasons. You clearly understand why people, um.

202 "Kathleen Deppeler" (1078687744)

00:29:53.789 --> 00:30:06.449

Do do these drunk behaviors and then slamming the door kind of the same thing I want to imagine. Tell me about why someone might slam the door. Some of this transitioning. They don't want to do something anger.

203 "Kathleen Deppeler" (1078687744)

00:30:07.254 --> 00:30:16.734

Yeah, so it sounds like everyone has empathy. You all understand you see how the person is feeling and so you can identify why they might engage in junk behavior.

204 "Kathleen Deppeler" (1078687744)

00:30:17.304 --> 00:30:31.764

Um, and if you think about how long people have been doing this drunk behavior, you can also see how it continues to happen. So, you know, someone said it's the environment they were raised. When we talked about the swearing 1, it was the environment they're raised in.

205 "Kathleen Deppeler" (1078687744)

00:30:31.764 --> 00:30:36.324

They're just used to cussing. It's the thing they know to do to meet their needs. And that's how.

206 "Kathleen Deppeler" (1078687744)

00:30:36.449 --> 00:30:42.329

Um, most drunk behavior is, it served a purpose and it's the thing they know to do to meet their needs.

207 "Kathleen Deppeler" (1078687744)

00:30:44.069 --> 00:30:49.229

So, uh, you might have.

208 "Kathleen Deppeler" (1078687744)

00:30:49.229 --> 00:31:02.514

You might have heard it suggested to try to ignore those drunk behaviors or that junk isn't important. And in reality, we really just have a tool called pivot.

209 "Kathleen Deppeler" (1078687744)

00:31:02.544 --> 00:31:09.624

That's just a more effective way. It's not ignoring it's avoiding reacting and we're going to talk about that. So, um.

210 "Kathleen Deppeler" (1078687744)

00:31:09.929 --> 00:31:19.229

We really want to consider why the person is doing it and we want to provide another response and that response is pivot and we're going to talk about that here in a little bit.

211 "Kathleen Deppeler" (1078687744)

00:31:20.214 --> 00:31:34.524

So, what undesirable behaviors are not junk these are the things that are physically harmful to themselves. So there's property or illegal and remember the reason we talked about how these categories is, because based on the category we want to provide a particular response.

212 "Kathleen Deppeler" (1078687744)

00:31:34.644 --> 00:31:38.754

So I said for junk, we would really like to provide a pivot.

213 "Kathleen Deppeler" (1078687744)

00:31:38.999 --> 00:31:46.194

And for serious behavior, we need to intervene. Someone can get hurt something legal is occurring, something needs something different needs to happen.

214 "Kathleen Deppeler" (1078687744)

00:31:46.464 --> 00:31:58.944

And so we have a tool called stay close hot, which I'm going to talk about today as well for these, these serious behaviors, where someone could get hurt physically property illegal. Um, so we have an intervention for that.

215 "Kathleen Deppeler" (1078687744)

00:31:58.944 --> 00:32:02.604

And again, that's the purpose of these behavioral categories. Um.

216 "Kathleen Deppeler" (1078687744)

00:32:02.969 --> 00:32:06.869

To determine the way that we we respond.

217 "Kathleen Deppeler" (1078687744)

00:32:07.919 --> 00:32:22.764

So I said that stay close hot is 1 way that we can respond to a serious behavior. And if that is not effective, then there's some more things that we can do. If that person has a safety crisis plan, we need to figure out we need to start implementing that.

218 "Kathleen Deppeler" (1078687744)

00:32:22.764 --> 00:32:37.134

And hopefully part of that is using stateless hat. Additionally night you can call 908 for behavioral crisis support. And that would also be a great response to serious behavior. to serious behavior

219 "Kathleen Deppeler" (1078687744)

00:32:37.469 --> 00:32:43.829

So, let's just kind of summarize this, these categories of behavior again.

220 "Kathleen Deppeler" (1078687744)

00:32:43.829 --> 00:32:47.879

They are helpful in determining what our response would be. So.

221 "Kathleen Deppeler" (1078687744)

00:32:47.879 --> 00:32:54.929

Here's some examples of significant behavior, um, mixing the ingredients for a cake reading a book writing a letter.

222 "Kathleen Deppeler" (1078687744)

00:32:54.929 --> 00:32:59.129

Avoiding coercion when threatened, and again, depending on the person.

223 "Kathleen Deppeler" (1078687744)

00:32:59.129 --> 00:33:13.974

Those might fall in another category, like, for example, mixing the ingredients for a cake for me would just be. Okay. It's something I've done. Many times. I know how to do that. But for another person, that could be significant, desirable behavior that they're really working on.

224 "Kathleen Deppeler" (1078687744)

00:33:14.664 --> 00:33:26.574

And then there's the just okay so, things like answering the question saying, thank you dancing to music. Those are things that are just kind of expected in the environment and they're not really getting a big.

225 "Kathleen Deppeler" (1078687744)

00:33:26.969 --> 00:33:33.029

A big a big reinforcer they're not really getting, um.

226 "Kathleen Deppeler" (1078687744)

00:33:33.864 --> 00:33:46.974

The kind of follow up that they could and so thinking about those just okay behaviors in the environment in your environment is really helpful in creating that shift to moving beyond,

227 "Kathleen Deppeler" (1078687744)

00:33:46.974 --> 00:33:54.354

just thinking about behavior as undesirable stuff that we want to stamp out and thinking about behavior as anything a person does,

228 "Kathleen Deppeler" (1078687744)

00:33:54.504 --> 00:34:03.024

and there are so many opportunities for us to provide positive consequences for us to shift the environment into really being focused on desirable.

229 "Kathleen Deppeler" (1078687744)

00:34:03.029 --> 00:34:05.879

Stuff and that just okay category right there.

230 "Kathleen Deppeler" (1078687744)

00:34:05.879 --> 00:34:17.604

Is How we're going to do that. We're really going to expand that that category and thinking about all the behavior people do and then there's the serious stuff, and you guys came up with a few of these hitting, hitting someone that's serious.

231 "Kathleen Deppeler" (1078687744)

00:34:17.754 --> 00:34:30.414

Taking your clothes off in public would be serious hitting your head on a hard surface would be serious. Those are things that are physically harmful to themselves. Others, property are illegal and then there's this junk stuff and this is where we're spending a lot of our time. Um.

232 "Kathleen Deppeler" (1078687744)

00:34:31.104 --> 00:34:41.964

And these are things that really get a big reaction, and our goal is going to be to avoid reacting to them to provide a different response, which would be pivot and we're going to talk more about that.

233 "Kathleen Deppeler" (1078687744)

00:34:41.964 --> 00:34:55.824

So cursing spinning burping threatening to tear stuff up. You know, those are things that are not physically harmful to themselves, others, property or legal, but they are definitely unhelpful and we have a response called pivot for that. So.

234 "Kathleen Deppeler" (1078687744)

00:34:58.679 --> 00:35:06.599

So, now that we understand a little bit about how we talk about behavior, we talk every, anything a person does.

235 "Kathleen Deppeler" (1078687744)

00:35:06.599 --> 00:35:21.324

That's can be seen encountered as a behavior, and we are, we're gonna talk about people's behavior in measurable, observable terms. So everybody understands and we're going to use categories of behavior to really determine our response and focus the interventions that we might use.

236 "Kathleen Deppeler" (1078687744)

00:35:21.354 --> 00:35:21.744

So.

237 "Kathleen Deppeler" (1078687744)

00:35:22.079 --> 00:35:29.549

Here's some fundamental facts that help us understand behavior 1st off. Um.

238 "Kathleen Deppeler" (1078687744)

00:35:31.409 --> 00:35:39.869

The behavior is always right so based on the person's history, they're physiologically how they're feeling. Um.

239 "Kathleen Deppeler" (1078687744)

00:35:39.869 --> 00:35:43.409

Their their current situation that they're in.

240 "Kathleen Deppeler" (1078687744)

00:35:43.409 --> 00:35:48.629

This is, this is the reason they're doing the behavior that is responsible for the behavior.

241 "Kathleen Deppeler" (1078687744)

00:35:52.524 --> 00:36:02.124

And they're, they're people are engaged in the behavior that they know to best meet their needs. So, based on their history, based on the current environment, this is the behavior that they know to meet their needs.

242 "Kathleen Deppeler" (1078687744)

00:36:02.304 --> 00:36:12.894

That's what we mean by behavior is always right not that they did the the right thing and it was so good for them to do that, but that this was the right behavior that they knew to use to best meet their needs.

243 "Kathleen Deppeler" (1078687744)

00:36:13.139 --> 00:36:21.149

And I think that that's really helpful in understanding that a person does not.

244 "Kathleen Deppeler" (1078687744)

00:36:21.149 --> 00:36:33.359

Willfully do something against us, or is bad, but that's the thing that they learn to do to meet their needs and then form their experiences from watching others. And, um.

245 "Kathleen Deppeler" (1078687744)

00:36:34.619 --> 00:36:44.489

And we can teach and model and motivate alternative behaviors for people to, to use, but just understanding that the behavior that they're engaging in. Um.

246 "Kathleen Deppeler" (1078687744)

00:36:44.489 --> 00:36:47.519

Is what they've learned to do to meet their needs.

247 "Kathleen Deppeler" (1078687744)

00:36:51.029 --> 00:36:54.569

The next fundamental fact we have is that.

248 "Kathleen Deppeler" (1078687744)

00:36:54.569 --> 00:37:05.784

A consequence is anything that happens after a behavior and and that consequence can either strengthen the behavior and make it happen more often or with more intensity.

249 "Kathleen Deppeler" (1078687744)

00:37:06.204 --> 00:37:11.334

Or can we get it and make happen less often or with less.

250 "Kathleen Deppeler" (1078687744)

00:37:11.609 --> 00:37:25.644

Uh, intensity behind it. So, the only way to really know what the effect of the behavior is is to look at what happens in the future. And if that behavior continues to happen, then that consequence is motivating it and is positively reinforcing it.

251 "Kathleen Deppeler" (1078687744)

00:37:25.854 --> 00:37:39.924

And if that behavior does not continue to happen in the future, then that then that consequence uh, WH, what so, what happened, right after the behavior was a punishment, and it is going to weaken and make that behavior less likely to occur.

252 "Kathleen Deppeler" (1078687744)
00:37:40.229 --> 00:37:44.069
So really looking at behavior over time.

253 "Kathleen Deppeler" (1078687744)
00:37:44.069 --> 00:37:51.569
And seeing how those consequences impact, the likelihood of that behavior to occur again, in the future.

254 "Kathleen Deppeler" (1078687744)
00:37:51.569 --> 00:38:02.339
And so, when you think about this, it's important to think about what's that desirable behavior that we want to see more of. And then what's a positive consequence for that person and how can I.

255 "Kathleen Deppeler" (1078687744)
00:38:02.339 --> 00:38:09.869
Provide a positive consequence after that desirable behavior occurs so that it's more likely to to strengthen and continue to happen more in the future.

256 "Kathleen Deppeler" (1078687744)
00:38:13.530 --> 00:38:26.605
So, number, 3, patients, patients, patients, people have been doing, especially when you think about, like, junk behavior, people been doing that, that that swearing or picking their nose or whatever that junk behavior,

257 "Kathleen Deppeler" (1078687744)
00:38:26.605 --> 00:38:38.935
as they've been doing it for a long time and it's going to take time for the changes that we make the changes in the environment to change the behavior. So patients consistency, um.

258 "Kathleen Deppeler" (1078687744)
00:38:39.655 --> 00:38:53.455
And here, it says, take data and I think that's really important, um, and really being able to see changes over time. If you have a number associated with how many times that thing is occurring. It's a lot easier to identify.

259 "Kathleen Deppeler" (1078687744)
00:38:53.755 --> 00:39:02.905
Um, so it doesn't have to be anything, you know, magnificent of a study to just take some data and see over time how things are happening.

260 "Kathleen Deppeler" (1078687744)
00:39:05.190 --> 00:39:08.580
Number 4 past behavior is the best predictors of future behavior.

261 "Kathleen Deppeler" (1078687744)
00:39:08.580 --> 00:39:19.320
So, remember people's past experiences is what was determining their behavior and driving that and so, um.

262 "Kathleen Deppeler" (1078687744)
00:39:19.320 --> 00:39:24.780
They're likely to use that same behavior again. Uh, we can anticipate.

263 "Kathleen Deppeler" (1078687744)
00:39:24.780 --> 00:39:28.770
Those things if we know that, um, when.

264 "Kathleen Deppeler" (1078687744)
00:39:28.770 --> 00:39:43.740
When so, and so calls, it usually is not a fun call. I can predict what's going to happen when the phone call is over and I can work to prevent the fallout from that difficult phone call.

265 "Kathleen Deppeler" (1078687744)
00:39:43.740 --> 00:39:51.360
I can I can provide an intervention, so I think this is really helpful in kind of empowering us that, um.

266 "Kathleen Deppeler" (1078687744)
00:39:51.360 --> 00:39:57.930
That there are things that we can prepare for and intervene in a way that's going to.

267 "Kathleen Deppeler" (1078687744)
00:39:57.930 --> 00:40:04.500
Um, be less likely to create a difficult situation and more likely to help de, escalate anything that does occur.

268 "Kathleen Deppeler" (1078687744)
00:40:06.750 --> 00:40:11.130
This next 1, uh, giving.

269 "Kathleen Deppeler" (1078687744)
00:40:11.130 --> 00:40:16.290
Using coercion, or trying to punish someone creating a worsening for them.

270 "Kathleen Deppeler" (1078687744)
00:40:17.940 --> 00:40:30.900
It stops the behavior, it could stop the behavior in the moment, but really it creates long term problems and we want to avoid providing a negative worsening for folks. We want to avoid. Um.

271 "Kathleen Deppeler" (1078687744)
00:40:32.545 --> 00:40:35.995
Making things worse for them, making things more difficult and again,

272 "Kathleen Deppeler" (1078687744)

00:40:35.995 --> 00:40:50.665

I'm going to share 10 examples of coercion and those are really common ways that we tend to respond when we see undesirable behavior but they often do create this worsening for people and and can really create more undesirable

273 "Kathleen Deppeler" (1078687744)

00:40:50.665 --> 00:40:51.565

behaviors.

274 "Kathleen Deppeler" (1078687744)

00:40:54.780 --> 00:41:04.380

And Here's my last 1 and in the long run behavior responds better to positive consequences. And so that's what this is about. That's what tools is really encouraging you is to expand.

275 "Kathleen Deppeler" (1078687744)

00:41:04.380 --> 00:41:08.695

The, your definition of behavior to include everything,

276 "Kathleen Deppeler" (1078687744)

00:41:08.695 --> 00:41:21.955

a person does to really think about those just okay behaviors to think about the significant desirable behave behaviors to recognize those to provide positive consequences for them as often as possible as often as possible.

277 "Kathleen Deppeler" (1078687744)

00:41:22.225 --> 00:41:34.285

That is what can really create a shift in the environment away from the undesirable stuff and the junk that tends to get a lot of to get a lot of attention. We're going to focus our attention on the just okay. Stuff.

278 "Kathleen Deppeler" (1078687744)

00:41:34.380 --> 00:41:39.270

Things that are happening in the environment that we want to see continue. So.

279 "Kathleen Deppeler" (1078687744)

00:41:39.270 --> 00:41:44.190

Um, let's think about.

280 "Kathleen Deppeler" (1078687744)

00:41:44.190 --> 00:41:56.310

Let's think about the time, or if you've had an experience with a difficult boss and not the person you work for now, you know, what was the, like.

281 "Kathleen Deppeler" (1078687744)

00:41:56.310 --> 00:42:00.180

To work for them, did you work as hard as you could.

282 "Kathleen Deppeler" (1078687744)

00:42:00.180 --> 00:42:08.550

Did you, did you work as hard as you could all the time or just sometimes when they were watching.

283 "Kathleen Deppeler" (1078687744)

00:42:12.564 --> 00:42:27.235

Carrie says, I cried and found a new job that sounds about, right? Yeah. When you experience coercion, you got to get away panic attacks. Terrible things happen when you work for someone who focuses on the negative undesirable stuff, stress stress, just to be around them.

284 "Kathleen Deppeler" (1078687744)

00:42:27.235 --> 00:42:37.675

Yes. So it sounds like people have had this experience that was driven micro manager. That's another way to describe that, isn't it just, like, really focused on on those little things.

285 "Kathleen Deppeler" (1078687744)

00:42:38.550 --> 00:42:51.595

Worked harder to avoid reacting to them. I'm going to do everything I can to avoid it. I'm gonna cry all the way to work. Uh, you know, uh, it's called people call in sick more often when they're dealing with that.

286 "Kathleen Deppeler" (1078687744)

00:42:51.865 --> 00:42:59.725

And then think about a time that you've worked with, or for person that was positive and encouraging and who you work best for.

287 "Kathleen Deppeler" (1078687744)

00:43:11.040 --> 00:43:26.005

The encouraging boss never wanted to fail them. Alex says I appreciate that. That's the person you're working on. 120%. You're like, I am going to impress them. I'm going to give them back that same positive that same encouragement becomes like a 2 way street.

288 "Kathleen Deppeler" (1078687744)

00:43:26.005 --> 00:43:40.825

There. You stay longer, you stay longer you're there 11 years, because it's that place that you want to go and and be with and you have their back. I love that. Vicky. That makes so much sense. Like, it really becomes this reciprocal. really becomes this reciprocal

289 "Kathleen Deppeler" (1078687744)

00:43:41.040 --> 00:43:42.450

Hey.

290 "Kathleen Deppeler" (1078687744)

00:43:42.450 --> 00:43:46.440

So, in the long run.

291 "Kathleen Deppeler" (1078687744)

00:43:47.970 --> 00:44:00.390

Responding and increasing, the amount of positive consequences that are happening in the environment is gonna get you more desirable behavior and

that's what we're looking for here. We want it for ourselves. And we also want to put that out there.

292 "Kathleen Deppeler" (1078687744)
00:44:02.580 --> 00:44:06.690

And that's really what this universal positive approach is about. So.

293 "Kathleen Deppeler" (1078687744)
00:44:06.690 --> 00:44:11.790

It's important to remember that triangle again and know that this is for everybody.

294 "Kathleen Deppeler" (1078687744)
00:44:11.790 --> 00:44:22.260

And it's really the basis of all the other interventions that a person might need. So, you know, we talked about those folks who were at risk or in crisis.

295 "Kathleen Deppeler" (1078687744)
00:44:22.260 --> 00:44:25.500

Without this positive.

296 "Kathleen Deppeler" (1078687744)
00:44:25.825 --> 00:44:39.985

Well, these positive universal practices, the implementation of a more targeted strategy just isn't going to be as effective, because they're really not getting just that basic stuff that everybody needs. So, it's really important to think about that.

297 "Kathleen Deppeler" (1078687744)
00:44:39.985 --> 00:44:45.895

And, and we're not trying to fix people. We're really trying to increase the quality of life.

298 "Kathleen Deppeler" (1078687744)
00:44:46.620 --> 00:44:55.680

So, this word here that you see on the screen discipline similar to, um.

299 "Kathleen Deppeler" (1078687744)
00:44:55.680 --> 00:45:10.195

Behavior often gets pigeon holed into a punitive kind of connotation. When in reality math is a discipline. Science is a discipline. English is a discipline. It's something that you learn.

300 "Kathleen Deppeler" (1078687744)
00:45:11.155 --> 00:45:14.905

It's something that's taught. So, uh, if you're.

301 "Kathleen Deppeler" (1078687744)
00:45:15.210 --> 00:45:19.590

Using punishment as you were disciplined.

302 "Kathleen Deppeler" (1078687744)
00:45:19.590 --> 00:45:23.580

You're teaching and modeling and motivating.

303 "Kathleen Deppeler" (1078687744)

00:45:23.580 --> 00:45:28.560

Exactly what you don't want and so when we.

304 "Kathleen Deppeler" (1078687744)

00:45:29.305 --> 00:45:40.945

Think about discipline we want to think about modeling and teaching and motivating the desirable behaviors that we want to teach and increase in the environment. And so discipline really is a positive thing.

305 "Kathleen Deppeler" (1078687744)

00:45:40.945 --> 00:45:50.545

Discipline is doing the same skill or practice the same way each time. The correct. Way right so, math is a discipline English as a discipline.

306 "Kathleen Deppeler" (1078687744)

00:45:50.755 --> 00:45:58.045

These are skills that you learn and are talked and that's that's the way to think about discipline in that positive way. So, if you're.

307 "Kathleen Deppeler" (1078687744)

00:45:58.560 --> 00:46:02.460

If you're teaching through punishment, you're going to really hurt your relationship.

308 "Kathleen Deppeler" (1078687744)

00:46:02.460 --> 00:46:09.330

And it's a really an ineffective method of of discipline.

309 "Kathleen Deppeler" (1078687744)

00:46:10.560 --> 00:46:16.920

So we want to teach and model and motivate what we want, rather than the behaviors that we don't want.

310 "Kathleen Deppeler" (1078687744)

00:46:18.510 --> 00:46:33.085

And to effectively change behavior, we really need to define and identify those things that we want to see. So, what are we going to teach? What are we looking for? And what are we going to attend to in, in the environment? What are those desirable things that we're looking for?

311 "Kathleen Deppeler" (1078687744)

00:46:33.325 --> 00:46:35.605

And those are gonna become our target behaviors.

312 "Kathleen Deppeler" (1078687744)

00:46:35.880 --> 00:46:41.130

And so this last bullet point here is really the way people tend to think about.

313 "Kathleen Deppeler" (1078687744)

00:46:41.130 --> 00:46:48.565

Desirable behavior, or, uh, target behaviors, you know, they're thinking about these things they want to they want to get rid of they want a weekend,

314 "Kathleen Deppeler" (1078687744)

00:46:48.565 --> 00:46:59.305

they want to decrease these target behaviors from occurring and they just focus on replacing it when we really want to expand that definition of target behaviors and think about those skills that you want to teach.

315 "Kathleen Deppeler" (1078687744)

00:46:59.580 --> 00:47:09.480

What are the alternative behaviors? What do we need to teach people and what are we going to pay off? That's desirable so that we can strengthen and increase those things happening in the environment.

316 "Kathleen Deppeler" (1078687744)

00:47:12.360 --> 00:47:24.240

And that's how we're going to motivate desirable behavior by really just emphasizing and putting more more of our time more of our energy, more of our responses or consequences into, um.

317 "Kathleen Deppeler" (1078687744)

00:47:24.240 --> 00:47:35.700

Into after desirable behavior occurs, that's when we're really going to engage us when we're going to provide those positive consequences. And that's where we're going to spend our time looking for reasons to provide those positive consequences.

318 "Kathleen Deppeler" (1078687744)

00:47:36.900 --> 00:47:44.940

And in a time when, um, undesirable things are occurring, we're going to try to pivot and if we must respond, then we're just really going to.

319 "Kathleen Deppeler" (1078687744)

00:47:44.965 --> 00:47:58.015

Minimize the way that we respond, you know, we're going to avoid the emotional we're going to avoid too much of an, a correction.

320 "Kathleen Deppeler" (1078687744)

00:47:58.525 --> 00:48:05.815

If we have to say something, we're gonna say it minimally, and we're really going to use pivot. So, hopefully, we're not having to respond to the junk anyway.

321 "Kathleen Deppeler" (1078687744)

00:48:06.895 --> 00:48:18.685

And then we're going to motivate by teaching the behavior that we want to see by helping people learn the new scale. We talked earlier about how junk behavior most of it was at some point age. Typical.

322 "Kathleen Deppeler" (1078687744)

00:48:19.075 --> 00:48:24.175

And so it's really a matter of the person not having learned that new skill and replaced it. Um, so.

323 "Kathleen Deppeler" (1078687744)

00:48:25.525 --> 00:48:37.405

We're going to teach desirable, healthy behaviors and we're going to focus on them and then we're going to also make sure that we're associating them doing this desirable behavior with, like, an improvement that occurred.

324 "Kathleen Deppeler" (1078687744)

00:48:37.405 --> 00:48:47.755

What's the impact of them engaging in that desirable behavior that we really want to point out? The good things that occur for people after they engage in desirable behavior.

325 "Kathleen Deppeler" (1078687744)

00:48:49.290 --> 00:48:58.560

So, we're not going to focus on the undesirable we're going to be non emotional. If we must respond, we're going to be.

326 "Kathleen Deppeler" (1078687744)

00:48:58.885 --> 00:49:11.275

We're going to provide as little of that kind of response as possible after undesirable behavior. And instead we're going to shift our focus to looking for the desirable healthy stuff. And we're really going to start thinking more about those just okay.

327 "Kathleen Deppeler" (1078687744)

00:49:11.275 --> 00:49:15.805

Behaviors that are occurring in the environment and really trying to figure out how we can pay those off.

328 "Kathleen Deppeler" (1078687744)

00:49:19.890 --> 00:49:24.930

So this is going to cause us to have to change our focus.

329 "Kathleen Deppeler" (1078687744)

00:49:24.930 --> 00:49:28.080

And shift the way that we're interacting in the environment.

330 "Kathleen Deppeler" (1078687744)

00:49:29.395 --> 00:49:43.495

We're going to have to really be patient and think about how long a person's been engaging in that undesirable behavior. And how hard people need to work to practice and learn a new skill. So it's not going to be overnight.

331 "Kathleen Deppeler" (1078687744)

00:49:43.525 --> 00:49:45.145

It's, it's slow.

332 "Kathleen Deppeler" (1078687744)

00:49:45.450 --> 00:49:53.130

And we're going to be patient, we're going to look for improvement, not perfection. So shaping towards that, that.

333 "Kathleen Deppeler" (1078687744)
00:49:53.130 --> 00:50:01.860

That, uh, the greatest version of the behavior you're looking for, just steps in the right direction looking for improvement.

334 "Kathleen Deppeler" (1078687744)
00:50:01.860 --> 00:50:08.070

And patients again, down here at the bottom, we're just going to be really, really patient. It takes time.

335 "Kathleen Deppeler" (1078687744)
00:50:11.940 --> 00:50:21.895

So, talked about the categories of behavior we talked about expanding our definition of behavior, um,

336 "Kathleen Deppeler" (1078687744)
00:50:22.015 --> 00:50:29.515

and really thinking about target behaviors in a broad sense of not just pigeon rolling into the target behavior.

337 "Kathleen Deppeler" (1078687744)
00:50:29.515 --> 00:50:38.935

You're trying to get rid of, but, um, expanding to the desirable stuff that you want to see more of, and that you're going to teach and increase and model and motivate.

338 "Kathleen Deppeler" (1078687744)
00:50:39.985 --> 00:50:53.905

So, the things we're going to we're going to do now we're going to shift to talking about coercion and it's effects and these are things that we're going to stop doing. We're going to avoid doing. We're going to start to recognize when we're doing it.

339 "Kathleen Deppeler" (1078687744)
00:50:54.115 --> 00:51:04.615

And we're going to make a plan to do something different next time. So, this is kind of a difficult section, because everyone's going to see themselves in 1 of these. We're all coercive. Our society is coercive.

340 "Kathleen Deppeler" (1078687744)
00:51:05.610 --> 00:51:20.040

It's the way we were raised, and it's often our knee jerk reaction. It's not something people plan to do. It's just the thing that we know to best mean, our Dean in that moment, it's kind of our own junk behavior. So, let's talk about that.

341 "Kathleen Deppeler" (1078687744)
00:51:20.040 --> 00:51:27.270

Coercion is the way that we punish a person. It's a way that we tell the person that we don't like what they're doing.

342 "Kathleen Deppeler" (1078687744)

00:51:27.270 --> 00:51:35.610

Um, and it is hurtful for our relationship. It is embarrassing to the person. Um.

343 "Kathleen Deppeler" (1078687744)

00:51:35.610 --> 00:51:49.140

And it has been some really negative effects that we're going to talk about. We say, ages you that it causes a person to avoid you to get even or to escape the situation. So really unhelpful things.

344 "Kathleen Deppeler" (1078687744)

00:51:49.140 --> 00:51:54.660

And it's our goal for teaching and discipline to be, um.

345 "Kathleen Deppeler" (1078687744)

00:51:54.660 --> 00:52:05.970

To avoid coercion, so the authoritative imposition of something unpleasant or negative. So punishment.

346 "Kathleen Deppeler" (1078687744)

00:52:05.970 --> 00:52:20.130

In response to a behavior deemed wrong. That's that's this kind of coercion that we're providing. It's a way that we punish force. Sometimes verbal. It's a put down a show of disrespect and again.

347 "Kathleen Deppeler" (1078687744)

00:52:20.130 --> 00:52:30.960

Habitual reactions, these are not things that we plan to do. They're just the things that we're used to doing. So, again you're going to see yourself in here and I'm going to see myself in here too. Um.

348 "Kathleen Deppeler" (1078687744)

00:52:30.960 --> 00:52:41.610

So, Here's our 10 examples of coercion and I have a slide about each of these. So I'm not going to go in Super in depth right here, but questioning arguing, sarcasm or teasing force.

349 "Kathleen Deppeler" (1078687744)

00:52:41.935 --> 00:52:56.035

Verbal or physical threats, criticism, despair, lecture logic taking away and talking about bad behavior. So, let's start with questioning. This is asking a rhetorical question. Something you did not want answered.

350 "Kathleen Deppeler" (1078687744)

00:52:56.245 --> 00:53:07.585

And I think with this 1, thinking back about that body language and tone of voice, like, there's so much here, you can ask what time it is. What time is it or you could ask.

351 "Kathleen Deppeler" (1078687744)

00:53:07.890 --> 00:53:19.620

You know what time it is? Right? Do you know what time it is? Or do you know what time it is? I have 2 totally different intentions behind me asking that question. And when I said, do you know what time it is?

352 "Kathleen Deppeler" (1078687744)

00:53:19.620 --> 00:53:24.090

I did not want you to answer me. I wanted you to recognize that you are late.

353 "Kathleen Deppeler" (1078687744)

00:53:24.090 --> 00:53:32.640

Uh, so this is the way that we're telling people that we don't like, what they're doing without actually coming out and saying the thing that they need to do.

354 "Kathleen Deppeler" (1078687744)

00:53:32.640 --> 00:53:45.270

Correctly it's asking again asking the question you didn't want to answered. Um, and really, I think, in this case, uh, a lot of body language that can hurt.

355 "Kathleen Deppeler" (1078687744)

00:53:46.710 --> 00:53:54.840

So, arguing, you're never going to convince uncle bud of your point of view.

356 "Kathleen Deppeler" (1078687744)

00:53:56.035 --> 00:54:09.625

That conversation starter did not need to happen that going back and forth between 2 people trying to convince them that they're wrong or that. They should see the way that you look at things. It's not going to be effective. It's going to start.

357 "Kathleen Deppeler" (1078687744)

00:54:09.625 --> 00:54:14.095

An argument is damaging to your relationship um.

358 "Kathleen Deppeler" (1078687744)

00:54:16.470 --> 00:54:26.190

It also can be really motivating to people. There are people who really want that and so.

359 "Kathleen Deppeler" (1078687744)

00:54:26.190 --> 00:54:40.710

You you might be motivating a more escalated environment by engaging in that kind of behavior. So if you recognize that you're going back and forth with someone recognize exactly what it is, it's arguing and it's coercive and you can stop.

360 "Kathleen Deppeler" (1078687744)

00:54:42.090 --> 00:54:52.675

Sarcasm and teasing and, um, I think this 1 is is really hard for people, um, because we are a really sarcastic, uh, culture.

361 "Kathleen Deppeler" (1078687744)

00:54:53.335 --> 00:54:58.045

So, sarcasm is is saying really the opposite of what you mean um.

362 "Kathleen Deppeler" (1078687744)

00:54:58.350 --> 00:55:01.530

And, uh, and and.

363 "Kathleen Deppeler" (1078687744)

00:55:03.570 --> 00:55:13.110

A lot of times when people are using sarcasm or teasing, they're not like trying to be malicious or like, you know, mean, to the person. Um.

364 "Kathleen Deppeler" (1078687744)

00:55:14.430 --> 00:55:25.405

They're trying to, like, make light of the situation, or make it more comfortable for them when in fact, like, anytime you use sarcasm or teasing, it really is at someone else's expense.

365 "Kathleen Deppeler" (1078687744)

00:55:25.735 --> 00:55:36.565

And so, even if you think the person is in on it, it's still really not a helpful. It's still coercive, because it is not helpful. And it's not a social skill that just anybody can utilize.

366 "Kathleen Deppeler" (1078687744)

00:55:36.565 --> 00:55:44.425

It's really pretty complex to to say, say the opposite of what you mean, and have that person still understand what you're saying is.

367 "Kathleen Deppeler" (1078687744)

00:55:44.430 --> 00:55:47.370

Is a really complex thing, so it's also.

368 "Kathleen Deppeler" (1078687744)

00:55:47.370 --> 00:55:59.940

Not something that it's also us being a poor model of how people can behave, because it's not a social skill that just anybody could use. And so we're modeling things that are very unhelpful.

369 "Kathleen Deppeler" (1078687744)

00:55:59.940 --> 00:56:03.090

It's confusing and misunderstood.

370 "Kathleen Deppeler" (1078687744)

00:56:06.090 --> 00:56:10.080

Force, so, um, you know.

371 "Kathleen Deppeler" (1078687744)

00:56:10.080 --> 00:56:16.260

Uh, the physical forces of views, certainly within our system and.

372 "Kathleen Deppeler" (1078687744)

00:56:16.260 --> 00:56:27.660

When I think about verbal force or verbal aggression, you know, just saying things loudly are very close to someone in an intense way. Um.

373 "Kathleen Deppeler" (1078687744)

00:56:28.015 --> 00:56:42.025

And I think that 1 kind of flows really well into the next 1, which is threats. So telling somebody that, you know, X, Y, Z, terrible thing is going to occur if they keep doing what they're doing, or reminding them that they won't earn this thing.

374 "Kathleen Deppeler" (1078687744)

00:56:42.025 --> 00:56:43.495

If they continue on, so.

375 "Kathleen Deppeler" (1078687744)

00:56:44.070 --> 00:56:47.550

Reminding them of the the bad thing that can happen.

376 "Kathleen Deppeler" (1078687744)

00:56:47.550 --> 00:56:51.060

If they continue, that's a threat.

377 "Kathleen Deppeler" (1078687744)

00:56:55.440 --> 00:57:06.325

And then criticism, and this looks like someone's, you know, you have a better way, they could do something you want to teach them how they could do it more efficiently or effectively.

378 "Kathleen Deppeler" (1078687744)

00:57:06.535 --> 00:57:20.185

And you'll wait until they already started doing it their own way, to tell them that that's criticism. So they've started something they're working on it. And then you come and tell them how they could do it better. It's really defeating for that person. And it's gonna be taken as criticism.

379 "Kathleen Deppeler" (1078687744)

00:57:20.455 --> 00:57:25.225

It's, it's not gonna motivate them to keep going and trying next time. And, um.

380 "Kathleen Deppeler" (1078687744)

00:57:26.700 --> 00:57:41.010

So, when I think about this 1, I think, you know, you're like, watching somebody, sweep the floor and it is not going. Well, there's still like all the dirt in the corners didn't even get touch and you're like, well, I have a better way to do this. I could, I could tell them about that.

381 "Kathleen Deppeler" (1078687744)

00:57:41.010 --> 00:57:51.180

Um, and if you do it, right, then it's gonna be really defeating and could be coercive. So, the thing about avoiding coercion can often be making a note to yourself. They're like, Whoo.

382 "Kathleen Deppeler" (1078687744)

00:57:51.180 --> 00:58:01.315

Where she goes to sweep the floor again, I am going to teach her about my idea where you draw a big X in the middle of the floor with tape and we're going to sweep everything into that X.

383 "Kathleen Deppeler" (1078687744)

00:58:01.315 --> 00:58:11.875

and we're going to talk about how you're starting the corners, you know, you have a way that you could teach and it's really about creating that moment to teach. So, if they already started doing the thing, they need to continue getting to do the thing.

384 "Kathleen Deppeler" (1078687744)

00:58:11.875 --> 00:58:16.495

And if you try to come up with a better way, or show them how they could do it better, it's going to come off as criticism.

385 "Kathleen Deppeler" (1078687744)

00:58:18.780 --> 00:58:31.225

Despair despair I give up oh, the, your problem um, you say, like, you act, like, you don't know what to do, you're hopeless.

386 "Kathleen Deppeler" (1078687744)

00:58:31.225 --> 00:58:45.655

And, you know, if you're coming from a professional standpoint, for the professional person, to be without hope of your improvement is really a pretty difficult situation and doesn't doesn't lend itself well,

387 "Kathleen Deppeler" (1078687744)

00:58:45.655 --> 00:58:47.755

to anybody in the environment, having hope.

388 "Kathleen Deppeler" (1078687744)

00:58:49.260 --> 00:58:53.760

So, you know, things like, uh.

389 "Kathleen Deppeler" (1078687744)

00:58:53.760 --> 00:58:58.200

After somebody does something you dislike, or, um.

390 "Kathleen Deppeler" (1078687744)

00:58:58.200 --> 00:59:12.240

Or, oh, I guess I guess we're just not going to be able to do that. I was really hoping. And now this yeah, you did this thing and now we can't do it, you know, just telling someone, uh.

391 "Kathleen Deppeler" (1078687744)

00:59:12.240 --> 00:59:22.980

That you give up and you don't know what to do next those kinds of comments. Despair really just bring the, the environment down and and tell the person. Why try it.

392 "Kathleen Deppeler" (1078687744)

00:59:22.980 --> 00:59:26.190
It can also be really motivating.

393 "Kathleen Deppeler" (1078687744)
00:59:26.190 --> 00:59:29.430
You know, if, um.

394 "Kathleen Deppeler" (1078687744)
00:59:29.430 --> 00:59:36.480
If the person is unhappy or dissatisfied with you, uh, it can really
you're, you're.

395 "Kathleen Deppeler" (1078687744)
00:59:36.480 --> 00:59:40.980
Would really be reinforcing to them and, like, I got, you.

396 "Kathleen Deppeler" (1078687744)
00:59:40.980 --> 00:59:45.960
I saw that you didn't like what I did and so it can also be really
motivating to people, which.

397 "Kathleen Deppeler" (1078687744)
00:59:46.345 --> 00:59:57.175
Would that be great for our relationship? So another way that we tell
people, we don't like what they're doing in an effective way, is to
lecture and logic them.

398 "Kathleen Deppeler" (1078687744)
00:59:57.175 --> 01:00:07.135
And this is like the Charlie Brown teacher where you just keep on
reminding them of all the reasons that you're doing this, or, um.

399 "Kathleen Deppeler" (1078687744)
01:00:07.765 --> 01:00:20.155
You know, talking too much in the situation, telling them things they
already know, you know, and again we're doing generally we're doing these
things after they've engaged in undesirable behavior.

400 "Kathleen Deppeler" (1078687744)
01:00:20.155 --> 01:00:32.695
So, you know, handing somebody a tissue and be like, can you use a tissue
after that? They're picking their nose and you said, you gave them a
tissue and tell them they should use a tissue. Well, it's not like, they
never saw a tissue before. Didn't know that. That was the thing they were
supposed to do.

401 "Kathleen Deppeler" (1078687744)
01:00:32.845 --> 01:00:35.935
It's really just a logic lecture at that point and.

402 "Kathleen Deppeler" (1078687744)
01:00:36.990 --> 01:00:41.730
And it's not helpful, it's not going to make the person more likely to
use that tissue next time.

403 "Kathleen Deppeler" (1078687744)

01:00:43.645 --> 01:00:53.005

And this 1, and all of the convergence really are really focused on that negative they're focused on the undesirable behavior that's occurring.

404 "Kathleen Deppeler" (1078687744)

01:00:53.035 --> 01:01:01.315

And so we want to avoid providing that kind of response or consequence after somebody's engaging in desirable behavior.

405 "Kathleen Deppeler" (1078687744)

01:01:01.315 --> 01:01:12.835

So that's another reason that, like, if you find yourself talking too much or trying to explain, it's probably just really not the best time for it. And honestly, after talking to you guys for an hour now and I've had.

406 "Kathleen Deppeler" (1078687744)

01:01:12.840 --> 01:01:25.050

Had some, you guys have used the chat box a few times and we've been erected, but it's really difficult to keep talking without sounding like you're lecturing. And I think especially in talking about.

407 "Kathleen Deppeler" (1078687744)

01:01:25.050 --> 01:01:30.330

Coercion because again, these are all things that we all do, and have done um.

408 "Kathleen Deppeler" (1078687744)

01:01:30.330 --> 01:01:34.620

In response to people's undesirable behavior so.

409 "Kathleen Deppeler" (1078687744)

01:01:34.620 --> 01:01:43.650

If you're talking more than the person, if you're talking too much, if you've repeated things, they already knew you were using lecture logic. You find yourself doing that stuff.

410 "Kathleen Deppeler" (1078687744)

01:01:43.650 --> 01:01:58.200

Taking away, so this is things like, you know, time out would be an example of taking away because you're taking away somebody's opportunity to interact with others, taking away privileges or, um.

411 "Kathleen Deppeler" (1078687744)

01:01:58.200 --> 01:02:05.460

Or that toy that was causing the problem, uh, taking away money these are, you know.

412 "Kathleen Deppeler" (1078687744)

01:02:05.460 --> 01:02:14.880

Damaging to your relationship, they're telling the person you don't like what they want and they're really just making the person feel more.

413 "Kathleen Deppeler" (1078687744)
01:02:14.880 --> 01:02:21.480
Difficult things that things are not improving here. We're creating a
worsening for somebody by responding by taking it away.

414 "Kathleen Deppeler" (1078687744)
01:02:23.370 --> 01:02:27.900
And then our last of the 10 here, we're talking about a person's bad
behavior when they're there.

415 "Kathleen Deppeler" (1078687744)
01:02:27.900 --> 01:02:42.750
So, do you know what your kid did today? That kind of thing, right? In
front of them I think this 1 happens a lot at shift change or when you're
picking somebody up from school and the teacher comes to tell you about
it or, um.

416 "Kathleen Deppeler" (1078687744)
01:02:42.750 --> 01:02:53.850
Really lots of times. So so sharing the story or telling somebody about
what it occurred right in front of the person is.

417 "Kathleen Deppeler" (1078687744)
01:02:53.850 --> 01:02:57.840
The worst and damaging to your relationship.

418 "Kathleen Deppeler" (1078687744)
01:02:57.840 --> 01:03:09.090
So we talked about the 10 examples of coercion, and I told you that, once
we talked about the effects, you would understand why we ask you to to
avoid using coercion. So, here's the effects people avoid you.

419 "Kathleen Deppeler" (1078687744)
01:03:09.090 --> 01:03:22.350
And that means that that's really something that kind of happens in the
future. You know, if every interaction that I have with Sally, we, she.

420 "Kathleen Deppeler" (1078687744)
01:03:23.005 --> 01:03:37.525
And start talking about my bad behavior, and I just have to keep hearing
about, you know, the, the things that I did that were bad and I just have
to keep hearing about it. I'm not going to want to be around Sally. I am
going to avoid her.

421 "Kathleen Deppeler" (1078687744)
01:03:38.635 --> 01:03:49.285
So that's 1 thing that can happen is that people just avoid you. Another
thing that can happen is that they get even and this is really common. So
we know that coercion meets coercion.

422 "Kathleen Deppeler" (1078687744)
01:03:49.285 --> 01:04:00.325

And I don't mean always that arguing needs arguing or talking about that behavior. Turns into them, telling somebody about you or bad behavior. It's not always that you get that same coercive back.

423 "Kathleen Deppeler" (1078687744)

01:04:00.600 --> 01:04:10.285

It's that conversion of some kind is going to meet coercion of of some kind. So, you know, that can really escalate quickly. Especially, depending on people's social skills.

424 "Kathleen Deppeler" (1078687744)

01:04:10.285 --> 01:04:20.815

You know, I might talk about somebody's bad behavior in front of them, and they don't have the skill set to, to address that with me, but they're going to provide some other form. Of course, right back to me. Right.

425 "Kathleen Deppeler" (1078687744)

01:04:20.815 --> 01:04:30.595

I can escalate really quickly to, you know, I talked about bad behavior in front of them and then they hit me or use some other form of coercion again.

426 "Kathleen Deppeler" (1078687744)

01:04:30.600 --> 01:04:36.840

It's me people get even coercion meets coercion and again, it could really escalate a situation.

427 "Kathleen Deppeler" (1078687744)

01:04:38.695 --> 01:04:51.955

Additionally, people who are experiencing coercion, try to kind of try to escape the situation. So I just can't be here anymore. I can't deal with this person. They just keep coming at me. I got to go. I just I gotta go.

428 "Kathleen Deppeler" (1078687744)

01:04:52.195 --> 01:04:54.025

So that's similar to avoid.

429 "Kathleen Deppeler" (1078687744)

01:04:54.270 --> 01:05:03.690

Except that escape happens in that moment, in that interaction and avoid is really like a long term kind of thing that happens. Uh.

430 "Kathleen Deppeler" (1078687744)

01:05:03.690 --> 01:05:12.870

In the future, so they're going to be less likely to want to spend time with you later. Escape is there they don't want to spend time with you right now and they're getting out of this interaction.

431 "Kathleen Deppeler" (1078687744)

01:05:14.730 --> 01:05:23.760

People also learn coercive behavior. So remember, we talked about discipline. Math is discipline. Science is a discipline, et cetera.

432 "Kathleen Deppeler" (1078687744)

01:05:25.195 --> 01:05:38.725

When we use coercive tactics as our form of discipline, we are using punishment for attempting to use punishment and people learn that kind of coercive behavior. So we're really.

433 "Kathleen Deppeler" (1078687744)

01:05:39.090 --> 01:05:49.620

Attending to and helping people receive attention for their undesirable behavior. That's totally the focus. When we use this coercion. It is a response to undesirable behavior.

434 "Kathleen Deppeler" (1078687744)

01:05:51.420 --> 01:06:04.890

And people also behave less confidently and the example that I like to use here is, um, there's an episode of a famous episode of Seinfeld, um, called the soup Nazi where.

435 "Kathleen Deppeler" (1078687744)

01:06:05.365 --> 01:06:16.045

Ah, this is just like, you know, this is really special soup place, and in New York City, and Seinfeld loves their soup and so he goes there.

436 "Kathleen Deppeler" (1078687744)

01:06:16.045 --> 01:06:29.035

But this man, who runs the restaurant is very strict. And if you step out a line, or do something in his restaurant, then he doesn't like, then you're gone and you're banned for life. Well, Seinfeld loves the soup and so he wants to keep it.

437 "Kathleen Deppeler" (1078687744)

01:06:29.035 --> 01:06:34.795

And this man Seinfeld stands up in front of thousands of people. That's confidence he could see up in front of.

438 "Kathleen Deppeler" (1078687744)

01:06:34.890 --> 01:06:37.680

Thousands of people and, um.

439 "Kathleen Deppeler" (1078687744)

01:06:38.095 --> 01:06:47.995

And is a pretty confident person and when you watch this episode, you just see him cowering in the soup line just not wanting to make any kind of mistake because you really wants his soup.

440 "Kathleen Deppeler" (1078687744)

01:06:47.995 --> 01:07:02.305

And so an effective coercion is that people in that environment behave less confidently, they, they don't know how they're, what kind of response they're going to get. And, and, and therefore are just less confident. And, and people who are.

441 "Kathleen Deppeler" (1078687744)

01:07:02.640 --> 01:07:15.660

People who are not confident. Don't make great decisions. The more confident somebody is the better decision they're going to make. And so if we are using coercion, and we're causing people to be less confident, we're less likely to get that desirable behavior that we're looking for.

442 "Kathleen Deppeler" (1078687744)

01:07:18.150 --> 01:07:21.510

So, let's think about times that were typically coercive.

443 "Kathleen Deppeler" (1078687744)

01:07:21.510 --> 01:07:27.030

Again, these are unplanned responses and and, uh.

444 "Kathleen Deppeler" (1078687744)

01:07:27.265 --> 01:07:40.015

And they're things that we know, depending on the person we can plan and prepare for them. So, let's think about, when are we typically coercive and sometimes we use the term hangry. I'm hungry and angry.

445 "Kathleen Deppeler" (1078687744)

01:07:40.585 --> 01:07:50.035

I am more likely to be coercive when I've been encountered my pet peeves, um, when someone's being coercive to me, that get even responses common right?

446 "Kathleen Deppeler" (1078687744)

01:07:51.235 --> 01:08:03.715

When I'm frustrated or having a bad day, so there's, there's things I can prepare for and recognize that. That is why I'm feeling the way I am. That's why I, that's what I really need to guard against and identifying if I'm using coercion.

447 "Kathleen Deppeler" (1078687744)

01:08:04.285 --> 01:08:08.725

So, when I'm hungry or angry or lonely or tired, I really need to.

448 "Kathleen Deppeler" (1078687744)

01:08:09.720 --> 01:08:19.320

To consider that that's how I'm feeling and identify that and make take steps to avoid using coercion during those times.

449 "Kathleen Deppeler" (1078687744)

01:08:19.320 --> 01:08:31.590

So, knowing when you're at risk can be really helpful, because you can plan and you can practice other ways to engage versus the typical coercive response that we might get.

450 "Kathleen Deppeler" (1078687744)

01:08:32.760 --> 01:08:38.460

So, why do people use coercion.

451 "Kathleen Deppeler" (1078687744)

01:08:38.460 --> 01:08:42.300

If coercion causes these problems that we were talking about.

452 "Kathleen Deppeler" (1078687744)

01:08:42.300 --> 01:08:51.930

We were talking about the effects of conversion and they're causing this avoid, get even escape people behaving less confidently. Nobody really wants that. So why are we using it?

453 "Kathleen Deppeler" (1078687744)

01:08:51.930 --> 01:08:56.730

And we're using it, because in the moment it appears to work.

454 "Kathleen Deppeler" (1078687744)

01:08:56.730 --> 01:09:00.810

It might stop that behavior in the moment. It might.

455 "Kathleen Deppeler" (1078687744)

01:09:00.810 --> 01:09:07.200

And it will produce long term problems. It gets short term compliance.

456 "Kathleen Deppeler" (1078687744)

01:09:07.200 --> 01:09:11.010

But it creates long term problems.

457 "Kathleen Deppeler" (1078687744)

01:09:15.120 --> 01:09:23.215

So, we really want to identify times when we're more likely to be coercive, identify the kinds of coercion that we often use ourselves.

458 "Kathleen Deppeler" (1078687744)

01:09:23.485 --> 01:09:37.225

And we can make a plan to avoid using those things and to prepare ourselves that sometimes when I, when I am met with this, I am coercive. So, what am I going to do next time I met with this?

459 "Kathleen Deppeler" (1078687744)

01:09:37.255 --> 01:09:38.515

I'm going to.

460 "Kathleen Deppeler" (1078687744)

01:09:38.790 --> 01:09:43.380

And use it positive, uh, skill, and we're about to get into some positive skills. So.

461 "Kathleen Deppeler" (1078687744)

01:09:44.850 --> 01:09:59.845

If it's not coercion, what do I do and we're gonna make a plan. Um, so think about what triggered it, what happened that, um, created the situation with the undesirable behavior occurred what happened.

462 "Kathleen Deppeler" (1078687744)

01:10:00.480 --> 01:10:07.680

Might be able to identify a common trigger and therefore be prepared. Like the kind of example we gave earlier.

463 "Kathleen Deppeler" (1078687744)

01:10:07.680 --> 01:10:16.410

What's like, you know, every time somebody talks to so, and so on the phone, it's a difficult conversation and, um.

464 "Kathleen Deppeler" (1078687744)

01:10:16.410 --> 01:10:23.670

And that's something that I can that triggers the undesirable behavior. So I can be prepared. I can make a plan for next time. They talk to them on the phone.

465 "Kathleen Deppeler" (1078687744)

01:10:25.380 --> 01:10:39.175

I can think about what the person's getting from this undesirable behavior, you know, when we did that earlier, when we talked about, um, you know, why is the person engaging in these drunk behaviors? You guys all identify many reasons. People are engaging in a desirable behavior.

466 "Kathleen Deppeler" (1078687744)

01:10:39.175 --> 01:10:45.655

So think about it what's that payoff that they're getting? What what's what about? This is working for them and.

467 "Kathleen Deppeler" (1078687744)

01:10:46.135 --> 01:10:58.585

Think about in other situations, or is it every time that the person is met with the situation that they engage in this undesirable behavior or are there times when they have done?

468 "Kathleen Deppeler" (1078687744)

01:10:58.585 --> 01:11:05.725

The desirable behavior are there times when Johnny is, um, you know, gotten really upset and instead of, um.

469 "Kathleen Deppeler" (1078687744)

01:11:06.060 --> 01:11:18.060

You know, having yelling very loudly and hitting people instead he has noticed that he was having a difficult time and he used his coping skill.

470 "Kathleen Deppeler" (1078687744)

01:11:18.060 --> 01:11:23.580

Are there times when he's done that and if there are.

471 "Kathleen Deppeler" (1078687744)

01:11:24.415 --> 01:11:31.315

What kind of response did it get? Did it get the kind of response that if he engages in the other in the undesirable behavior?

472 "Kathleen Deppeler" (1078687744)

01:11:32.245 --> 01:11:39.445

Are we paying off that desirable behavior that sometimes happens as well as we're responding to the undesirable behavior?

473 "Kathleen Deppeler" (1078687744)

01:11:40.195 --> 01:11:53.905

Then, consider, what is the person needs to learn to do you know, does he need to learn coping skill like this? Or does he have that? And he maybe needs to expand it what do you want the person to do in this situation? What can we teach them?

474 "Kathleen Deppeler" (1078687744)

01:11:53.935 --> 01:11:55.435

What do they need to learn to do?

475 "Kathleen Deppeler" (1078687744)

01:11:55.860 --> 01:12:05.460

And then think about what could change in the environment, what could change in the environment that would make that trigger less likely to occur or, um.

476 "Kathleen Deppeler" (1078687744)

01:12:05.460 --> 01:12:15.630

Make that desirable behavior that hoping skill more likely to occur when difficult times are happening can we have some cues in the environment for that? So.

477 "Kathleen Deppeler" (1078687744)

01:12:15.630 --> 01:12:21.300

There's some considerations are things you can think about, uh, to avoid conversion.

478 "Kathleen Deppeler" (1078687744)

01:12:21.300 --> 01:12:24.420

And you can build a relationship.

479 "Kathleen Deppeler" (1078687744)

01:12:24.420 --> 01:12:37.590

And we have a tool for that, and it's called to stay close. We talk about stay close in a few ways when you talk about cool, random routine and hats. So, it's important to think about that because there's so many opportunities to use this.

480 "Kathleen Deppeler" (1078687744)

01:12:37.855 --> 01:12:46.165

So there's a couple you're probably already doing you're already using, you know, something good happen to the person. Something exciting happened. They told you great news.

481 "Kathleen Deppeler" (1078687744)

01:12:46.165 --> 01:12:57.895

I'm going to be an aunt or, uh, you know, I got a promotion, you know, that's an opportunity to engage with that person. It's a relationship builder. Um, you're using that opportunity we would call that a cool.

482 "Kathleen Deppeler" (1078687744)

01:12:57.955 --> 01:13:05.155

So, you were you respond to people when something cool happens and improvement in their lives you're already probably doing that.

483 "Kathleen Deppeler" (1078687744)

01:13:05.520 --> 01:13:17.220

And then there's like, the routine time. So, you know, regular things that happen in the environment that are your opportunity to build a relationship. So, dinnertime or.

484 "Kathleen Deppeler" (1078687744)

01:13:17.220 --> 01:13:24.690

You know, the right home from work or school what are those routines that happen in the environment that you can use as a cue?

485 "Kathleen Deppeler" (1078687744)

01:13:24.690 --> 01:13:27.810

To engage to build your relationship.

486 "Kathleen Deppeler" (1078687744)

01:13:28.920 --> 01:13:33.540

Then there is random and this is really where.

487 "Kathleen Deppeler" (1078687744)

01:13:33.540 --> 01:13:45.120

It's important to consider because, you know, in a cool or in the routine, the person kind of understands why you're you're engaging and having that kind of meaningful conversation.

488 "Kathleen Deppeler" (1078687744)

01:13:45.120 --> 01:13:51.210

Something good happened, or you're just, you know, headed home and you're having this great conversation, but in a random.

489 "Kathleen Deppeler" (1078687744)

01:13:51.210 --> 01:14:01.350

That looks like the 1st, nothing the person did, uh, queued you to go have this meaningful conversation. This relationship builder. You just.

490 "Kathleen Deppeler" (1078687744)

01:14:01.350 --> 01:14:15.085

Cared enough to want to come and talk to them and that random has a really big impact and so I say random it's ran into that person you're engaging with, but as you learn and implement and I really not be random to you.

491 "Kathleen Deppeler" (1078687744)

01:14:15.325 --> 01:14:27.115

It might be that you decided today is a 4 day, and so when you see 4 on the clock, you are going to engage with someone so a 4 minutes after the hour at 14 and 24,

492 "Kathleen Deppeler" (1078687744)

01:14:27.115 --> 01:14:31.075

you're gonna find somebody to do a stay close with that person doesn't know. know

493 "Kathleen Deppeler" (1078687744)

01:14:31.350 --> 01:14:38.815

That today's the 4 day, and that's why you came up to them and started talking to them. They just know that you care and want to engage with them.

494 "Kathleen Deppeler" (1078687744)

01:14:38.995 --> 01:14:46.435

So, who ran them and routine those are your opportunities to build your relationship and practice the skill and stay close any time.

495 "Kathleen Deppeler" (1078687744)

01:14:46.740 --> 01:14:56.130

And it's really going to help you and be important that you do use every opportunity that you can because the same skills that will help, you.

496 "Kathleen Deppeler" (1078687744)

01:14:56.130 --> 01:14:59.760

Get through a difficult time.

497 "Kathleen Deppeler" (1078687744)

01:14:59.760 --> 01:15:08.640

Are the ones that you can use all the time to build your relationships? So, these relationship building skills are also de, escalation skills and.

498 "Kathleen Deppeler" (1078687744)

01:15:08.640 --> 01:15:15.120

That means that you're going to be ready to use those to de, escalate a situation, because you've been practicing them all the time.

499 "Kathleen Deppeler" (1078687744)

01:15:15.625 --> 01:15:26.065

So, let's look at what these skills are, this is stay close interaction here. So move towards the person that makes sense it's really difficult to have a meaningful conversation from across the room.

500 "Kathleen Deppeler" (1078687744)

01:15:26.965 --> 01:15:33.685

And just that the impact of you walking towards a person is it is a physical demonstration that you care.

501 "Kathleen Deppeler" (1078687744)

01:15:33.990 --> 01:15:46.890

Touch it appropriate and again, if appropriate is big here, so, depending on the person, not, everybody likes to be touched, but Here's some general ones handshake touching their arm or their shoulder giving high 5. um.

502 "Kathleen Deppeler" (1078687744)

01:15:46.890 --> 01:15:52.950

Those are those are meaningful in a way again, a way to demonstrate that you care.

503 "Kathleen Deppeler" (1078687744)
01:15:53.905 --> 01:15:58.345
And then I'm going to lump number 3 and number 4 here, just to be about body language.

504 "Kathleen Deppeler" (1078687744)
01:15:58.345 --> 01:16:08.964
So, you're mindful of your facial expression, your tone of voice, relaxed body language, you know, you're really saying more with your body language than you are with the words, coming out of your mouth.

505 "Kathleen Deppeler" (1078687744)
01:16:09.355 --> 01:16:22.885
And if I think a good example would be if I taught this class by just saying, so you can use a stay close. And when you use a stay close, you'll build a relationship. Here's how you stay close. You ask open, ended questions, empathy and encouragement.

506 "Kathleen Deppeler" (1078687744)
01:16:23.605 --> 01:16:31.585
No, I would get out of this class that I care about what I'm facilitating. You would not understand how important it is to me.

507 "Kathleen Deppeler" (1078687744)
01:16:32.185 --> 01:16:46.885
The impact of what I have to say is quite decreased without the body language. My tone of voice, and in my facial expressions, those are all expressing to you how important this is to me and, um.

508 "Kathleen Deppeler" (1078687744)
01:16:47.190 --> 01:16:52.680
And and increase the value of the of this interaction of this time. So.

509 "Kathleen Deppeler" (1078687744)
01:16:53.395 --> 01:17:04.105
Number 67 and 8 are the big ones we call them O. E and in tools class. We spend a lot of time practicing these. So open ended questions. The intention here is to keep the conversation going.

510 "Kathleen Deppeler" (1078687744)
01:17:04.105 --> 01:17:12.235
So, your goal is to ask more a question that's going to get you more information than red blue for. for

511 "Kathleen Deppeler" (1078687744)
01:17:12.540 --> 01:17:25.890
You know, more than just a simple 1 word response. Uh, it's, it's there to keep the conversation going. So if you find yourself asking closed ended questions and getting that 1 word response. Uh, did you have a good day? Yes.

512 "Kathleen Deppeler" (1078687744)
01:17:25.890 --> 01:17:32.610

Well, tell me more, you can always follow up with tell me more to keep that conversation going. So open ended questions.

513 "Kathleen Deppeler" (1078687744)

01:17:32.610 --> 01:17:44.580

And then empathy and encouragement, and these are really, really important. And I actually have a slide about each of these. So, empathy is identifying the emotion that someone is feeling and naming it. You're telling them that you see that.

514 "Kathleen Deppeler" (1078687744)

01:17:44.580 --> 01:17:57.330

And then there's encouragement, and that is identifying a desirable thing. The person's doing. I'm telling them what that means for them. So, how could that improve their situation? Or what does it mean that they're doing that.

515 "Kathleen Deppeler" (1078687744)

01:17:57.330 --> 01:18:09.000

Desirable behavior, then you're going to listen, you know, the goal is to talk less than the person and avoid changing the subject or the topic.

516 "Kathleen Deppeler" (1078687744)

01:18:09.000 --> 01:18:13.920

And then I'm going to do the same thing I did with 3 and 4 and lump 10 and 11 together.

517 "Kathleen Deppeler" (1078687744)

01:18:13.920 --> 01:18:22.560

We're going to avoid coercion and we're going to avoid reacting to junk behavior and that's really the same thing because we went over all the examples of coercion.

518 "Kathleen Deppeler" (1078687744)

01:18:22.560 --> 01:18:33.090

And they are how we are responding to junk behavior, so we're going to avoid coercion and we're going to avoid response reacting to the junk behavior. So.

519 "Kathleen Deppeler" (1078687744)

01:18:33.090 --> 01:18:36.360

Empathy is.

520 "Kathleen Deppeler" (1078687744)

01:18:36.360 --> 01:18:47.185

Taking understanding the emotions of others and naming them. So this might be something like, you see him over the moon.

521 "Kathleen Deppeler" (1078687744)

01:18:47.215 --> 01:19:02.005

You seem to good thing that those are like, big deal things that's like, more than excited. Right? So, finding words that really reflect the gravity of of a person's emotion is really important. And it empathy tells the person that, um.

522 "Kathleen Deppeler" (1078687744)

01:19:02.340 --> 01:19:12.090

That you understand them, empathy is the connection between 2 people and so you're communicating to that other person that you see them that you understand their point of view. Um.

523 "Kathleen Deppeler" (1078687744)

01:19:12.090 --> 01:19:16.410

And that's something that makes people want to keep talking to, you.

524 "Kathleen Deppeler" (1078687744)

01:19:17.790 --> 01:19:23.310

What makes it so that you're the kind of person they want to tell things to you see them and you understand them.

525 "Kathleen Deppeler" (1078687744)

01:19:23.310 --> 01:19:34.500

And then there's encouragement, and this really looks like you identifying it's something desirable that they're doing and naming it and telling them that what it means for them in the future. So, you know, um.

526 "Kathleen Deppeler" (1078687744)

01:19:35.095 --> 01:19:42.775

If the behavior was studying hard for a test, man, you studied so hard, and you walked in there so confident you knew what was going to be on that test.

527 "Kathleen Deppeler" (1078687744)

01:19:42.775 --> 01:19:50.905

You were ready, you know, that that is exactly what happens when you study for a test and so telling them encouraging them that that.

528 "Kathleen Deppeler" (1078687744)

01:19:51.000 --> 01:19:55.890

That that studying is going to help them be confident for that test. Um.

529 "Kathleen Deppeler" (1078687744)

01:19:55.890 --> 01:20:03.210

You know, encouragement like, man, you got finished with all of your chores early and now you have more time to watch TV.

530 "Kathleen Deppeler" (1078687744)

01:20:03.210 --> 01:20:06.990

And when it comes to encouragement.

531 "Kathleen Deppeler" (1078687744)

01:20:06.990 --> 01:20:11.580

You really probably need to ask them opening questions and make sure that you really have a good.

532 "Kathleen Deppeler" (1078687744)

01:20:11.580 --> 01:20:17.040

A picture of of what's happening in the environment before you, um.

533 "Kathleen Deppeler" (1078687744)

01:20:17.755 --> 01:20:32.485

Provide that encouragement, so really a good opportunity opportunity to be used towards the end of your conversation or at least after you've learned information from your open any questions, and provided some empathy about how that person's feeling about it. So, let's do some practice.

534 "Kathleen Deppeler" (1078687744)

01:20:32.485 --> 01:20:46.975

I'm ready to take you back to the, the chat box, and we are going to practice providing. Let's come up with an empathy statement and an encouraging statement for awesome. Alex, he just passes gde. He just got the results back.

535 "Kathleen Deppeler" (1078687744)

01:20:47.485 --> 01:20:59.875

And you have been there, you know, that he's studied for hours to prepare for this GD and now he's passed and you're walking down the hall. And here he comes with this piece of paper and he is going to show you that. Look, I passed to this.

536 "Kathleen Deppeler" (1078687744)

01:21:00.295 --> 01:21:08.065

I did it, I did it and you're going to provide him an open ended question or an empathy statement and an encouraging statement. So I'm going to wait.

537 "Kathleen Deppeler" (1078687744)

01:21:08.370 --> 01:21:12.000

While folks come up with these, go ahead and put them in the chat box for us.

538 "Kathleen Deppeler" (1078687744)

01:21:13.500 --> 01:21:19.320

Oh, Amy says I know it must have been so hard to study and look you did it and you pass.

539 "Kathleen Deppeler" (1078687744)

01:21:19.320 --> 01:21:33.145

So, she really reflected that way. He feels way to go Kim said, and she used that high 5. that's good. Touch. Right? There you guys are coming back. You should be so proud of yourself.

540 "Kathleen Deppeler" (1078687744)

01:21:33.175 --> 01:21:34.345

So proud of yourself.

541 "Kathleen Deppeler" (1078687744)

01:21:34.620 --> 01:21:37.890

You work so hard your hard work really paid off.

542 "Kathleen Deppeler" (1078687744)

01:21:42.450 --> 01:21:46.770

What do you think it means for Alex? What's some encouragement? We could give him.

543 "Kathleen Deppeler" (1078687744)

01:21:48.180 --> 01:21:52.500

Okay, I know you spent a lot of time studying and you did a great job in the past.

544 "Kathleen Deppeler" (1078687744)

01:21:52.500 --> 01:22:02.820

You knew we could do it. You totally got this. These are great. So when you think about encouragement really telling him what it means. So.

545 "Kathleen Deppeler" (1078687744)

01:22:02.820 --> 01:22:17.545

You know, in this case, I mean, you've studied so hard and now you've finished you, you passed your I know that you can keep working so hard. And before long you'll be putting that to good use, you know, what does it mean that you got?

546 "Kathleen Deppeler" (1078687744)

01:22:17.545 --> 01:22:23.965

The GB, it probably means you could get a job. I don't know how to spell enough to know if I should suggest that to him. Um.

547 "Kathleen Deppeler" (1078687744)

01:22:24.300 --> 01:22:31.050

See where hardware it gets you? Yeah. Where does it get ya? It gets you good things like passing this test. You got it.

548 "Kathleen Deppeler" (1078687744)

01:22:31.165 --> 01:22:37.915

Okay, so this is a great example of a state school. That's the opportunity here. Something good happened to Alex, and we are going to be with him in that moment.

549 "Kathleen Deppeler" (1078687744)

01:22:38.125 --> 01:22:49.045

Let's talk about just okay, Justin, you're eating in the break room and he moves some papers to light appear, sit down and he smiles at you and says, hi, when he sees you.

550 "Kathleen Deppeler" (1078687744)

01:22:49.075 --> 01:22:54.325

So, what's the empathy statement and encouraging statement that you could give to Justin?

551 "Kathleen Deppeler" (1078687744)

01:22:54.600 --> 01:23:01.530

He's moves the papers to let a peer sit down and any you're walking any smile at you and said, Hello?

552 "Kathleen Deppeler" (1078687744)

01:23:01.530 --> 01:23:04.980

What's an empathy and encouragement statements? You could get them.

553 "Kathleen Deppeler" (1078687744)

01:23:11.970 --> 01:23:16.830

Thank you how have you been? There is a good open ended question that takes more than.

554 "Kathleen Deppeler" (1078687744)

01:23:16.830 --> 01:23:23.280

Uh, you know, he might say good, but you can say, tell me more. Um, you think, you know, the.

555 "Kathleen Deppeler" (1078687744)

01:23:23.280 --> 01:23:28.950

Thank you for making room for me. I know you're busy. How you doing fancy says.

556 "Kathleen Deppeler" (1078687744)

01:23:33.805 --> 01:23:48.205

Look like you're having a good day Justin. Mary says that was very kind of you.

557 "Kathleen Deppeler" (1078687744)

01:23:48.205 --> 01:23:57.955

So you're identifying that was a nice thing to do some good reinforcement there. How are you doing today? Good open ended question. Looks like you're busy working. Carry says good.

558 "Kathleen Deppeler" (1078687744)

01:23:58.920 --> 01:24:03.600

That's a good empathy statement, right there.

559 "Kathleen Deppeler" (1078687744)

01:24:03.600 --> 01:24:08.400

You see that yeah you know, all those papers and he's probably pretty busy. A gentleman.

560 "Kathleen Deppeler" (1078687744)

01:24:08.400 --> 01:24:15.450

Like, a real gentleman, Justin Alec says, so you're identifying for him like, this thing that he did, you're paying it off.

561 "Kathleen Deppeler" (1078687744)

01:24:15.450 --> 01:24:21.120

You're identifying how he's feeling about it looks like you're happy to see your, uh, your peer there.

562 "Kathleen Deppeler" (1078687744)

01:24:21.120 --> 01:24:24.780

Okay, so now let's talk about.

563 "Kathleen Deppeler" (1078687744)

01:24:24.780 --> 01:24:38.035

Some more difficult times. We know that in the good times, we're going to use that to ask open ended questions, give empathy and encouragement and in a difficult time, when someone's and junk behavior, we're going to work on pivoting around it.

564 "Kathleen Deppeler" (1078687744)

01:24:38.035 --> 01:24:43.825

We're going to work on avoiding providing 1 of those coercive consequences 1 of those course of reactions. And instead.

565 "Kathleen Deppeler" (1078687744)

01:24:44.130 --> 01:24:50.100

We're going to pivot, which is going to help us avoid paying it off. Um.

566 "Kathleen Deppeler" (1078687744)

01:24:50.100 --> 01:25:00.930

So, again, you guys, we talked about this a little bit earlier in the why do people engage in those drunk behaviors and you guys came up with things like attention or a reaction.

567 "Kathleen Deppeler" (1078687744)

01:25:00.930 --> 01:25:08.190

You also said things like us, what they know to do, which I think is a really important thing to think about. So, what's the payoff.

568 "Kathleen Deppeler" (1078687744)

01:25:08.190 --> 01:25:22.200

Of doing that junk behavior attention, getting you to comfort them a reaction. The cordial meets conversion idea to make you go away or get even a power trip. Vickie says.

569 "Kathleen Deppeler" (1078687744)

01:25:22.200 --> 01:25:26.340

Make you do something for them it's what people do. Um.

570 "Kathleen Deppeler" (1078687744)

01:25:26.340 --> 01:25:31.800

So, it's really important to remember the why, um.

571 "Kathleen Deppeler" (1078687744)

01:25:31.800 --> 01:25:37.620

The why people are doing it, and it's also important to remember that these things are annoying.

572 "Kathleen Deppeler" (1078687744)

01:25:37.620 --> 01:25:45.690

And undesirable, but they are not physically harmful to themselves others, property or illegal.

573 "Kathleen Deppeler" (1078687744)

01:25:45.690 --> 01:25:53.850

And they're not putting people at risk and so we can have some room there for a different response. And that response is pivot. Um.

574 "Kathleen Deppeler" (1078687744)

01:25:54.355 --> 01:26:03.685

And it's important to think about that, and it's important to avoid reacting because what we know is that with serious behaviors. So, things that are physically harmful to themselves. Other property are illegal.

575 "Kathleen Deppeler" (1078687744)

01:26:03.835 --> 01:26:17.695

They often stemmed from a junk behavior, getting reacted to and that coercion needs coercion. Getting ramped up, and now we're at serious behavior. Now we're at things that are physically harmful to themselves others, property or illegal.

576 "Kathleen Deppeler" (1078687744)

01:26:17.970 --> 01:26:27.540

So that's a big motivator from my perspective for pivot that it really can help de, escalate, keep things at a, at a safe and calm.

577 "Kathleen Deppeler" (1078687744)

01:26:27.540 --> 01:26:31.530

Environment, so how do we pivot? Well, 1st.

578 "Kathleen Deppeler" (1078687744)

01:26:31.530 --> 01:26:38.130

We're going to avoid we're going to be mindful of our body language. Think of all the ways that you respond when something's going on, you know.

579 "Kathleen Deppeler" (1078687744)

01:26:38.130 --> 01:26:52.770

Your face can say a lot that the sigh under your breath says a lot. So think of all those things that you're doing, you know, physically backing away, having some kind of response. So think about that and avoid providing those just.

580 "Kathleen Deppeler" (1078687744)

01:26:52.770 --> 01:26:59.070

Take a breath and avoid it, and then you can use 1 of a few of 1 of our 3 pivot options here. So.

581 "Kathleen Deppeler" (1078687744)

01:26:59.575 --> 01:27:13.705

1 would be, uh, use a pivot to another person so you're actively attending to someone else. And I think this is a really good 1 for a situation in which you come in and 1 person's on task and another is off task.

582 "Kathleen Deppeler" (1078687744)

01:27:14.065 --> 01:27:28.975

And, uh, you know, oftentimes people will go and and try to get that off task person back on task. And then we've missed an opportunity to create a positive environment and focus on the desirable behaviors we're looking for. So a pivot to.

583 "Kathleen Deppeler" (1078687744)

01:27:29.070 --> 01:27:37.530

Another person would be focusing on that on that that person who's working on task. And when we see the off task person, um.

584 "Kathleen Deppeler" (1078687744)

01:27:37.530 --> 01:27:45.720

Start to engage in a desirable behaviour, then we can pivot to them and that step and that's step 3, which is to pivot back to the person.

585 "Kathleen Deppeler" (1078687744)

01:27:45.720 --> 01:27:52.380

Um, so that's that's option a pivot to another person.

586 "Kathleen Deppeler" (1078687744)

01:27:53.185 --> 01:28:07.435

And notice the words subtly. So, this is not the old. Can't you be more like your sister kind of business? It's someone's on task. That's the person. Who's going to get my attention when the off test person engages. It starts to get on task. Then I'm going to pivot and bring them in.

587 "Kathleen Deppeler" (1078687744)

01:28:07.800 --> 01:28:16.950

Option B, here is pivot to an activity and that's my activity. That's it. I'm going to focus myself on the work that I'm doing.

588 "Kathleen Deppeler" (1078687744)

01:28:16.950 --> 01:28:30.150

Until I see until in the back of my, the side of my, I see some desirable behavior beginning to occur or the jump behavior stops and then I'm going to go to number 3 and pin it back to the person.

589 "Kathleen Deppeler" (1078687744)

01:28:31.945 --> 01:28:42.715

And then there's the last option here, uh, see, pivot on the person, and that's just continuing to talk to them as though the junk wasn't happening and focusing on the desirable behaviors that that are occurring.

590 "Kathleen Deppeler" (1078687744)

01:28:43.555 --> 01:28:56.275

So, you know, if a person is actively is actively working on tours and complaining, I'm going to focus on how much effort was working. So, you know, they're sweeping the floor and.

591 "Kathleen Deppeler" (1078687744)

01:28:56.610 --> 01:29:00.270

Who am sweeping the floor your staff you should do it.

592 "Kathleen Deppeler" (1078687744)

01:29:00.625 --> 01:29:12.505

Uh, there's, there's so much work this well, this was a lot of work there. There's so much dirt on this floor and look you got it all all in the circle here. Wow, this is a lot you've accomplished.

593 "Kathleen Deppeler" (1078687744)

01:29:12.655 --> 01:29:21.625

You know, I'm just going to focus on what they have been doing and avoid reacting to the junk of complaining about it and telling me that I should be the 1 to do it.

594 "Kathleen Deppeler" (1078687744)

01:29:21.900 --> 01:29:31.770

So those are my 3 options I'm going to pivot on another person. So, focus on the desirable behavior occurring in the environment of another person, without.

595 "Kathleen Deppeler" (1078687744)

01:29:31.770 --> 01:29:36.810

Comparing them and again, and it is not they can't you be more like your sister? Um.

596 "Kathleen Deppeler" (1078687744)

01:29:36.810 --> 01:29:44.460

I'm going to I could pivot to an activity, so focus on the on my own activity until, um.

597 "Kathleen Deppeler" (1078687744)

01:29:44.460 --> 01:29:50.310

Until I see the desire, some desirable behavior occurring or the junk stopping or.

598 "Kathleen Deppeler" (1078687744)

01:29:50.310 --> 01:29:57.930

I could pivot on the person and just keep talking as though the junk behavior wasn't occurring or and then.

599 "Kathleen Deppeler" (1078687744)

01:29:57.930 --> 01:30:04.110

Then, in that case, I'm not going to do step 3 because I'm still engaged with them. So step 3 is, um.

600 "Kathleen Deppeler" (1078687744)

01:30:04.110 --> 01:30:08.730

After the junk stops for 10 seconds I'm going to.

601 "Kathleen Deppeler" (1078687744)

01:30:09.025 --> 01:30:16.765

Pivot back to them, I'm going to attend to something desirable that's occurring. I'm going to provide a positive consequence for that.

602 "Kathleen Deppeler" (1078687744)

01:30:16.765 --> 01:30:30.895

I'm going to pay attention to it, and I'm going to repeat this pivot this avoid reacting using another person or my own activity, or sticking with this person for as long as necessary.

603 "Kathleen Deppeler" (1078687744)

01:30:30.895 --> 01:30:38.725

Again people have been engaging in these junk behaviors for a very long time. It's unlikely that 1 pivot 1 avoiding reacting is going to be effective and.

604 "Kathleen Deppeler" (1078687744)

01:30:38.730 --> 01:30:40.470

And, um.

605 "Kathleen Deppeler" (1078687744)

01:30:40.470 --> 01:30:46.170

And shifting to more desirable behavior so I'm just going to keep at it. I'm going to keep avoiding it.

606 "Kathleen Deppeler" (1078687744)

01:30:46.170 --> 01:30:50.430

And I want to point out that this is a universal strategy.

607 "Kathleen Deppeler" (1078687744)

01:30:50.430 --> 01:30:56.670

And pivot is not intended to solve all of your problems. It's to help you get through this moment.

608 "Kathleen Deppeler" (1078687744)

01:30:56.875 --> 01:31:09.805

This moment where this trunk is happening. So if you find yourself pivoting the same behavior over and over and over again. It's time for another skill. The person needs to learn something names, learn. The thing to do instead.

609 "Kathleen Deppeler" (1078687744)

01:31:09.955 --> 01:31:19.585

So we have a skill called set expectations. So, if you find yourself pivoting that same behavior over and over again, it's likely that another intervention's needed, like, set expectations.

610 "Kathleen Deppeler" (1078687744)

01:31:21.720 --> 01:31:25.260

So, why pivot why not just ignore it?

611 "Kathleen Deppeler" (1078687744)

01:31:25.260 --> 01:31:28.980

Ignoring it is coercive. Um.

612 "Kathleen Deppeler" (1078687744)

01:31:31.195 --> 01:31:44.065

It can be really reinforcing and it can cost this thing the behavior per say yes. Oh, you don't see this you're going to ignore me. Well, let me show you some more and things really escalate and get out of control from there.

613 "Kathleen Deppeler" (1078687744)

01:31:44.635 --> 01:31:50.635

So, pivot really helps because it it, it attend, it's looking for desirable behavior.

614 "Kathleen Deppeler" (1078687744)

01:31:50.635 --> 01:32:03.835

It's focusing on desirable behavior and that's going to strengthen it and make those things more likely to happen in the future, and it's going to weaken the undesirable behavior when we're not reacting to that junk it's less likely to happen in the future.

615 "Kathleen Deppeler" (1078687744)

01:32:03.835 --> 01:32:10.885

It didn't get that attention. It didn't get that response that they were looking for desirable behavior, gets that.

616 "Kathleen Deppeler" (1078687744)

01:32:11.574 --> 01:32:19.734

It also can prevent that behavior. 1st, you know, if ignoring it can escalate things into oh, you don't see this. Let me show you something else.

617 "Kathleen Deppeler" (1078687744)

01:32:20.154 --> 01:32:30.834

Well, avoiding reacting is not the same as as ignoring and they, they will get that attention. You are going to pay back, so it can help prevent that behavior burst.

618 "Kathleen Deppeler" (1078687744)

01:32:31.139 --> 01:32:39.869

And it could also prevent escalated to serious behavior. Again, the majority of serious behavior stems from junk behavior, getting reacted to.

619 "Kathleen Deppeler" (1078687744)

01:32:39.869 --> 01:32:42.929

And getting even.

620 "Kathleen Deppeler" (1078687744)

01:32:42.929 --> 01:32:54.959

Coercion meets coercion, so it can help prevent that because we're avoiding providing that coercion. We're avoiding that consequence. So let's look at a couple examples here.

621 "Kathleen Deppeler" (1078687744)

01:32:54.959 --> 01:32:59.789

Let's look at annoying Addie, annoying ideas.

622 "Kathleen Deppeler" (1078687744)

01:33:00.204 --> 01:33:14.934

She frequently picks her nose and she's telling you about a cool package she just got, and you're in the middle of typing an email. So I'm going to suggest to you that this would be a great opportunity to pivot on your own activity. So, if I'm.

623 "Kathleen Deppeler" (1078687744)

01:33:15.209 --> 01:33:24.959

If I'm typing, that means I can focus on my activity and I know abby's over here. And she's telling me about a cool package but I can also tell she's got her finger in her nose.

624 "Kathleen Deppeler" (1078687744)

01:33:24.959 --> 01:33:28.139

What's my opportunity? What am I looking for?

625 "Kathleen Deppeler" (1078687744)

01:33:28.139 --> 01:33:37.079

In order to shift and give adding more attention than I'm currently giving her right now I'm focused and I'm really pivoting on my own activity of typing.

626 "Kathleen Deppeler" (1078687744)

01:33:38.309 --> 01:33:45.539

What am I looking for in order to put it back to Alley? I'm looking at the chat box. Um, what am I looking for?

627 "Kathleen Deppeler" (1078687744)

01:33:45.539 --> 01:33:49.859

When Addy does what I am going to shift my attention.

628 "Kathleen Deppeler" (1078687744)

01:33:50.154 --> 01:33:51.024

And focus on her

629 "Kathleen Deppeler" (1078687744)

01:34:04.824 --> 01:34:18.684

yeah, Karen says, when her fingers out of her nose. Exactly. When when finger comes out of her nose, I'm about to get real interested in that package until then I'm typing. I'm typing in providing a minimal amount of.

630 "Kathleen Deppeler" (1078687744)

01:34:19.679 --> 01:34:31.529

Of interaction. Great job here. Thank you. Okay. Let's look at another 1. let's look at outburst Ali. So, Oliver and Sally are working on a project and.

631 "Kathleen Deppeler" (1078687744)

01:34:31.529 --> 01:34:45.899

Oliver's monitoring things like this. I'm just going to tear it up. This is sodium. He's over you're off task and you've got Sally who is working and humming her favorite song. Who are you going to attend to? 1st.

632 "Kathleen Deppeler" (1078687744)

01:34:47.489 --> 01:34:51.449

I am I gonna, how am I going to engage in this situation? What would you do?

633 "Kathleen Deppeler" (1078687744)

01:34:52.679 --> 01:34:59.639

Hum with Sally. Okay. Yeah. Compliment. Sally. Ask Sally. Tell me what you're working on. You're going to Sally is your focus.

634 "Kathleen Deppeler" (1078687744)

01:34:59.639 --> 01:35:12.449

Sally, who is coming you're going to praise Sally you're gonna you're gonna focus on Sally. Yes. And tell me what are we looking for from all over? What could happen how, how are you going to know when to pivot back to all of her?

635 "Kathleen Deppeler" (1078687744)

01:35:15.809 --> 01:35:22.289

When is our chance to engage him we're going to focus on Sally.

636 "Kathleen Deppeler" (1078687744)

01:35:22.289 --> 01:35:28.649

And look for something with Oliver, for when all of our participates in the activity when you see, um.

637 "Kathleen Deppeler" (1078687744)

01:35:30.779 --> 01:35:35.909

Uh, you guys are coming really fast at me. Yeah. When he starts, when he changes his focus.

638 "Kathleen Deppeler" (1078687744)

01:35:35.909 --> 01:35:39.479

Then we're gonna or starts to be quiet. Um.

639 "Kathleen Deppeler" (1078687744)

01:35:39.479 --> 01:35:48.959

Yeah, there you go when he, when he sees the desirable behavior. Exactly. So we're going to wait for all of her and then when we see something like that.

640 "Kathleen Deppeler" (1078687744)

01:35:48.959 --> 01:35:57.959

We'll pay it back to him. This is great guys. You're doing really well. Okay. Let's look at another 1. this is our last 1 for pivot and then we're going to shift to stay close hot.

641 "Kathleen Deppeler" (1078687744)

01:35:57.959 --> 01:36:01.739

Okay, so Here's our scenario.

642 "Kathleen Deppeler" (1078687744)

01:36:01.739 --> 01:36:05.309

Malcolm, it's time to go inside.

643 "Kathleen Deppeler" (1078687744)

01:36:05.309 --> 01:36:09.179

And he screams this is crap. I don't want to.

644 "Kathleen Deppeler" (1078687744)

01:36:09.179 --> 01:36:17.939

You can hear music playing and birds and you're outside. So there's lots of things around. What can you focus on.

645 "Kathleen Deppeler" (1078687744)

01:36:17.939 --> 01:36:21.629

To avoid responding to Malcolm.

646 "Kathleen Deppeler" (1078687744)

01:36:22.314 --> 01:36:36.864

What can you focus on? Yeah, you can focus on the music playing.

647 "Kathleen Deppeler" (1078687744)

01:36:36.864 --> 01:36:50.994

You can focus on the, the singing dancing. You can focus on the things that are happening in your environment. You don't have to respond to the malcolm's complaints. This guy, the weather. Exactly.

648 "Kathleen Deppeler" (1078687744)

01:36:51.299 --> 01:37:05.934

You have other things that you and when Malcolm starts to walk towards the house or inside, you know, whatever that looks like that's when we're going to pay back to Malcolm and pay off some of that movement in the right direction. Um.

649 "Kathleen Deppeler" (1078687744)

01:37:06.299 --> 01:37:21.059

Even when Malcolm just simply stops complaining, that might be our opportunity to put it back to him as well. Depending on how rapidly that junk behavior is occurring. And what kind of time we have between.

650 "Kathleen Deppeler" (1078687744)

01:37:21.294 --> 01:37:32.574

The undesirable behaviors model. So brandy asked, if you can model deep breathing, and I think it really depends on the level of the situation. And I think that's a really good question and something.

651 "Kathleen Deppeler" (1078687744)

01:37:32.574 --> 01:37:46.374

We talk extensively about when to provide that model in in the full tools of choice class and in a few slides, I have a QR code that you can scan where you can learn some more about some,

652 "Kathleen Deppeler" (1078687744)

01:37:46.374 --> 01:37:48.324

some specific opportunities to.

653 "Kathleen Deppeler" (1078687744)

01:37:50.664 --> 01:37:58.134

To bring in that coping skill idea and, in fact, here, instead of in stay close high, that's another opportunity we can do it.

654 "Kathleen Deppeler" (1078687744)

01:37:58.134 --> 01:38:06.144

And, you know, I think Malcolm is a good example of a situation that many of us could identify could really escalate quickly.

655 "Kathleen Deppeler" (1078687744)

01:38:06.174 --> 01:38:19.764

So, if we respond to that, John, can we try to remind him about what's gonna happen when you get inside or, if you don't go inside now and you're not going to be able to go outside next time. You know, if we start in on those conversions, that situation could really escalate. I think we all.

656 "Kathleen Deppeler" (1078687744)

01:38:19.769 --> 01:38:20.819

So, um.

657 "Kathleen Deppeler" (1078687744)

01:38:20.819 --> 01:38:29.009

Really could see that 1 getting out of control and so it's kind of a nice 1 to shift into this. Stay close hat. So stay close. Had things have escalated.

658 "Kathleen Deppeler" (1078687744)

01:38:29.009 --> 01:38:36.389

Someone is having things are not going well for a person. A worst thing has occurred in their lives. Um.

659 "Kathleen Deppeler" (1078687744)

01:38:36.389 --> 01:38:42.569

And it's really about what they perceive as a worsening. The things have gotten worse from their perspective and.

660 "Kathleen Deppeler" (1078687744)

01:38:42.569 --> 01:38:49.254

Here's the skills we can use, they should look really familiar, because they're the same as the ones we can use all the time.

661 "Kathleen Deppeler" (1078687744)

01:38:49.284 --> 01:39:01.014

This is a stay close interaction and there's a few things that we should consider that are a little bit different in this stay close hat because things are escalated. So, let's look at this. 1st, we're 1st.

662 "Kathleen Deppeler" (1078687744)

01:39:01.259 --> 01:39:16.014

1st, and foremost, we're gonna start with avoiding coercion. We're going to recognize that any of those forms of coercion are likely to make things even more works for the person, and they're focused on undesirable behaviour. So we're gonna avoid it. We're going to avoid reacting to the junk.

663 "Kathleen Deppeler" (1078687744)

01:39:16.289 --> 01:39:20.759

Usually, we're going to move towards the person for safety reasons.

664 "Kathleen Deppeler" (1078687744)
01:39:20.759 --> 01:39:25.289
You should consider safety as you do that is certainly an stateless hot.

665 "Kathleen Deppeler" (1078687744)
01:39:25.704 --> 01:39:37.884
And this is also another reason why using this skill all the time, when things are going well, as the way that you build your relationship and important. Because the more often that this is just, you know, Kathleen just moves towards me.

666 "Kathleen Deppeler" (1078687744)
01:39:37.884 --> 01:39:49.014
That's what we do when we talk, it's less likely to be taken as an aggressive response. If that's just typically how we respond. So important to practice these skills all the time, touch as appropriate to the situation.

667 "Kathleen Deppeler" (1078687744)
01:39:49.349 --> 01:39:52.649
Open ended questions.

668 "Kathleen Deppeler" (1078687744)
01:39:53.064 --> 01:40:07.674
If you need them so that you can learn about the situation if you need them so that you can keep the conversation going, you should use those and be very careful in the questions that you ask to avoid, trying to fix it.

669 "Kathleen Deppeler" (1078687744)
01:40:08.784 --> 01:40:11.844
That is a form of coercion. It would be a lecture and logic. So.

670 "Kathleen Deppeler" (1078687744)
01:40:12.209 --> 01:40:22.169
I really make sure that you, when you use open ended questions, they're really to keep the conversation going and that they're necessary for that so that you can learn more. Um.

671 "Kathleen Deppeler" (1078687744)
01:40:22.169 --> 01:40:27.959
Okay, listen, listen, listen, listen, listen, listen really need to listen to what the person is saying.

672 "Kathleen Deppeler" (1078687744)
01:40:27.959 --> 01:40:32.729
And, um, stay on topic, avoid changing the subject with them.

673 "Kathleen Deppeler" (1078687744)
01:40:33.354 --> 01:40:46.284
And then you're going to use those empathy statements, you're going to acknowledge the difficulty of the situation many people when things are going poorly, don't want to provide an empathy statement for fear that they'll make it worse.

674 "Kathleen Deppeler" (1078687744)

01:40:46.464 --> 01:40:55.314

When, in fact, it makes it better. It tells the person that someone understands them that you get, where they're coming from that connection really can help people.

675 "Kathleen Deppeler" (1078687744)

01:40:56.664 --> 01:41:08.904

So use empathy, statements, use encouragement statements. So, if the person's been through difficult times before if they've been through something like this, and they were successful, remind them of that, you know, you've been through tough times.

676 "Kathleen Deppeler" (1078687744)

01:41:08.934 --> 01:41:23.544

I remember when you were really disappointed before, and you did your breathing, you know, just like you're doing now, if you keep doing that I know that we can get through this. So reminding them of the time when they were successful or something that they're doing.

677 "Kathleen Deppeler" (1078687744)

01:41:23.544 --> 01:41:25.644

Right here in this moment that.

678 "Kathleen Deppeler" (1078687744)

01:41:25.649 --> 01:41:36.924

That will help them it is not an opportunity to suggest that they do something different. That's a prompt or a task to me. And that might really not overwhelmed this difficult time.

679 "Kathleen Deppeler" (1078687744)

01:41:36.924 --> 01:41:40.704

So, make sure that whatever you're encouraging is actually something that's happening right now.

680 "Kathleen Deppeler" (1078687744)

01:41:41.849 --> 01:41:56.789

I can see you're taking those deep breaths like brandy suggested, you know, you can model that deep breathing if you see a little tiny deep breath, you can say, you can notice it and you can model a deeper 1. that's how you can keep it going. So, there is an opportunity for that.

681 "Kathleen Deppeler" (1078687744)

01:41:56.789 --> 01:42:11.184

And you're going to repeat, you're going to repeat until they're ready for the next step. So, until you. See, so you're going to repeat these steps open ended question, empathy encouragement until you see the effects until you see that the situation is is starting to de escalate.

682 "Kathleen Deppeler" (1078687744)

01:42:11.394 --> 01:42:14.214

And then you can direct to an alternative behavior, or.

683 "Kathleen Deppeler" (1078687744)

01:42:15.444 --> 01:42:25.554

Something that, you know, helps them cope, you know, sometimes when you're having a rough day I know it helps to take a walk, it seems like you might be kind of feeling better. Would this be a good time to do that we could take a walk?

684 "Kathleen Deppeler" (1078687744)

01:42:26.364 --> 01:42:38.634

You know, it's really important that they've shown signs of escalating before you suggest that alternative behavior it's not a redirection. We're not trying to get out of this difficult behavior or this difficult situation.

685 "Kathleen Deppeler" (1078687744)

01:42:38.969 --> 01:42:52.559

We're just trying to help everyone cope so there's a time for that coping skill and it's after we've, it's either before we get escalated or after we have started to de escalate. But if we just try to prompt that in the middle, it's, it's, it's, um.

686 "Kathleen Deppeler" (1078687744)

01:42:52.559 --> 01:42:57.779

Unlikely that they're going to be successful. Really using that coping skill.

687 "Kathleen Deppeler" (1078687744)

01:42:57.779 --> 01:43:09.264

And then, uh, use reinforcement after de escalating. So, you know, I think a lot of times when something difficult happens, you know, in the moment, we don't want to provide that empathy or acknowledgement about how difficult the situation is.

688 "Kathleen Deppeler" (1078687744)

01:43:09.264 --> 01:43:15.774

And then after it's over, we just never want to bring it up again when, in fact, after the person's de escalated.

689 "Kathleen Deppeler" (1078687744)

01:43:16.079 --> 01:43:22.439

Telling them, it was rough and you seem like you're really feeling relaxed down after such a tough day.

690 "Kathleen Deppeler" (1078687744)

01:43:22.439 --> 01:43:35.309

You know, now you seem like you're really having a good 1, so reminding people afterwards and really beefing up that reinforcement afterwards is really important. So, let's talk real quick about empathy again. We talked about it before.

691 "Kathleen Deppeler" (1078687744)

01:43:35.634 --> 01:43:47.394

And it's just again telling the person how, that that you see how they're feeling. And again, sometimes in a difficult situation, people are

hesitant to do this because they don't want to make it worse. You will not make it worse.

692 "Kathleen Deppeler" (1078687744)

01:43:47.514 --> 01:43:54.684

You will tell the person that you understand them and that connection will make things better. So let's practice 1. real quick. We're going to talk about sad.

693 "Kathleen Deppeler" (1078687744)

01:43:55.589 --> 01:43:59.549

Sammy had an argument, the roommate and.

694 "Kathleen Deppeler" (1078687744)

01:44:00.774 --> 01:44:10.824

We're having a tough time, and sometimes Sammy lays in bed for hours and, you know, having an argument with her roommate is a really tough thing.

695 "Kathleen Deppeler" (1078687744)

01:44:10.824 --> 01:44:21.354

So she is in bed crying and telling you that she needs a pill and you're in the living room. So, let's talk about an empathy statement and an encouraging statement.

696 "Kathleen Deppeler" (1078687744)

01:44:21.659 --> 01:44:32.879

That you could use with Sammy. Yeah. You're going to you want to try to get her to talk. You want to have this interaction. So what's an empathy statement? How is Sammy feeling right now?

697 "Kathleen Deppeler" (1078687744)

01:44:32.879 --> 01:44:36.539

Let's tell her, let's tell her what we see, you're so upset.

698 "Kathleen Deppeler" (1078687744)

01:44:36.539 --> 01:44:40.529

Sammy, you're so upset. I hear you. Yeah.

699 "Kathleen Deppeler" (1078687744)

01:44:44.519 --> 01:44:48.509

You're so upset and I want to be sure that I.

700 "Kathleen Deppeler" (1078687744)

01:44:48.509 --> 01:44:59.429

I tell her how I see that. I see that. She's upset. I don't want to ask if she said said, I want to tell her. I just want to tell her. I see you.

701 "Kathleen Deppeler" (1078687744)

01:45:04.799 --> 01:45:08.429

Your voice sounds so sad. Sammy, I hear you.

702 "Kathleen Deppeler" (1078687744)

01:45:10.619 --> 01:45:24.324

We're really going to try to find words that reflect the gravity of the situation to those, a particularly difficult 1, uh, difficult interaction, you know, or she sounds just, you know,

703 "Kathleen Deppeler" (1078687744)

01:45:25.464 --> 01:45:37.014

like, very, very, very, very heartbroken, you know, really trying to use a word that reflects the gravity of how she's feeling is important. That's really going to tell her that you see her and you understand her. So, um.

704 "Kathleen Deppeler" (1078687744)

01:45:38.759 --> 01:45:45.749

So so telling her acknowledging I see you are so upset I can tell and then, you know.

705 "Kathleen Deppeler" (1078687744)

01:45:45.749 --> 01:45:58.164

It says here that she frequently gets upset and so she's been through tough times and she's made it through. She's made it past them. And so that's some encouragement that we could try to provide. How could we tell her that like that?

706 "Kathleen Deppeler" (1078687744)

01:45:58.194 --> 01:46:05.184

You've been through tough times before, and I think you can do it again, you know, and what are some things that she's doing you know, if you go in and you say to her.

707 "Kathleen Deppeler" (1078687744)

01:46:06.444 --> 01:46:20.244

Sammy, you're so upset and she says, I am, you know, Johnny yelled at me and there was none and she's telling you just the fact that she's already talking about a difficult situation might be something that you can provide encouragement about, you know, this was a tough situation Sammy,

708 "Kathleen Deppeler" (1078687744)

01:46:20.244 --> 01:46:21.564

and you're already talking about it.

709 "Kathleen Deppeler" (1078687744)

01:46:23.544 --> 01:46:36.024

It's so hard to talk about things sometimes and you're already doing it. It's great. I know we can get through this. I know that you can, and giving her that encouragement and again, it's really important when you're talking about that encouragement that it's actually things she's doing.

710 "Kathleen Deppeler" (1078687744)

01:46:36.624 --> 01:46:41.064

So, I couldn't tell her that if she, if I went in there and said, see me, you're so upset what's going on.

711 "Kathleen Deppeler" (1078687744)

01:46:41.399 --> 01:46:54.779

And she just stared at me, it would be very hard to find some encouragement. Then you might have to really think about looking for those breaths and trying to identify a deep breath and then modeling it myself.

712 "Kathleen Deppeler" (1078687744)

01:46:54.779 --> 01:46:58.079

So, uh.

713 "Kathleen Deppeler" (1078687744)

01:46:58.079 --> 01:47:02.999

We have talked about gotten on the same page about what behavior is.

714 "Kathleen Deppeler" (1078687744)

01:47:04.349 --> 01:47:15.684

We've talked about the categories of behavior, so really trying to think about the context of that behavior and how we might respond.

715 "Kathleen Deppeler" (1078687744)

01:47:15.684 --> 01:47:26.394

So, we and we've talked about some skills to use based on the type of behavior that is so just okay in significant we want to use, stay close and we want to use positive consequences.

716 "Kathleen Deppeler" (1078687744)

01:47:26.459 --> 01:47:34.559

That's what we want to do with desirable behaviors significant and just okay really expanding that response to just okay. Behaviors.

717 "Kathleen Deppeler" (1078687744)

01:47:34.559 --> 01:47:42.209

And then we talked about responses for that junk that stuff that's not physically harmful to themselves, others, property or illegal, but it's not helpful to the environment.

718 "Kathleen Deppeler" (1078687744)

01:47:42.209 --> 01:47:46.739

It's not helpful to them socially and, um.

719 "Kathleen Deppeler" (1078687744)

01:47:46.739 --> 01:47:53.519

Would be meaningful to their, their lives if, if it wasn't happening. So that's the junk. And when we see junk.

720 "Kathleen Deppeler" (1078687744)

01:47:53.519 --> 01:48:05.484

We're gonna avoid reacting and use that skill pivot and then we talked about serious behaviors these worsening and the skill we can use, then, which would be stateless hot and if things continue to escalate,

721 "Kathleen Deppeler" (1078687744)

01:48:05.634 --> 01:48:11.604

we also talked about implementing a safety crisis plan or using 908 to help with a behavioral crisis. a behavioral crisis

722 "Kathleen Deppeler" (1078687744)

01:48:12.179 --> 01:48:21.354

So, we've gotten on the same page about what behavior is we've talked about some things that we can do to prevent it. And before we leave today, I'd like to provide you with some resources.

723 "Kathleen Deppeler" (1078687744)

01:48:21.774 --> 01:48:36.174

Because again, today was just an overview of philosophy and a little bit of strategy about things that you can do to, to help increase the positive environment that you're in. So, here's some resources that I want to leave you with.

724 "Kathleen Deppeler" (1078687744)

01:48:36.174 --> 01:48:42.174

And this is the QR code. I was talking about that if you have your cell phone and you want to hold it up and.

725 "Kathleen Deppeler" (1078687744)

01:48:42.179 --> 01:48:44.909

Use your camera to scan this QR code.

726 "Kathleen Deppeler" (1078687744)

01:48:45.504 --> 01:48:57.984

Um, this will take you to podcasts there's 10 of them and they 1 for each of the different 10 kinds of conversions. They're really great. Not very long.

727 "Kathleen Deppeler" (1078687744)

01:48:57.984 --> 01:49:01.014

Pretty short and they're, they are.

728 "Kathleen Deppeler" (1078687744)

01:49:01.464 --> 01:49:12.834

Are Dr Ross Teresa Rogers who brought tools of choice here to Missouri and Lucas Evans who's the chief behavior analyst for the division of developmental disabilities?

729 "Kathleen Deppeler" (1078687744)

01:49:12.834 --> 01:49:19.494

And the 2 of them are talking about the common kinds of origin that we see and what we could do to avoid that.

730 "Kathleen Deppeler" (1078687744)

01:49:21.239 --> 01:49:26.129

I would also like to encourage you to attend a full tools of choice class. Um.

731 "Kathleen Deppeler" (1078687744)

01:49:26.544 --> 01:49:30.744

Really that we did a minimal amount of practice today.

732 "Kathleen Deppeler" (1078687744)

01:49:31.014 --> 01:49:45.774

And when you attended tools of choice class, what you'll get is really a thorough background for each of the different skills, and followed by a practice session where you can come and interact with the consultant.

733 "Kathleen Deppeler" (1078687744)

01:49:46.644 --> 01:49:56.124

You'll you'll have the opportunity to review the content that you learned in that record and stuff in the, in the skill practice and information.

734 "Kathleen Deppeler" (1078687744)

01:49:56.129 --> 01:50:07.169

You know, the opportunity to review that, and then you'll have the opportunity to practice this skill and get feedback about your implementation from a consultant.

735 "Kathleen Deppeler" (1078687744)

01:50:08.369 --> 01:50:19.824

And then here is a QR code for the family coaching workshops and this is an opportunity for parents, family members, caregivers, um,

736 "Kathleen Deppeler" (1078687744)

01:50:19.884 --> 01:50:24.054

to learn more about skills and practice.

737 "Kathleen Deppeler" (1078687744)

01:50:24.149 --> 01:50:33.359

And get feedback to support them in implementing these positive practices. So those are some resources I'd like to leave you with and, um.

738 "Kathleen Deppeler" (1078687744)

01:50:35.664 --> 01:50:42.954

I'm going to have a few minutes left, so I'm going to navigate here to the chat box. I got a couple of questions.

739 "Kathleen Deppeler" (1078687744)

01:50:43.284 --> 01:50:52.284

So, Matt asked about getting this presentation, and we are providing this presentation on a weekly basis.

740 "Kathleen Deppeler" (1078687744)

01:50:52.284 --> 01:51:03.864

So, if this is something that you're interested in, please send whomever you're interested in, sharing this with please send them to 1 of our upcoming presentations of this. It's routinely available.

741 "Kathleen Deppeler" (1078687744)

01:51:04.704 --> 01:51:10.794

And they'll get the most out of it when we practice it all together and do it that way.

742 "Kathleen Deppeler" (1078687744)

01:51:10.794 --> 01:51:24.594

So, I say that to say, I don't have the presentation available publicly, and I encourage you to come back and and send whoever you would like to hear this information as well.

743 "Kathleen Deppeler" (1078687744)

01:51:25.139 --> 01:51:28.229

And then, um.

744 "Kathleen Deppeler" (1078687744)

01:51:28.229 --> 01:51:33.479

So a little bit more about the availability of tools of choice. So, um.

745 "Kathleen Deppeler" (1078687744)

01:51:34.919 --> 01:51:46.769

Tools of choice anyone at anytime can watch that recorded content on the reliance portal on the DD website. The division of developmental disabilities website.

746 "Kathleen Deppeler" (1078687744)

01:51:46.769 --> 01:51:59.099

Anybody can watch that at any time. I'm actually navigating there right now. I'm going to put a link in the chat box for you to where you can find that religious material. So here's the link.

747 "Kathleen Deppeler" (1078687744)

01:51:59.099 --> 01:52:10.079

In the chat box, and when you navigate to that link, you're going to want to go under the tab that says rely as self registration portals.

748 "Kathleen Deppeler" (1078687744)

01:52:10.079 --> 01:52:24.539

And then the 1 that says content, self, registration portal, and that's where you can register and search for the tools of choice tools and choice courses in there. There are 4 of them.

749 "Kathleen Deppeler" (1078687744)

01:52:24.539 --> 01:52:28.949

And Sarah asked if I could navigate it back to.

750 "Kathleen Deppeler" (1078687744)

01:52:28.949 --> 01:52:35.759

The slide that had the tin conversion so I'm headed there now and.

751 "Kathleen Deppeler" (1078687744)

01:52:45.419 --> 01:52:52.109

Your patients I think, I'm almost there I start, I am seeing the individual coercion examples, so on close.

752 "Kathleen Deppeler" (1078687744)

01:52:52.374 --> 01:53:02.874

And then Matt mentioned that the next step, the next opportunity to view this content,

753 "Kathleen Deppeler" (1078687744)

01:53:02.874 --> 01:53:11.844

I'm going to present this material again on February 14th and it is the same content just another opportunity for folks to hear it.

754 "Kathleen Deppeler" (1078687744)

01:53:23.544 --> 01:53:35.934

Thank you guys, this is the, this completes our presentation for today and I'm going to stay here for a few more minutes, just in case people have questions but otherwise, thank you for joining me today. And thank you for participating. It really makes this class special.

755 "Kathleen Deppeler" (1078687744)

01:53:35.934 --> 01:53:42.054

So, I really appreciate your time, please share the opportunity with others or come back yourself.

756 "Kathleen Deppeler" (1078687744)

01:53:42.359 --> 01:53:45.564

Thank you.