

WEBVTT

1 "Kathleen Deppeler" (2316139008)

00:00:05.184 --> 00:00:10.524

Hello, and welcome to tools for everyone. I'm excited to be here today.

2 "Kathleen Deppeler" (2316139008)

00:00:10.524 --> 00:00:22.524

My name's Kathleen and I am the director of positive supports for the division of developmental disabilities, and I have my colleague with me today to CO facilitate. Catherine's. You'd like to introduce yourself as well.

3 "Kathleen Deppeler" (2316139008)

00:00:22.740 --> 00:00:27.720

Okay.

4 "Katherine Earll" (3570855168)

00:00:27.720 --> 00:00:35.850

Yeah, hi, everyone I'm Catherine Pearl and I am a positive support consultant lead for the eastern region. I'm happy to be here.

5 "Kathleen Deppeler" (2316139008)

00:00:38.065 --> 00:00:47.635

Thanks, Katherine. So, I would like to learn a little bit more about who else is here and so I think that cat our wonderful host is working on making it.

6 "Kathleen Deppeler" (2316139008)

00:00:47.635 --> 00:00:56.635

So, that y'all can chat box with everyone, not just the panelists, but regardless of what you have access to now, I'd love to hear who's here.

7 "Kathleen Deppeler" (2316139008)

00:00:56.635 --> 00:01:07.975

So, if you go ahead and find the chat box in the bottom, right corner of your screen, and add your name and tell us where you're where you're from. That'd be great. I should've told you already. I am in Kansas City.

8 "Kathleen Deppeler" (2316139008)

00:01:07.980 --> 00:01:14.460

We were kind of bragging about that a lot these days. So so tell us who's here.

9 "Kathleen Deppeler" (2316139008)

00:01:15.570 --> 00:01:22.890

And it looks like you should be able to chat box everyone. Thank you. Tiffany. Tiffany is in Western nice just up the road. Uh, St Louis.

10 "Kathleen Deppeler" (2316139008)

00:01:22.890 --> 00:01:30.840

Angelique, thank you. We have both, uh, both sides of by 70 now covered.

11 "Kat Craig" (2306691328)

00:01:34.320 --> 00:01:40.890

Please everyone put your whatever you put in the chat please make sure that you put it to everyone and not just the host.

12 "Kathleen Deppeler" (2316139008)

00:01:40.890 --> 00:01:53.640

If you yeah, if you do just to the host, only cattle, get it. Hi, Chad chads in St Louis too and Mitchell. Great. Lots of St Louis. Okay. You guys are in South city? Very specific part of St Louis. I like it. Okay.

13 "Kathleen Deppeler" (2316139008)

00:01:55.260 --> 00:02:05.340

Lots of St. Louis. Okay. Well, wonderful. It's nice to see, uh, folks from all around the state today.

14 "Kathleen Deppeler" (2316139008)

00:02:05.340 --> 00:02:16.200

Thanks Bridget and okay a bunch of y'all are together. Wonderful. Okay, well, it's exciting to see some stainless. We've got some raw too. So we got a little bit of the.

15 "Kathleen Deppeler" (2316139008)

00:02:16.200 --> 00:02:20.430

Southern part of the state there in Farmington. Okay.

16 "Kathleen Deppeler" (2316139008)

00:02:20.430 --> 00:02:30.240

Welcome Angela Farmington. Great good group of folks here in other Kansas City and IC. Sydney is in Casey. Welcome. Okay. Um.

17 "Kathleen Deppeler" (2316139008)

00:02:30.240 --> 00:02:43.405

Well, wonderful, I'm really glad that you guys are here today and I'm really excited. You already found the chat box, because we're going to use that throughout the class today to, uh, to do a little interaction and make sure we're everybody's on the same page as we go through this.

18 "Kathleen Deppeler" (2316139008)

00:02:43.405 --> 00:02:46.705

So, what you can expect today, you're gonna stay muted.

19 "Kathleen Deppeler" (2316139008)

00:02:47.605 --> 00:02:58.975

That's going to be really easy to do because Kat made it. So nobody can unmute just because you're not muted. Doesn't mean you can't participate that you already use the chat box and I'd love if you keep doing that. Another idea that I think would be helpful.

20 "Kathleen Deppeler" (2316139008)

00:02:58.975 --> 00:03:13.885

Would be if you had some paper for some notes, you know, paper or something, just to type on, it'll be helpful. Because I think there might be some things you want to take notes on today as well as we're gonna do

a couple of activities and it might be good to kind of put your thoughts on paper like that.

21 "Kathleen Deppeler" (2316139008)

00:03:15.570 --> 00:03:30.415

So, what we're going to learn today, this is an overview of a positive support strategy called tools of choice, which the full class is an approved positive behavior, support curriculum through the division.

22 "Kathleen Deppeler" (2316139008)

00:03:30.445 --> 00:03:43.735

This class here is an overview though. So, this does not count as the required positive behavior, support curriculum for direct care staff and it's a great start. So you're going to get a lot of really good information today.

23 "Kathleen Deppeler" (2316139008)

00:03:43.855 --> 00:03:45.565

It's just this class does not.

24 "Kathleen Deppeler" (2316139008)

00:03:45.570 --> 00:03:48.840

Count towards your positive behavior, support curriculum.

25 "Kathleen Deppeler" (2316139008)

00:03:48.840 --> 00:03:57.930

We are going to cover some fundamental facts about behavior system. Just things that we know are true. And that guide the strategies that we're going to share with, you.

26 "Kathleen Deppeler" (2316139008)

00:03:58.345 --> 00:04:13.015

We are going to talk about 4 ways to categorize behavior and we're going to talk about that because it is helpful to identify what type what category of behavior you're observing in order to choose what kind of response you might

27 "Kathleen Deppeler" (2316139008)

00:04:13.015 --> 00:04:19.315

provide. So, we're going to talk about 4 categories of behavior and That'll help you target particular behaviors for change.

28 "Kathleen Deppeler" (2316139008)

00:04:19.590 --> 00:04:29.489

We're also going to talk about coercion and punishment, and we're going to talk about their effects and when we do that, then it will become quite clear while we're asking to avoid them.

29 "Kathleen Deppeler" (2316139008)

00:04:30.204 --> 00:04:35.094

We're going to share 10 specific examples of conversions that we all use.

30 "Kathleen Deppeler" (2316139008)

00:04:35.604 --> 00:04:46.584

So some things we're going to try to avoid doing in the future after we learn about them today and then we're also going to share some strategies that are proactive and preventative help us improve.

31 "Kathleen Deppeler" (2316139008)

00:04:46.584 --> 00:04:58.464

Our relationships improve the interactions and increase the likelihood that we're going to see desirable behavior in our environments. So, the good overview that I'll leave you with a few things that you can leave here today.

32 "Kathleen Deppeler" (2316139008)

00:04:59.489 --> 00:05:01.109

Practicing yourself.

33 "Kathleen Deppeler" (2316139008)

00:05:03.059 --> 00:05:09.419

So, what is positive behavior supports? There's a lot that goes into this definition. So.

34 "Kathleen Deppeler" (2316139008)

00:05:10.194 --> 00:05:25.164

The science of behavior or behavior analysis has been formally investigated and demonstrating the science of behavior since the 1940s there have been hundreds of thousands of articles studies that demonstrate these principles and techniques and many

35 "Kathleen Deppeler" (2316139008)

00:05:25.164 --> 00:05:39.324

programs are implementing them. So, schools, training, curriculums, treatment programs, all using the science of behavior, and the principles that we're going to. we're going to

36 "Kathleen Deppeler" (2316139008)

00:05:39.419 --> 00:05:40.439

Talk about today.

37 "Kathleen Deppeler" (2316139008)

00:05:40.439 --> 00:05:55.289

And then, as positive behavior support that program, this program uses the, the public health model to structure intervention. So, a good way to explain this is to look at that triangle down at the bottom.

38 "Kathleen Deppeler" (2316139008)

00:05:55.289 --> 00:06:02.099

So, if you look at that, the green base there, it represents the universal strategies.

39 "Kathleen Deppeler" (2316139008)

00:06:02.099 --> 00:06:07.769

Those are things that we all need everybody in the population needs for a high quality of life.

40 "Kathleen Deppeler" (2316139008)

00:06:07.769 --> 00:06:16.049

And in a healthy population, 80 to 90% of people will need only this universal level of support.

41 "Kathleen Deppeler" (2316139008)

00:06:17.279 --> 00:06:29.669

And then if you go out, right above that green, you're going to see the yellow and that yellow represents the population at risk for poor outcomes. And so this, this group of folks, um.

42 "Kathleen Deppeler" (2316139008)

00:06:30.204 --> 00:06:34.674

Need interventions that often. Look like just an extra scoop of that universal.

43 "Kathleen Deppeler" (2316139008)

00:06:34.674 --> 00:06:47.844

So, an extra scoop of that universal, that's just targeted for a short period of time and then faded as as risk decreases and in a healthy population, 10 to 15% of people are going to need that extra scoop.

44 "Kathleen Deppeler" (2316139008)

00:06:47.844 --> 00:06:50.484

They're going to need that extra bit of support. support

45 "Kathleen Deppeler" (2316139008)

00:06:52.619 --> 00:07:00.179

And then at the top, that red section, that is the red, the, that is the red that is the, uh, represents the.

46 "Kathleen Deppeler" (2316139008)

00:07:00.179 --> 00:07:03.239

Group of people in crisis.

47 "Kathleen Deppeler" (2316139008)

00:07:03.239 --> 00:07:06.869

People who need and, um.

48 "Kathleen Deppeler" (2316139008)

00:07:06.869 --> 00:07:13.979

That need a targeted intervention, they need it. Um.

49 "Kathleen Deppeler" (2316139008)

00:07:15.419 --> 00:07:26.154

The word I'm looking for, they need to intensive, they need an intensive level of support short term again and faded as risk decreases.

50 "Kathleen Deppeler" (2316139008)

00:07:26.484 --> 00:07:31.524

Um, and in a healthy population about 5% or fewer people are going to need that level of support. support

51 "Kathleen Deppeler" (2316139008)

00:07:32.844 --> 00:07:42.144

So, it's important to understand these levels of these tiered supports these levels of support. Because today we're going to focus on this green level, this universal level.

52 "Kathleen Deppeler" (2316139008)
00:07:42.354 --> 00:07:42.564
So,

53 "Kathleen Deppeler" (2316139008)
00:07:42.564 --> 00:07:57.204
the content that we're going to share today is what everybody needs for a high quality of life and it really is the foundation for all the other interventions that a person might need in order to have a high high

54 "Kathleen Deppeler" (2316139008)
00:07:57.204 --> 00:08:01.554
quality of life. So, is that going to solve all of your problems? It is the base.

55 "Kathleen Deppeler" (2316139008)
00:08:01.649 --> 00:08:05.729
Of all of the other of interventions that you might.

56 "Kathleen Deppeler" (2316139008)
00:08:05.729 --> 00:08:09.899
That a person might need so.

57 "Kathleen Deppeler" (2316139008)
00:08:09.899 --> 00:08:21.119
This this approach can be difficult for people to accept the focus of of it is on being kind and caring all the time. And then sometimes that can.

58 "Kathleen Deppeler" (2316139008)
00:08:22.734 --> 00:08:37.373
Leave people with the idea that people are getting away with their undesirable behavior. And in reality, it's just a shift in focus that we don't have to be mean or cold when people are angry or upset in order for them to understand that.

59 "Kathleen Deppeler" (2316139008)
00:08:37.373 --> 00:08:43.824
That's not what you're looking for being kind of non emotional can be more effective in calming situations and.

60 "Kathleen Deppeler" (2316139008)
00:08:44.069 --> 00:08:48.389
It's also unlikely to make the situation worse.

61 "Kathleen Deppeler" (2316139008)
00:08:49.409 --> 00:09:03.659
Right now, or in the future so our goal is to be kind of hearing all the time and that means we keep our goal and we don't get emotional even when things feel very emotional and very personal. Um.

62 "Kathleen Deppeler" (2316139008)

00:09:03.659 --> 00:09:16.289

We want to avoid the the attempt to get even or try to hurt them back and this is hard and it takes life on practice and it's just it's really different than.

63 "Kathleen Deppeler" (2316139008)

00:09:16.289 --> 00:09:25.109

Our culture and society currently operates, you know, in in popular culture, you see coercion left and right on in.

64 "Kathleen Deppeler" (2316139008)

00:09:25.434 --> 00:09:38.484

On the TV, if you watch any sitcom out there, however, that teenager's problem was solved involves some coercion. It's the way our penal system operates law enforcement.

65 "Kathleen Deppeler" (2316139008)

00:09:38.694 --> 00:09:45.054

It's, it's the way that our society is to operate. And so it's definitely a shift in our.

66 "Kathleen Deppeler" (2316139008)

00:09:45.419 --> 00:09:58.344

Understanding and that can be difficult for people. So I encourage you to have an open mind and avoid cynicism, but, you know, being skeptical and weighing the evidence, I think is important.

67 "Kathleen Deppeler" (2316139008)

00:09:58.344 --> 00:10:00.894

So I encourage you to be skeptical, but.

68 "Kathleen Deppeler" (2316139008)

00:10:01.229 --> 00:10:10.949

Not cynical so, let's get into this. Tell me I would go find your chat box again. What is behavior if you are to explain to behavior to somebody.

69 "Kathleen Deppeler" (2316139008)

00:10:10.949 --> 00:10:15.299

Who doesn't speak the verbal English language how would you describe behavior? What.

70 "Kathleen Deppeler" (2316139008)

00:10:15.299 --> 00:10:19.109

What is behavior give me your definition?

71 "Kathleen Deppeler" (2316139008)

00:10:22.799 --> 00:10:30.689

Anything observable Jennifer says something you can see Tiffany says.

72 "Kathleen Deppeler" (2316139008)

00:10:31.709 --> 00:10:36.479

A means of communication, anything that can be seen and measured all it says.

73 "Kathleen Deppeler" (2316139008)

00:10:38.429 --> 00:10:50.639

Observable and measurable it's like, you guys have been through the full tools, but these are like, spot on definitions laughs. Okay. A way a person acts body expressions of feelings a response to stimulate. Wow. There's so much here. You guys are great.

74 "Kathleen Deppeler" (2316139008)

00:10:50.639 --> 00:11:00.479

Someone displays emotion, behaviors and action and individual does as a means to communicate. One's emotions. Wow. There's a, there's some real, um.

75 "Kathleen Deppeler" (2316139008)

00:11:00.479 --> 00:11:08.609

Themes here, I'm picking up on feelings or emotions a way a person acts, actions, things like that.

76 "Kathleen Deppeler" (2316139008)

00:11:08.609 --> 00:11:23.454

These are great how you act observable and measurable so things you can see, here's our definition that we're that we're going to continue with anything. A person does that can be seen encountered or measured and observed as some people said.

77 "Kathleen Deppeler" (2316139008)

00:11:23.454 --> 00:11:38.304

I like that. So, anything a person does, and the important I'm really emphasizing that word anything, because it's really important that we expand our definition to anything a person does.

78 "Kathleen Deppeler" (2316139008)

00:11:38.609 --> 00:11:52.109

To shift our focus, that's what this tool's positive behavior support is asking us to do to shift our focus. And so we really need to start thinking about behavior as anything a person does that can be seen and counted. Okay.

79 "Kathleen Deppeler" (2316139008)

00:11:52.109 --> 00:11:57.899

So, I'm going to shift back to my side here and I would like you to.

80 "Kathleen Deppeler" (2316139008)

00:11:57.899 --> 00:12:04.169

Give me some behaviors I'm watching the chat box, and I'm just going to type whatever behaviors y'all put in here. So.

81 "Kathleen Deppeler" (2316139008)

00:12:04.169 --> 00:12:07.409

Give me some behaviors what are some behaviors.

82 "Kathleen Deppeler" (2316139008)
00:12:09.689 --> 00:12:16.049
Anything a person does that can be seen and counted tapping crying? Yeah.
Like, oh, you guys are going fast.

83 "Kathleen Deppeler" (2316139008)
00:12:16.049 --> 00:12:20.189
Oh, hey, Catherine, would you mind calling those out to me um.

84 "Kathleen Deppeler" (2316139008)
00:12:20.189 --> 00:12:24.719
That might help me.

85 "Katherine Earll" (3570855168)
00:12:24.719 --> 00:12:34.559
Thanks guys, 1st thing we've got tapping and crying.

86 "Katherine Earll" (3570855168)
00:12:34.559 --> 00:12:38.159
And screaming.

87 "Katherine Earll" (3570855168)
00:12:39.719 --> 00:12:44.279
You already got yelling fidgeting um.

88 "Katherine Earll" (3570855168)
00:12:44.279 --> 00:12:48.509
doomscrolling Twitter.

89 "Katherine Earll" (3570855168)
00:12:48.509 --> 00:12:57.209
Um, hitting yelling, eating those, throwing things.

90 "Katherine Earll" (3570855168)
00:12:57.209 --> 00:13:03.299
Cursing you got that guys have so many examples, so great. Yeah that's
great.

91 "Katherine Earll" (3570855168)
00:13:04.469 --> 00:13:09.119
We've got, uh, in quotes attitude or running away.

92 "Katherine Earll" (3570855168)
00:13:09.119 --> 00:13:12.389
Hello.

93 "Katherine Earll" (3570855168)
00:13:12.389 --> 00:13:15.599
Uh, destroying property.

94 "Katherine Earll" (3570855168)
00:13:15.599 --> 00:13:20.639
I think we already got hitting. Yeah, we have hitting with with
withdrawing.

95 "Katherine Earll" (3570855168)
00:13:20.639 --> 00:13:25.079
Biting pacing. Oh, my goodness. There's so many.

96 "Kathleen Deppeler" (2316139008)
00:13:25.079 --> 00:13:29.339
Great. Okay. Laughing.

97 "Kathleen Deppeler" (2316139008)
00:13:29.339 --> 00:13:34.679
Okay, I'm going to do laughing as the next 1. Wow you guys are.

98 "Kathleen Deppeler" (2316139008)
00:13:34.679 --> 00:13:41.309
Fabulous I saw the so I'm gonna add that just as I saw it. Okay.

99 "Kathleen Deppeler" (2316139008)
00:13:41.309 --> 00:13:44.939
So this is a quite a list I am going to.

100 "Kathleen Deppeler" (2316139008)
00:13:44.939 --> 00:13:48.629
I'm going to circle son.

101 "Kathleen Deppeler" (2316139008)
00:13:48.629 --> 00:13:55.619
And as I circle them, I want you to identify. What do you notice about the ones that I'm circling.

102 "Kathleen Deppeler" (2316139008)
00:14:00.659 --> 00:14:10.409
We noticed about the ones I'm circling.

103 "Kathleen Deppeler" (2316139008)
00:14:16.649 --> 00:14:19.679
Negative negative Bridget says yeah.

104 "Kathleen Deppeler" (2316139008)
00:14:19.679 --> 00:14:25.619
They can be measured. They can, they're also seen as negative reset. Okay. So, yes, they're negative.

105 "Kathleen Deppeler" (2316139008)
00:14:25.619 --> 00:14:29.189
So, let's kind of, um, I'm going to finish this just.

106 "Kathleen Deppeler" (2316139008)
00:14:29.189 --> 00:14:33.569
So that we can kind of get a ratio, um.

107 "Kathleen Deppeler" (2316139008)
00:14:36.209 --> 00:14:39.449
When we think about behavior, how do we tend to think about it?

108 "Kathleen Deppeler" (2316139008)
00:14:39.449 --> 00:14:44.279
Now, if you looked at what the majority of the ones that we came up with.

109 "Kathleen Deppeler" (2316139008)
00:14:44.279 --> 00:14:52.349
You know, these probably are, we tend to think about behavior as a negative so we're going to.

110 "Kathleen Deppeler" (2316139008)
00:14:52.349 --> 00:14:56.789
Expand our definition and start thinking of all the things people do.

111 "Kathleen Deppeler" (2316139008)
00:14:57.924 --> 00:15:11.244
And, um, and we've got our work cut out for us, because it's hard. We often think about behaviors as negative. We're going to expand our definition and we're going to think about behavior as anything a person does that can be measured and observed. Okay.

112 "Kathleen Deppeler" (2316139008)
00:15:11.454 --> 00:15:14.154
I'm gonna do another set of circling here.

113 "Kathleen Deppeler" (2316139008)
00:15:14.399 --> 00:15:19.199
And this is a hard 1 so I want you to think what are you notice about the ones I'm circling now?

114 "Kathleen Deppeler" (2316139008)
00:15:19.199 --> 00:15:22.529
That's different than the ones.

115 "Kathleen Deppeler" (2316139008)
00:15:22.529 --> 00:15:25.859
That I'm that, I'm not circling.

116 "Kathleen Deppeler" (2316139008)
00:15:34.139 --> 00:15:40.979
Jennifer says there, it's a big physical Jessica says Jennifer says no, no, no, no.

117 "Kathleen Deppeler" (2316139008)
00:15:44.729 --> 00:15:48.809
Jennifer says they're a big old category. Does anybody want to.

118 "Kathleen Deppeler" (2316139008)
00:15:48.809 --> 00:15:54.329
She's on to something there, I think I got it.

119 "Kathleen Deppeler" (2316139008)
00:16:06.294 --> 00:16:11.064

jennifer's is something she says it's a big old category when I look at property destruction.

120 "Kathleen Deppeler" (2316139008)

00:16:11.309 --> 00:16:18.719

That I think is a perfect example of a big old category that could be so many things, you know um.

121 "Kathleen Deppeler" (2316139008)

00:16:18.719 --> 00:16:24.239

For me, you know, property destruction could be as simple as.

122 "Kathleen Deppeler" (2316139008)

00:16:24.239 --> 00:16:36.564

Um, you know, throwing down a cup on the floor and milk spills everywhere, and that's property destruction, someone else might not define properties instruction until it starts to, um, you know,

123 "Kathleen Deppeler" (2316139008)

00:16:37.284 --> 00:16:46.944

add up to some amount of money and, you know, in the legal sense of property destruction. Jennifer says, uh, the cursing could be different from someone else's. Exactly.

124 "Kathleen Deppeler" (2316139008)

00:16:47.154 --> 00:16:53.454

Like, it's not cursing to me until it's been on George carlin's list, but for some people.

125 "Kathleen Deppeler" (2316139008)

00:16:54.239 --> 00:16:55.919

And, um.

126 "Kathleen Deppeler" (2316139008)

00:16:55.919 --> 00:17:10.704

Well, now, I can't, I just don't want to cuss because it's different in the eye of the beholder. Right? So, customer is different, based on your own personal definition. And so, when I, these ones that I circled, they are categories of behavior.

127 "Kathleen Deppeler" (2316139008)

00:17:10.704 --> 00:17:13.734

They don't tell us specifically. What a person is doing.

128 "Kathleen Deppeler" (2316139008)

00:17:14.484 --> 00:17:26.994

And so it's really important when we talk about behavior that we talk about behavior in specific actions versus big old categories. 1 reason is it helps us to remove the judgment. You know, somebody didn't throw a tantrum. That sounds pretty judgmental.

129 "Kathleen Deppeler" (2316139008)

00:17:26.994 --> 00:17:39.174

Especially if you're saying it about an adult, but they sat in their seat and how to their face looked angry and they said no, no, no, no, no.

130 "Kathleen Deppeler" (2316139008)

00:17:39.174 --> 00:17:44.064

And and that was the, the tantrum. It's important that everybody.

131 "Kathleen Deppeler" (2316139008)

00:17:44.069 --> 00:17:53.694

Understands and knows what's going on, uh, documentation is important is also just if we talk about behavior and measurable specific terms and specific actions,

132 "Kathleen Deppeler" (2316139008)

00:17:53.844 --> 00:18:01.644

then we're able to see changes in behavior over time if I just say that that person who's sitting there and saying no, no, no, no, no, it's having a tantrum.

133 "Kathleen Deppeler" (2316139008)

00:18:01.919 --> 00:18:10.379

Over time, I won't be able to see the nuances of how that behavior changes and hopefully improves. They, they only said no once and then they.

134 "Kathleen Deppeler" (2316139008)

00:18:10.379 --> 00:18:21.359

They their face didn't look so angry or, you know, there, there's many specific actions that are happening. When we use terms that describe them, then everybody knows what's happening and we're able to see changes over time.

135 "Kathleen Deppeler" (2316139008)

00:18:21.359 --> 00:18:25.169

So, instead of being, like, Kathleen was rude.

136 "Kathleen Deppeler" (2316139008)

00:18:26.004 --> 00:18:38.094

You know, we could say that she looked and said, look at her, what is she wearing? And she had this judging face on and she said those mean things about the person, and they could hear.

137 "Kathleen Deppeler" (2316139008)

00:18:38.394 --> 00:18:50.994

So, you know, a step in the right direction might be that Kathleen writes those things down or Kathleen says it in a whisper voice that would be an improvement to the thing it's so loud that the person could hear. Right.

138 "Kathleen Deppeler" (2316139008)

00:18:51.324 --> 00:18:55.164

So it's important to talk about specific actions. So everybody knows what's happening.

139 "Kathleen Deppeler" (2316139008)

00:18:55.169 --> 00:18:57.689
And we're able to see changes over time.

140 "Kathleen Deppeler" (2316139008)
00:18:57.689 --> 00:19:04.439
Now, sometimes it's helpful. I told you, I was going to talk about the categories of behavior.

141 "Kathleen Deppeler" (2316139008)
00:19:04.439 --> 00:19:18.444
It is helpful to have categories of behavior when you're thinking about how you might respond to those behaviors. And so we have 4 categories of behavior that help us lump behaviors in order to help us determine how we might respond.

142 "Kathleen Deppeler" (2316139008)
00:19:18.564 --> 00:19:21.954
So, our 4 categories of behavior are desirable.

143 "Kathleen Deppeler" (2316139008)
00:19:22.199 --> 00:19:34.709
Significant big deal, big deals things there, uh, big quality of life improvements for people and then there's the, just okay that stuff that people just do cause we're people and we do stuff and that's kind of stuff. We just expect.

144 "Kathleen Deppeler" (2316139008)
00:19:34.709 --> 00:19:41.939
And then undesirable, we have serious the things that are physically harmful to themselves that there's property or illegal.

145 "Kathleen Deppeler" (2316139008)
00:19:41.939 --> 00:19:46.829
And then we have junk that stuff. That is not helpful. It is undesirable.

146 "Kathleen Deppeler" (2316139008)
00:19:48.269 --> 00:19:51.419
We spend a lot of time on it. It's super annoying.

147 "Kathleen Deppeler" (2316139008)
00:19:51.419 --> 00:19:59.429
But it is not physically harmful to themselves, others, property or legal and so we're categorizing it that way because.

148 "Kathleen Deppeler" (2316139008)
00:19:59.429 --> 00:20:12.749
Based on the category, we're going to respond in a particular way for that annoying junk stuff. We have a tool called pivot for that serious stuff. We have a tool called stateless hat. So based on the category, we're going to respond with a particular.

149 "Kathleen Deppeler" (2316139008)
00:20:12.749 --> 00:20:18.329
Uh, okay, so remember.

150 "Kathleen Deppeler" (2316139008)
00:20:18.329 --> 00:20:24.899
It's, it's important to consider the context of the behavior. So when you think about these 4.

151 "Kathleen Deppeler" (2316139008)
00:20:24.899 --> 00:20:30.749
Categories of behavior, right here I'm going to take 1 behavior and go between each of these. So.

152 "Kathleen Deppeler" (2316139008)
00:20:31.284 --> 00:20:46.104
Significant desirable behavior for Kathleen would be going to the gym. If Kathleen went to the gym, it would be a quality of life improvement for her. It's not something that I do all the time. So it's definitely like an improvement.

153 "Kathleen Deppeler" (2316139008)
00:20:46.104 --> 00:20:52.074
It would be like, something to target. Um, significant desirable behavior for me, takes a lot of effort.

154 "Kathleen Deppeler" (2316139008)
00:20:52.974 --> 00:21:07.584
Big impact just. Okay if when Patrick mahomes goes to the gym, it's just okay he goes to jail time you spent and healthy and not a big deal. He's still needs an attaboy every once in a while for his just okay. Behavior but for him.

155 "Kathleen Deppeler" (2316139008)
00:21:08.034 --> 00:21:21.444
Going to the gym is just okay, now let's shift over here to undesirable. When could going to the gym be undesirable. Well, it could be junk. If the person's just going to Denver to check out other people or hit on them. That's junk.

156 "Kathleen Deppeler" (2316139008)
00:21:21.444 --> 00:21:25.314
It's super annoying and gross is not socially acceptable and.

157 "Kathleen Deppeler" (2316139008)
00:21:26.489 --> 00:21:32.369
And nobody likes that that's junk. It's not physically harmful, but is not socially acceptable.

158 "Kathleen Deppeler" (2316139008)
00:21:32.369 --> 00:21:47.219
Then when could win, could going to gym, be serious behavior. It could be physically harmful. If it's Patrick mahomes goes to Jim right now, it can be physically harmful. He is injured. So, an injured person going to the gym against medical advice.

159 "Kathleen Deppeler" (2316139008)

00:21:47.219 --> 00:21:52.499
Could be serious behavior, so, based on the context of the environment.

160 "Kathleen Deppeler" (2316139008)
00:21:52.499 --> 00:21:56.219
That that behavior occurs, then who it's occurring with.

161 "Kathleen Deppeler" (2316139008)
00:21:56.219 --> 00:22:04.739
It could really most behaviors could really land across any of those different categories. So that's important to consider as you categorized behavior.

162 "Kathleen Deppeler" (2316139008)
00:22:04.739 --> 00:22:11.369
So, again, significant, desirable behavior these are the big deal things that we want to teach model motivate, increase.

163 "Kathleen Deppeler" (2316139008)
00:22:11.814 --> 00:22:26.784
Uh, these are the quality of life improvers and then there's the, just okay, these are things that are probably already happening. And when you think about these, what I really want you to do is consider them your opportunity to increase the positivity in the environment.

164 "Kathleen Deppeler" (2316139008)
00:22:26.784 --> 00:22:29.934
These are things that we typically just expect to happen.

165 "Kathleen Deppeler" (2316139008)
00:22:30.209 --> 00:22:45.084
And so we could start using these as our opportunity to provide a positive consequence, or to just start engaging with people and creating more positivity in the environment. So these are things we really want to be on the lookout for and start using as a queue or a prompt in your environment.

166 "Kathleen Deppeler" (2316139008)
00:22:47.339 --> 00:22:50.459
The junk is the stuff that we spend a lot of time on.

167 "Kathleen Deppeler" (2316139008)
00:22:50.459 --> 00:23:01.824
Is annoying and stressful, and we have a tool called pivot for these. So, these are the things that are not helpful to a person. Um, and I don't mean junk, like, get rid of it.

168 "Kathleen Deppeler" (2316139008)
00:23:01.854 --> 00:23:07.134
I mean, junk, like, it's the stuff that weighs us down and we spend a lot of time on it and it's really annoying and unhelpful.

169 "Kathleen Deppeler" (2316139008)
00:23:07.499 --> 00:23:18.119

Um, so I think we had a lot of junk behaviors on our list, and I'm going to navigate back there real quick. And let's see what kind of junk behaviors we had when you look at this list.

170 "Kathleen Deppeler" (2316139008)

00:23:18.119 --> 00:23:31.379

Which 1 of these do you consider to be junk when you think about those categories I just gave you what are things that are not physically harmful to themselves, others, property or legal, or definitely not helpful. Their way is down.

171 "Kathleen Deppeler" (2316139008)

00:23:31.379 --> 00:23:35.669

Which ones are these yelling? Yes, Jessica. Great. Yes.

172 "Kathleen Deppeler" (2316139008)

00:23:35.669 --> 00:23:41.699

Yelling is a great example. doomscrolling Twitter aim it. Yes, it is. A junk behavior is not helpful.

173 "Kathleen Deppeler" (2316139008)

00:23:41.699 --> 00:23:53.699

Twitter in general, Michael Mitchell said, uh, yelling, screaming, crying, cursing, pacing, tapping clapping stopping yes great. Those are all, um.

174 "Kathleen Deppeler" (2316139008)

00:23:53.699 --> 00:24:01.649

Junk behaviors, you know, running away is the big old category kind of like, low, being really depending on how that looks.

175 "Kathleen Deppeler" (2316139008)

00:24:01.649 --> 00:24:05.789

Some of the steps in that might can be junk.

176 "Kathleen Deppeler" (2316139008)

00:24:05.789 --> 00:24:09.029

Cursing? Yes, Ruth yes. Okay.

177 "Kathleen Deppeler" (2316139008)

00:24:09.029 --> 00:24:16.979

So, we spend a lot of time on junk. Those are the things that stick out to us. It's just really good for us to keep thinking about that.

178 "Kathleen Deppeler" (2316139008)

00:24:16.979 --> 00:24:22.139

So, Here's some other examples of junk behavior cursing threatening. We, we had some of these.

179 "Kathleen Deppeler" (2316139008)

00:24:22.734 --> 00:24:36.984

There's a couple of knots in here, not going to work is a good example of junk, physically harmful, but it's definitely not helpful name calling

saying mean things, et cetera. So, let's consider, why do people do this stuff? Why do people curse.

180 "Kathleen Deppeler" (2316139008)
00:24:37.259 --> 00:24:40.679
Why somebody curses or complain or slam the door.

181 "Kathleen Deppeler" (2316139008)
00:24:40.679 --> 00:24:44.009
Why does somebody do drunk behavior? You tell me in the chat box?

182 "Kathleen Deppeler" (2316139008)
00:24:44.009 --> 00:24:48.419
Why are people doing this stuff? Venting? Yeah.

183 "Kathleen Deppeler" (2316139008)
00:24:48.419 --> 00:24:52.139
Expressing themselves Jessica says yeah. Habit.

184 "Kathleen Deppeler" (2316139008)
00:24:52.139 --> 00:24:59.009
Alan says the habit frustration yet, because they've seen others do it.
Jessica says upset sensory needs.

185 "Kathleen Deppeler" (2316139008)
00:24:59.009 --> 00:25:02.879
Christine literally relieves pains. Ruth says.

186 "Kathleen Deppeler" (2316139008)
00:25:03.899 --> 00:25:13.919
So, yeah, this stuff works and it's a habit. These are the things that people are used to doing in order to meet their needs. I appreciate the empathy involved in identifying the why? Behind.

187 "Kathleen Deppeler" (2316139008)
00:25:13.919 --> 00:25:17.159
People engaging in junk behavior.

188 "Kathleen Deppeler" (2316139008)
00:25:17.159 --> 00:25:25.049
Yeah, other forms of communication has failed to convey what they were looking for. Yeah, this is the thing they knew to best meet their needs.

189 "Kathleen Deppeler" (2316139008)
00:25:25.049 --> 00:25:31.919
The thing they need to best meet their needs. Okay. So we have some empathy for why people are doing John. We have a good idea of what it is.

190 "Kathleen Deppeler" (2316139008)
00:25:31.919 --> 00:25:45.744
So, what is not junk that's serious behavior things that are physically harmful to themselves, others, property or illegal, and we should, of course, stop and rough these things we need to respond to these. We have a tool called stay close hat.

191 "Kathleen Deppeler" (2316139008)
00:25:46.164 --> 00:25:49.464
Um, that is really helpful for, um.

192 "Kathleen Deppeler" (2316139008)
00:25:50.009 --> 00:26:02.699
Behaviors ramping up into Sirius, there's other things that we can do, we can use the safety crisis plan. If somebody has 1, we can also use 908. um, if we're concerned about safety. So.

193 "Kathleen Deppeler" (2316139008)
00:26:02.699 --> 00:26:12.329
We need to respond to serious behavior. It requires another intervention that is why it is helpful to categorize behaviors to help us determine what response we might use.

194 "Kathleen Deppeler" (2316139008)
00:26:13.794 --> 00:26:27.984
Just another quick set of examples here. So, you know, again really thinking about who the person is this mix ingredients for a cake is significant for some people for others. It might be. Just okay. Um, you know, saying, thank you.

195 "Kathleen Deppeler" (2316139008)
00:26:27.984 --> 00:26:32.724
Same thing might be just okay for some people, but it is significant for others. Um.

196 "Kathleen Deppeler" (2316139008)
00:26:33.119 --> 00:26:43.349
Hitting taking off your clothes in public, hitting your head on a hard surface. Those things are serious junk, cursing, spitting burping the stuff we're spending a lot of time on. Okay.

197 "Kathleen Deppeler" (2316139008)
00:26:43.794 --> 00:26:58.074
They seem to have a really good understanding. So, let's talk about some more things that are helping guide the strategies that we're proposing for you and these are the fundamental facts. So, these are the things that go into the strategies that we're teaching.

198 "Kathleen Deppeler" (2316139008)
00:26:58.439 --> 00:27:02.819
The 1st, 1, the environment is responsible for the behavior.

199 "Kathleen Deppeler" (2316139008)
00:27:02.819 --> 00:27:08.759
The behavior is right it is based on that person's history, uh, based on, um.

200 "Kathleen Deppeler" (2316139008)
00:27:08.759 --> 00:27:20.519

Their previous learning, their, their current physiology that is the behavior they knew to best meet their needs. That behavior is always right and we can make changes to the environment.

201 "Kathleen Deppeler" (2316139008)
00:27:20.519 --> 00:27:24.449
In order to change that behavior so.

202 "Kathleen Deppeler" (2316139008)
00:27:24.449 --> 00:27:33.569
My behavior is always right and again, I don't mean right? It was the right thing for Sally to punch Johnny. I mean, it was right as in it was the things Sally new to meet her needs in this moment.

203 "Kathleen Deppeler" (2316139008)
00:27:36.389 --> 00:27:46.889
The next fundamental fact we have is about consequences. So, anything that happens after a behavior as a consequence, anything that happens after a behavior is a consequence.

204 "Kathleen Deppeler" (2316139008)
00:27:46.889 --> 00:27:53.429
So, oftentimes, we think about consequences kind of like, behavior as that negative thing, right?

205 "Kathleen Deppeler" (2316139008)
00:27:53.429 --> 00:28:05.399
But, in fact, the consequences, anything and everything that happens after that behavior, and those consequences will either make that behavior stronger and more likely to happen in the future, or happen at a greater intensity in the future.

206 "Kathleen Deppeler" (2316139008)
00:28:05.484 --> 00:28:20.394
Or they will make that behavior weaker, less likely to happen in the future and, or, or possibly, just with with less intensity in the future. And the only way we know the the type of consequence we provided is by what happens in the future.

207 "Kathleen Deppeler" (2316139008)
00:28:20.904 --> 00:28:28.674
So, either there happens more in the future and that consequence was reinforcing or the behavior happens less in the future. And that consequence was a punishment.

208 "Kathleen Deppeler" (2316139008)
00:28:31.079 --> 00:28:34.499
So, we need to pay attention to, um.

209 "Kathleen Deppeler" (2316139008)
00:28:34.499 --> 00:28:39.569
What consequences are occurring and what happens to that behavior in the future and that's how we know.

210 "Kathleen Deppeler" (2316139008)

00:28:39.569 --> 00:28:52.319

The impact of those consequences the next fundamental fact is, it takes time it takes so much time and and what should we do we should take data so that we know.

211 "Kathleen Deppeler" (2316139008)

00:28:52.944 --> 00:29:03.114

So they were able to identify changes as they occur, we're going to be patient, and we're really going to be specific and consistent about what we're doing.

212 "Kathleen Deppeler" (2316139008)

00:29:03.144 --> 00:29:12.084

So, it's going to take time, it's gonna take a lot of consistency and that means consistency across the environment across caregivers across people.

213 "Kathleen Deppeler" (2316139008)

00:29:13.769 --> 00:29:27.204

The next 1 is really important past behavior is the best predictors of future behavior, all things being equal. This means that we can plan and be prepared. If I know that every time I talked to Johnny, he has a really hard time. I can be prepared.

214 "Kathleen Deppeler" (2316139008)

00:29:27.204 --> 00:29:40.914

I can anticipate that and I can do things to prevent it. If I'm always the part if Johnny gets nervous when I come around, because I'm only coming around when bad things are happening. Well, I can go and do some stay closes and I can make art. I can shift that engagement in our relationship.

215 "Kathleen Deppeler" (2316139008)

00:29:40.944 --> 00:29:43.704

We can plan because we know that.

216 "Kathleen Deppeler" (2316139008)

00:29:43.769 --> 00:29:47.969

Past behavior is the best predictor of future behavior, so we can plan if you know that.

217 "Kathleen Deppeler" (2316139008)

00:29:47.969 --> 00:29:52.979

Ex happened last time it's likely to happen again. What can we do to make things different? We can play them.

218 "Kathleen Deppeler" (2316139008)

00:29:54.989 --> 00:30:03.419

The next 1 is that we know that giving negative, we're going to talk about coercion here in a minute. Punitive consequences are creating a worsening for someone.

219 "Kathleen Deppeler" (2316139008)

00:30:03.419 --> 00:30:15.239

Often creates more problems, and it leads to more undesirable behaviors. So we want to avoid providing negative, coercive, punishing consequences and we're going to talk more about that here in just a minute.

220 "Kathleen Deppeler" (2316139008)

00:30:18.029 --> 00:30:22.199

Number 6, in the long run, positive consequences.

221 "Kathleen Deppeler" (2316139008)

00:30:22.199 --> 00:30:34.764

People respond better to positive consequences. So our goal is to shift our focus from thinking about behavior as a negative thing, thinking about all behaviors to start infusing the environment with positive consequences.

222 "Kathleen Deppeler" (2316139008)

00:30:34.764 --> 00:30:42.834

After desirable behavior occurs as often as possible. We're going to start thinking about those, just okay behaviors you want to make that shift in the environment.

223 "Kathleen Deppeler" (2316139008)

00:30:43.079 --> 00:30:49.319

And in the long run, behavioral behavior will respond to that positive shift in the environment.

224 "Kathleen Deppeler" (2316139008)

00:30:49.319 --> 00:30:55.469

Okay, so these are these fundamental facts are going to guide the rest of the content that we're talking about today.

225 "Kathleen Deppeler" (2316139008)

00:30:55.764 --> 00:31:07.314

So, please keep them in mind again. I talked about this earlier when I set the stage about that triangle with the green, the yellow and the red this is all green stuff.

226 "Kathleen Deppeler" (2316139008)

00:31:07.314 --> 00:31:12.834

This is that universal approach, and it sets the foundations for all the other interventions that a person might need.

227 "Kathleen Deppeler" (2316139008)

00:31:15.419 --> 00:31:18.594

So, similar to this idea of behavior or consequences,

228 "Kathleen Deppeler" (2316139008)

00:31:18.804 --> 00:31:33.714

the idea of discipline is another term that gets pigeon holed into the negativity and around and people think about discipline as a punishment in reality discipline it means to teach. So, math is the discipline. Science is a discipline.

229 "Kathleen Deppeler" (2316139008)

00:31:33.744 --> 00:31:41.754

English is a discipline. Discipline is something that you learn, is something that you're taught. And so if we are using punishment as a discipline.

230 "Kathleen Deppeler" (2316139008)

00:31:42.029 --> 00:31:55.829

What are we doing? We are teaching and modeling and motivating exactly what we don't want. So our goal is to focus our discipline on the skills we want to see and focus on those desirable behaviors.

231 "Kathleen Deppeler" (2316139008)

00:31:55.829 --> 00:32:09.779

So, another thing about punishment is is going to hurt your relationship and again we're teaching and modeling and motivating exactly the behaviors that we don't want to see if we're using punishment as our discipline.

232 "Kathleen Deppeler" (2316139008)

00:32:09.779 --> 00:32:15.149

So, to effectively change behavior, we got to teach and motivate.

233 "Kathleen Deppeler" (2316139008)

00:32:15.149 --> 00:32:21.479

The desirable behavior that we want to see, we've got to pay more attention to it. That's what we have to start spending more of our time on.

234 "Kathleen Deppeler" (2316139008)

00:32:24.419 --> 00:32:38.519

And 1 of the ways that we can do, this is by really identifying some target behaviors. So, what are the things you want to see more of? What do you want to teach? What do you want to increase in the environment? Let's start teaching that stuff and we can also.

235 "Kathleen Deppeler" (2316139008)

00:32:38.519 --> 00:32:52.409

We can decrease the undesirable behavior by focusing on this desirable behavior on the stuff that's going to replace it. You know, there's only so many hours in the day. So, the more time we spend focused on that good desirable stuff. Just the last time there is for the other things.

236 "Kathleen Deppeler" (2316139008)

00:32:52.409 --> 00:32:55.859

So, let's talk more about motivating desirable behaviors.

237 "Kathleen Deppeler" (2316139008)

00:32:56.544 --> 00:33:10.764

We're going to minimize the emphasis on undesirable so when I have to respond to an undesirable behavior, I'm going to do. So, without the emotion I'm going to do so calmly and without any of that, that emotional baggage that can come with.

238 "Kathleen Deppeler" (2316139008)
00:33:11.789 --> 00:33:24.569
Undesirable behaviors, I'm going to associate those desirable behaviors in the environment with big improvements. I'm really going to help people connect. Um, you did this thing and here's what it means for you in the future.

239 "Kathleen Deppeler" (2316139008)
00:33:24.569 --> 00:33:36.659
And then again, I'm really just going to increase my emphasis on the desirable behavior. I'm going to look for those just okay behaviors in the environment and really started to shift the focus there.

240 "Kathleen Deppeler" (2316139008)
00:33:36.659 --> 00:33:44.219
So, focus on healthy, desirable behaviors and avoid that focus on inappropriate.

241 "Kathleen Deppeler" (2316139008)
00:33:46.439 --> 00:33:51.899
It's going to take time. Is this a slow change? Um.

242 "Kathleen Deppeler" (2316139008)
00:33:51.899 --> 00:34:03.179
It's, it's slow for everybody, you know, people have been been engaging in the junk behavior for a really long time. And so that's part of this shift. And why it's so difficult is that it's been happening for a long time. Same goes for our.

243 "Kathleen Deppeler" (2316139008)
00:34:03.179 --> 00:34:06.389
Undesirable behavior symptoms for.

244 "Kathleen Deppeler" (2316139008)
00:34:06.834 --> 00:34:21.354
For this shift and focus, we've been focused on the undesirable stuff for a long time. It's a shift in our focus. It's going to take time. So, you know, we're looking for improvement not perfection that goes for ourselves as well as anyone we're trying to support.

245 "Kathleen Deppeler" (2316139008)
00:34:23.969 --> 00:34:31.799
So, let's talk about coercion. These are the things that we're doing that are hurting us right now these are the things that are hurting our relationship. They are.

246 "Kathleen Deppeler" (2316139008)
00:34:33.359 --> 00:34:41.664
They are really common in our society. None of these are planned reactions. I'm really trying to preface this because I'm about to.

247 "Kathleen Deppeler" (2316139008)
00:34:42.864 --> 00:34:55.164

Well, we are about to Katherine's going to start, talking about conversion and this stuff is really hard. This is how we were brought up. It's how we were this house we were treated in school to our parents responded to us.

248 "Kathleen Deppeler" (2316139008)
00:34:55.464 --> 00:35:02.844

We were about to show you a bunch of examples of things we're doing. That aren't helpful and you're going to see yourself. We're all going to see ourselves. I joke all the time that.

249 "Kathleen Deppeler" (2316139008)
00:35:03.384 --> 00:35:17.844

Goal in life to avoid coercion for a whole day. It's really hard. It is really hard. So I just want to preface this with. This is difficult. We are all works in progress and you're about to we're about to say, please avoid doing these things about things that you're doing.

250 "Kathleen Deppeler" (2316139008)
00:35:17.874 --> 00:35:19.524

So, this is this is hard.

251 "Kathleen Deppeler" (2316139008)
00:35:19.829 --> 00:35:24.029

Um, so conversion is it is a way that we punish.

252 "Kathleen Deppeler" (2316139008)
00:35:24.029 --> 00:35:30.119

Um, it's, it's a way we punished. It's the way we tell people that.

253 "Kathleen Deppeler" (2316139008)
00:35:30.119 --> 00:35:36.209

I don't like what you're doing and you need to stop where it's not a clear way. It's just 1 of the ways. Um.

254 "Kathleen Deppeler" (2316139008)
00:35:36.209 --> 00:35:50.274

And it often involves like a put down or disrespect it can definitely hurt our relationships. And so our goal, when we're teaching, and, you know, in our discipline is to avoid using coercion as a method to change behavior.

255 "Kathleen Deppeler" (2316139008)
00:35:53.099 --> 00:36:06.779

So, you know, is a way we punish, so the way we try to tell people, we don't like what you're doing and get them to stop. These are not planned reactions. Their habitual.

256 "Kathleen Deppeler" (2316139008)
00:36:06.779 --> 00:36:18.299

We have all experienced these, and I'm going to pass this off to Catherine with a list of 10 things. We're all doing wrong. We're all going to avoid in the future.

257 "Katherine Earll" (3570855168)

00:36:24.989 --> 00:36:33.779

A positive way to start my time presenting. So welcome, I'm Catherine and I'm going to tell you all the things that are going wrong. Um.

258 "Katherine Earll" (3570855168)

00:36:34.194 --> 00:36:48.834

But so, here, we have things, categorize these, these conversions, we've kind of people have outlined and figured out and categorized some of these ways that are interactions are coercive. And so our list here.

259 "Katherine Earll" (3570855168)

00:36:49.829 --> 00:36:58.409

Let me get this set up a little bit. I'm going to talk more about each 1 of these. But here are the top, you know, the 10 that we kind of give is the most.

260 "Katherine Earll" (3570855168)

00:36:58.409 --> 00:37:02.099

Most common most visible.

261 "Katherine Earll" (3570855168)

00:37:03.264 --> 00:37:12.354

Let me adjust this. Okay, so, and we get these from it's a book called the power of positive parenting by Dr. Glen. Nathan.

262 "Katherine Earll" (3570855168)

00:37:12.474 --> 00:37:26.604

It's a great read, but these are taken from them and the categorizing it is a way to help us recognize the habits that we have and they are habits. Kathleen just said their habits. They're like, just ingrained in us.

263 "Katherine Earll" (3570855168)

00:37:26.604 --> 00:37:28.494

The way people happen to respond.

264 "Katherine Earll" (3570855168)

00:37:29.879 --> 00:37:40.229

There are definitely always see in the chat I'm going to try and keep up with a chat, but, um, it's called the power of positive parenting by Dr Glen late.

265 "Katherine Earll" (3570855168)

00:37:40.229 --> 00:37:50.729

So these aren't the only ways these are certainly not the only ways that coercion can occur in your environment. But.

266 "Katherine Earll" (3570855168)

00:37:50.729 --> 00:37:57.839

But these are the ones that are most visible, most common.

267 "Katherine Earll" (3570855168)

00:37:57.954 --> 00:38:02.904

Okay, so next slide here is going to talk more about them. Okay.

268 "Katherine Earll" (3570855168)

00:38:02.904 --> 00:38:13.764

So our 1st, 1 up here is questioning and Kathleen said, you may recognize recognize that you do some of these and our goal is to just avoid coercion.

269 "Katherine Earll" (3570855168)

00:38:14.364 --> 00:38:19.704

The 1st step is recognize it and to try our best to navigate our day without doing these things.

270 "Katherine Earll" (3570855168)

00:38:20.040 --> 00:38:26.370

So, questioning asking you a question, you really don't want answered.

271 "Katherine Earll" (3570855168)

00:38:27.055 --> 00:38:39.655

So, as an example of this, I always kind of think about a kid missing curfew do you know what time it is? You don't really want to know the answer to that. You just want to make them aware that you're frustrated with them.

272 "Katherine Earll" (3570855168)

00:38:40.345 --> 00:38:48.415

So that's kind of what questioning looks like. Where were you again? It doesn't really matter. They missed curfew. That's what you're trying to make them aware that you're mad.

273 "Katherine Earll" (3570855168)

00:38:49.830 --> 00:38:53.400

That's not going to help in the long run. Okay.

274 "Katherine Earll" (3570855168)

00:38:53.400 --> 00:39:04.680

So, and it creates a worsening for that person that person, here's the question and is automatically goes to defensive. We'll talk about the effects, of course, in here in a minute.

275 "Katherine Earll" (3570855168)

00:39:04.680 --> 00:39:09.180

Okay, so arguing our next 1.

276 "Katherine Earll" (3570855168)

00:39:09.775 --> 00:39:24.295

So, there's lots of arguing it, I mean, people argue commonly and, you know, with a spouse, or with a, with a child. We always say it takes 2 people to argue so challenging.

277 "Katherine Earll" (3570855168)

00:39:24.355 --> 00:39:33.835

Someone's point of view. Usually, there's not ever a winner. And if you do, when, you know, if you do, when you don't feel great about it, anyway.

278 "Katherine Earll" (3570855168)
00:39:35.100 --> 00:39:38.850
And so putting someone down or or, um.

279 "Katherine Earll" (3570855168)
00:39:38.850 --> 00:39:42.420
Disrespecting their point of view.

280 "Katherine Earll" (3570855168)
00:39:44.040 --> 00:39:54.960
Okay here it will go into our next 1. so, sarcasm and teasing this 1 is a is a rough 1 because I find myself.

281 "Katherine Earll" (3570855168)
00:39:54.960 --> 00:39:58.530
Quite a bit in that sarcasm and teasing. Um.

282 "Katherine Earll" (3570855168)
00:39:59.455 --> 00:40:11.185
Joking, but it really takes, you know, it's at the expense of somebody sarcasm and teasing at the end of the day. So somebody is, you know, it's a worsening the statement is a worst thing for a person.

283 "Katherine Earll" (3570855168)
00:40:11.875 --> 00:40:21.175
It's often confusing misunderstood sometimes, you know, in your interactions, sarcasm can be funny and you get it, but if you miss that joke and you're feeling.

284 "Katherine Earll" (3570855168)
00:40:21.990 --> 00:40:31.140
It feels bad, you feel, you know, your automatic reaction is to be like, oh, why are they so mean to me, when they meant that person meant it as sarcasm.

285 "Katherine Earll" (3570855168)
00:40:31.140 --> 00:40:42.930
A lot of times this includes that body language and tone of voice. We talk a lot about the, by how much body language and tone of voice really conveys.

286 "Katherine Earll" (3570855168)
00:40:44.070 --> 00:40:48.570
Okay.

287 "Katherine Earll" (3570855168)
00:40:48.775 --> 00:41:02.245
Our next 1 force, this 1 is a pretty rough 1 that verbal physical aggression. We all kind of can recognize what physical aggression is. Certainly verbal aggression is also that use of force.

288 "Katherine Earll" (3570855168)
00:41:03.600 --> 00:41:10.230
So, and that is verbal aggression. Is that like that threatening? Um.

289 "Katherine Earll" (3570855168)
00:41:10.230 --> 00:41:20.760
And it just again, it makes it worse. That person does not feel good about that interaction that you have afterwards.

290 "Katherine Earll" (3570855168)
00:41:20.760 --> 00:41:25.020
Our next 1 here, let's see threatening.

291 "Katherine Earll" (3570855168)
00:41:26.040 --> 00:41:35.340
So, you're, you're reminding and pointing out bad events that will follow so oh, you're going to, you know.

292 "Katherine Earll" (3570855168)
00:41:35.340 --> 00:41:44.790
You're you're going to miss your lines if you do that like, that's pointing out the bad events that are going to follow. That's kind of an example of our threatening.

293 "Katherine Earll" (3570855168)
00:41:45.595 --> 00:41:59.725
It's that warning, and sometimes people don't again realize that when they use that kind of language that that is coercive. So they're trying to get across a point but it again creates a worsening for that person.

294 "Katherine Earll" (3570855168)
00:42:00.180 --> 00:42:05.070
Huh.

295 "Katherine Earll" (3570855168)
00:42:05.070 --> 00:42:13.710
Fact, criticism next step is our criticism. You don't like what someone is doing, or how they're doing it. You're going to make sure that they know it. Um.

296 "Katherine Earll" (3570855168)
00:42:13.710 --> 00:42:20.460
And sometimes you might be trying to teach him how to do it better. So.

297 "Katherine Earll" (3570855168)
00:42:20.460 --> 00:42:27.180
I mean, this was a tough 1 because you just, you know, you want to point it out and you want to tell them, you know.

298 "Katherine Earll" (3570855168)
00:42:27.180 --> 00:42:31.320
And direct them to what's going wrong.

299 "Katherine Earll" (3570855168)

00:42:31.795 --> 00:42:41.965

That, you know, in that moment, they're just feeling that pain and your judgment, they're not feeling like it's an improvement. It's again creating that worsening.

300 "Katherine Earll" (3570855168)

00:42:42.145 --> 00:42:48.205

It implies that you don't respect their decision that they that they're making or their choices that they're making.

301 "Katherine Earll" (3570855168)

00:42:52.015 --> 00:43:06.985

Our next 1 here we've got to spare that's just giving up, like, oh, well, I guess we're never going to get to the store like, well, we're never doing this activity again. I'm never bringing you to the grocery store again that kind of despair. Like, it's never going to work ever again.

302 "Katherine Earll" (3570855168)

00:43:07.015 --> 00:43:10.255

You're hopeless, you're stuck and it's gonna be like this forever.

303 "Katherine Earll" (3570855168)

00:43:11.730 --> 00:43:20.070

And so that doesn't again, it all comes back. So that doesn't feel good to them. It's a worsening, um.

304 "Katherine Earll" (3570855168)

00:43:20.070 --> 00:43:24.450

But so many times you hear that in the store, you might hear that and then.

305 "Katherine Earll" (3570855168)

00:43:24.450 --> 00:43:35.695

You know, people's interaction in the store and it's they don't mean it. They, they don't, it's just a reaction. It's not actually, you know, what you're trying to get across.

306 "Katherine Earll" (3570855168)

00:43:35.695 --> 00:43:41.755

It's just your immediate reaction that, you know, that deep side is the.

307 "Katherine Earll" (3570855168)

00:43:44.340 --> 00:43:51.570

Okay, our next 1 lecture logic this is 1. I find myself in a lot.

308 "Katherine Earll" (3570855168)

00:43:51.570 --> 00:44:03.810

So, you're already if someone's talking and you're already ready to jump in before they're even finishing their sentence and you're going to tell them you're going to tell them about it. You're going to tell them why it's wrong. You're going to tell them, um.

309 "Katherine Earll" (3570855168)

00:44:03.810 --> 00:44:09.870

You know, here's what we're going to do instead and you just talk and talk and talk about it. Um.

310 "Katherine Earll" (3570855168)

00:44:09.870 --> 00:44:20.910

Again, that's, you know, putting down, it's showing them disrespect that you don't care about what they were saying. You're just trying to get across your message.

311 "Katherine Earll" (3570855168)

00:44:20.910 --> 00:44:31.890

I, you know, fall into that talking too much. I'm going to over explain. It's really make sure that they know that this other person works. This other person knows what I'm talking about and, um.

312 "Katherine Earll" (3570855168)

00:44:31.890 --> 00:44:44.940

Or it's repeating something like, in this example, repeating something, the person already knows, but, yeah, maybe they should have done it differently at that time, but they probably are already aware of it.

313 "Katherine Earll" (3570855168)

00:44:46.260 --> 00:44:51.150

They don't need you pointing it that out in the moment that's not building your relationship.

314 "Katherine Earll" (3570855168)

00:44:54.510 --> 00:45:06.150

Our next 1 taking away, you know, big ones that we see here are taking away the access to the phone or to TV, or, you know, those kind of privileges.

315 "Katherine Earll" (3570855168)

00:45:06.150 --> 00:45:10.860

Removing that from something that they get frequently um.

316 "Katherine Earll" (3570855168)

00:45:11.940 --> 00:45:21.240

And often, it doesn't result in a person understanding that their behavior caused the removal often. They look at as something that you did to them. Um.

317 "Katherine Earll" (3570855168)

00:45:21.240 --> 00:45:26.520

You took away their phone it wasn't because of the actions that they did, it's, you know.

318 "Katherine Earll" (3570855168)

00:45:26.520 --> 00:45:36.390

That mean, mom took away my phone again, it wasn't because of their actions. It was because mom is me so it's taking away that's taking away.

319 "Katherine Earll" (3570855168)

00:45:36.390 --> 00:45:49.050

So, we, we go into this a little bit in our bigger tools of choice classes that that earning and don't and not earning. We call it earn and not earn, um.

320 "Katherine Earll" (3570855168)

00:45:49.405 --> 00:46:03.715

That consequence, and so we go into that and talk about how that way the responsibility's on the individual, as opposed to on us, being the person to take away being that big bad mean person coming in,

321 "Katherine Earll" (3570855168)

00:46:03.715 --> 00:46:10.285

and taking things away, we can set up opportunities for a person to earn or not earn a privilege.

322 "Katherine Earll" (3570855168)

00:46:12.600 --> 00:46:25.950

Okay, another 1. Oh, I see it. At this 1, this zone hurts. It hurts when you see it happen talking bad about a person talking about a person's bad behavior. Was that person sitting right there that they can hear you? Um.

323 "Katherine Earll" (3570855168)

00:46:25.950 --> 00:46:39.420

I think about it, a shifts change, or, you know, mom and dad when, when when your father gets home from work or, you know, when he gets home, you wouldn't believe what Sally did today. She all day long. She.

324 "Katherine Earll" (3570855168)

00:46:39.420 --> 00:46:50.160

And Sally's sitting right here, it's embarrassing and, you know, disrespecting that show disrespect. Like we have in our notes here it's a worsening for them.

325 "Katherine Earll" (3570855168)

00:46:50.160 --> 00:46:59.880

Um, and again, it's kind of just an automatic it's things that you were that were modeled for you and your, as you were growing up. Um.

326 "Katherine Earll" (3570855168)

00:46:59.880 --> 00:47:13.290

It's just an automatic, it's not something you thought through and planned out. Like, I'm going to do this, so it hurts that person. It's just part of society like halfway and said earlier.

327 "Katherine Earll" (3570855168)

00:47:15.120 --> 00:47:25.290

Okay, so our effects of coercion, I've kind of referenced these a little bit earlier as well. Um.

328 "Katherine Earll" (3570855168)

00:47:25.290 --> 00:47:34.410

So so, these effects that hasn't happened to you before you notice any of these conversions in your life.

329 "Katherine Earll" (3570855168)

00:47:34.410 --> 00:47:47.545

And what was your response? Did you want to our 1st, 1 here? Avoid did you want to spend more time with that person after that coercive event? Did you want to be like oh, yeah let's hang out. I'm going to continue that interaction.

330 "Katherine Earll" (3570855168)

00:47:47.995 --> 00:47:57.055

Um, when they came around again, you're probably gonna maybe avoid that interaction. You're going to you see him walking down the hallway and, you know, they're going to lecture and logic.

331 "Katherine Earll" (3570855168)

00:47:57.055 --> 00:48:04.315

You about something you did an email you sent, or an interaction you had, you're probably going to, you know, make a quick right turn and veer into the bathroom.

332 "Katherine Earll" (3570855168)

00:48:05.485 --> 00:48:20.215

Um, get even you're going to get getting even is just that they did it to me. I'm going to do it back to them. I'm going to make them not feel good. So that's even the escape is the.

333 "Katherine Earll" (3570855168)

00:48:20.520 --> 00:48:28.230

I'm going to get up I'm going to leave this right now. I can't deal with this situation anymore. I'm going to leave. That's what happens in.

334 "Katherine Earll" (3570855168)

00:48:28.230 --> 00:48:33.150

When there's a course of interaction, if I'm feeling that course of interaction.

335 "Katherine Earll" (3570855168)

00:48:33.150 --> 00:48:39.660

I don't want to stick in it anymore. I'm not going to sit there and listen to it. I just want to get out of there as fast as I can. That's a state.

336 "Katherine Earll" (3570855168)

00:48:39.660 --> 00:48:47.700

Um, and also if people learn that coercive behavior, they learn the things that you're modeling. Um.

337 "Katherine Earll" (3570855168)

00:48:48.115 --> 00:48:57.985

They're going to behavior less confidently in the future, because they know that they're just going to get coercive back at them. They're gonna get questions or they're going to get lecture and logic or threatened.

338 "Katherine Earll" (3570855168)

00:48:58.225 --> 00:49:03.145

So then they're just going to they're waiting for your coercive response and kind of.

339 "Katherine Earll" (3570855168)

00:49:04.020 --> 00:49:08.160

Expecting to have coercive events happen to them.

340 "Katherine Earll" (3570855168)

00:49:11.095 --> 00:49:21.175

So, then, another 1 is they're getting attention for that undesirable behavior, because especially that talking bad about their behavior, they're getting attention for that undesirable behavior.

341 "Katherine Earll" (3570855168)

00:49:21.835 --> 00:49:30.175

So, all of these things are ways that people respond to a course of event. Our top 3, we have there highlighted the avoid could even escape.

342 "Katherine Earll" (3570855168)

00:49:30.175 --> 00:49:37.915

Those are like, the most common, but by being course if we show people, we're modeling that coercive event. And, like.

343 "Katherine Earll" (3570855168)

00:49:38.160 --> 00:49:53.100

Instead we want to focus on the desirable those things that we're trying to teach and increase in our life and all of our attention on those, those desirable as opposed to the courses and negatives.

344 "Katherine Earll" (3570855168)

00:49:53.100 --> 00:49:56.430

Okay, so.

345 "Katherine Earll" (3570855168)

00:49:56.430 --> 00:50:05.940

When does this usually happen? Um, when when do you find yourself most? Coercive? It's usually again. Oh.

346 "Katherine Earll" (3570855168)

00:50:05.940 --> 00:50:11.820

An automatic response, it's not the planned interaction that you have is automatic. Um.

347 "Katherine Earll" (3570855168)

00:50:12.055 --> 00:50:21.655

And that thing pops out of your mouth when you're hungry or tired, you know, that hungry very real, very real for you to jump into a snap judgment.

348 "Katherine Earll" (3570855168)

00:50:21.955 --> 00:50:36.325

And when you're feeling uncomfortable, when you're having a bad day, you're frustrated. Everyone does this. Everyone has these moments, you

know, everyone's probably probably was tired this morning or the end of your work day.

349 "Katherine Earll" (3570855168)
00:50:36.325 --> 00:50:41.095

It's probably a time where you're tired and hungry and those things just pop out.

350 "Katherine Earll" (3570855168)
00:50:41.820 --> 00:50:42.420
Okay.

351 "Katherine Earll" (3570855168)
00:50:42.420 --> 00:50:52.650

1 of our other examples that we are typically coercive when we encounter our pet peeves, some of those junk behaviors we're going to talk about a skill that we have for that later.

352 "Katherine Earll" (3570855168)
00:50:52.975 --> 00:51:00.265

So, knowing these, and kind of keeping that in your mind's eye is helpful to recognize when you're going to most likely,

353 "Katherine Earll" (3570855168)
00:51:00.265 --> 00:51:12.475

be coercive and when you're at risk for doing those actions and how can help you plan and practice for other ways to respond when you are hungry or tired, or, you know,

354 "Katherine Earll" (3570855168)
00:51:12.625 --> 00:51:15.775

feeling that feeling that trigger for yourself.

355 "Katherine Earll" (3570855168)
00:51:18.900 --> 00:51:23.310

Okay, so.

356 "Katherine Earll" (3570855168)
00:51:23.310 --> 00:51:36.835

Coercive people do coercive actions, these conversions, because it works in the short term. Unfortunately, it only creates those longer term problems those responses to coercion.

357 "Katherine Earll" (3570855168)
00:51:37.285 --> 00:51:42.535

They're going to be that individual is going to learn how urgent and do those course of acts as well. Um.

358 "Katherine Earll" (3570855168)
00:51:42.870 --> 00:51:56.695

It works short term, because they're avoiding you, they're avoiding that course of interaction, but it doesn't fix our problem. It doesn't fix the frustrations or, you know, that behavior that's driving you up a wall that junk behavior.

359 "Katherine Earll" (3570855168)
00:51:57.235 --> 00:51:59.635
It's those long term problems.

360 "Katherine Earll" (3570855168)
00:51:59.970 --> 00:52:05.100
But that's why people do coercion because in the instant it works.

361 "Katherine Earll" (3570855168)
00:52:05.100 --> 00:52:08.130
Unfortunately.

362 "Katherine Earll" (3570855168)
00:52:08.130 --> 00:52:21.690
So, our goal is to avoid caution what should we do instead? What are we going to do here? Instead of doing those conversions and we're sending our relationships we're going to make a plan.

363 "Katherine Earll" (3570855168)
00:52:21.690 --> 00:52:26.550
The slide is perfect about making a plan. Here are some steps. Here's some things we can do.

364 "Katherine Earll" (3570855168)
00:52:29.425 --> 00:52:43.195
So, what what happened what situation happened that triggered the undesirable behaviors Thank you thinking about those behaviors that are happening in the environment and we talked about the definition of behaviors, anything that can be seen and counted.

365 "Katherine Earll" (3570855168)
00:52:44.965 --> 00:52:59.875
What payoff is the person getting from doing those undesirable behaviors? Are they getting that attention? Or are they getting your responses? Or are they getting out of, you know, are they able to get out of that activity then? Because.

366 "Katherine Earll" (3570855168)
00:53:01.290 --> 00:53:11.100
Because you just shut it down and use that despair maybe. So they get out of it.

367 "Katherine Earll" (3570855168)
00:53:13.470 --> 00:53:21.270
So, when that batter worsening situation occurs in similar situations, does that person sometimes do the desirable behavior?

368 "Katherine Earll" (3570855168)
00:53:22.530 --> 00:53:30.270
What, and we can focus here number 4 is my favorite. What does this person need to to learn to do? What can we teach them?

369 "Katherine Earll" (3570855168)

00:53:30.270 --> 00:53:41.010

What this question kind of gets to the heart of the whole thing what can we focus on? What's stopping them from having those desirable behaviors.

370 "Katherine Earll" (3570855168)

00:53:42.570 --> 00:53:49.885

What needs to change in the environment to prevent these undesirable behaviors and promote desirable behaviors?

371 "Katherine Earll" (3570855168)

00:53:51.025 --> 00:53:57.835

Is that our response is that the only thing or is it a skill that maybe they need to work on and we can help teach them.

372 "Katherine Earll" (3570855168)

00:53:58.170 --> 00:54:08.100

And then using these, like those positives and focusing on, what can we do as opposed to the negatives? What's going wrong? What can we do.

373 "Katherine Earll" (3570855168)

00:54:13.105 --> 00:54:15.055

Here's the key though, here's what it comes down to.

374 "Katherine Earll" (3570855168)

00:54:15.295 --> 00:54:15.925

What can we do,

375 "Katherine Earll" (3570855168)

00:54:15.925 --> 00:54:28.435

we can build our relationship with that person with our tool that we're going to go into building our relationship and building that foundation with that other person is really going to help those

376 "Katherine Earll" (3570855168)

00:54:30.325 --> 00:54:38.065

responses. Go away and that the person feel supported and ready to ready to work on those skills together.

377 "Katherine Earll" (3570855168)

00:54:38.790 --> 00:54:42.120

Building a relationship that's that's a foundation of it all.

378 "Katherine Earll" (3570855168)

00:54:44.545 --> 00:54:59.545

So here are our steps to building a relationship. We call this our stay close steps. So, moving towards that person, remaining within arm's reach. So, showing them it's not hollering across the break room or across, like a cafeteria.

379 "Katherine Earll" (3570855168)

00:54:59.635 --> 00:55:13.855

They're moving closer to them showing them that it's you and then you're, you're having an interaction touching it appropriate to the situation using that high 5 or that, you know, pat on their shoulder that kind of.

380 "Katherine Earll" (3570855168)

00:55:14.100 --> 00:55:28.435

Closeness to show that you're there, you care our next step, the caring facial expression and our tone of voice really goes together with a relaxed body language, but our body language or facial expressions.

381 "Katherine Earll" (3570855168)

00:55:28.705 --> 00:55:43.435

How much this, how much weight that carries? It's, it's crazy that the message gets across and with 1 of our questioning examples, you could ask saying the same thing with different tone of voice and different expressions.

382 "Katherine Earll" (3570855168)

00:55:43.585 --> 00:55:44.005

So.

383 "Katherine Earll" (3570855168)

00:55:44.100 --> 00:55:46.560

Oh, do you know what time it is versus.

384 "Katherine Earll" (3570855168)

00:55:46.560 --> 00:55:56.910

Do you know what time it is? I said the exact same thing. The exact same words we all know the message I was trying to send in both of them. Um.

385 "Katherine Earll" (3570855168)

00:55:57.475 --> 00:56:08.065

So, with that facial expression really making sure that your facial expressions are in tune that your tone of voice is caring that you genuinely seem interested.

386 "Katherine Earll" (3570855168)

00:56:09.175 --> 00:56:19.945

Because again, if you're over there distracted or, like, closed off and, like yeah, well, like, you can tell when there's a distance when you're trying to interact with somebody so open and warm.

387 "Katherine Earll" (3570855168)

00:56:20.550 --> 00:56:34.860

So, and it's important to do this, like this says, within 15 seconds, and the start of the stay close, right away you're ready to go ready to go ready to show that you are here. You're warm, you're ready.

388 "Katherine Earll" (3570855168)

00:56:36.325 --> 00:56:49.045

Asking open ended questions, so these are a few key steps here that we really like to stick to these 67 and 8 open ended questions. The point of open ended questions is getting that conversation flowing.

389 "Katherine Earll" (3570855168)

00:56:49.075 --> 00:57:03.265

What what did you do today or what's or How's or, you know, how did you do that? Those kinds of things again? How did you do that is way different than how did you do that? that

390 "Katherine Earll" (3570855168)

00:57:04.105 --> 00:57:17.305

You know, that judgment that weight that our body language is caring, but asking those open ended questions. The goal, getting them talking, getting that interaction rolling, getting talking about something and it might take a couple open ended questions.

391 "Katherine Earll" (3570855168)

00:57:17.305 --> 00:57:25.525

Because if that person's not in a great mood or not ready to know that you're ready to have an interaction, they might shut it down. So, just keep trying.

392 "Katherine Earll" (3570855168)

00:57:25.975 --> 00:57:40.975

Get that conversation, rolling our empathy statements. We'll, we'll do lots of practice and talking about our empathy statements, but it's saying something it's recognizing. The other person is having an emotion. They're having an emotion and you see that.

393 "Katherine Earll" (3570855168)

00:57:41.605 --> 00:57:41.815

Oh.

394 "Katherine Earll" (3570855168)

00:57:42.450 --> 00:57:47.550

Seeing how the situation that they're in, makes them feel.

395 "Katherine Earll" (3570855168)

00:57:48.385 --> 00:58:01.825

Our encouragement acknowledging that the person has done something and how that's going to improve their situation in the future. So, encouragement is, how is that going to what does that mean for them in the future? You worked really hard and it's going to pay off.

396 "Katherine Earll" (3570855168)

00:58:01.825 --> 00:58:13.075

You're going to be able to get that job you're going to get that promotion, recognizing that they've done something and they worked hard or done something that's going to pay off for them. Big in the future.

397 "Katherine Earll" (3570855168)

00:58:15.445 --> 00:58:27.145

So then, our other keys here, listen, while they're speaking genuinely listen, you get that you use your open ended questions and get them talking and you listen you talk less. Let them talk the point of that.

398 "Katherine Earll" (3570855168)

00:58:27.445 --> 00:58:38.755

Then building that relationship, letting them talk and get their message across and talk about the thing that they're talking about, you're not down here. Don't interrupt or roughly change the topic.

399 "Katherine Earll" (3570855168)

00:58:39.115 --> 00:58:43.525

Stay with them avoid reacting to some of those junk behavior.

400 "Katherine Earll" (3570855168)

00:58:43.530 --> 00:58:47.490

There's those ones that are driving us up the wall, um.

401 "Katherine Earll" (3570855168)

00:58:47.490 --> 00:58:51.450

And avoiding our coercive responses, um.

402 "Katherine Earll" (3570855168)

00:58:51.925 --> 00:59:02.035

So these aren't always in the same order, but you can, you can see that caring, facial expression, tone of voice body language. That's important to do throughout throughout all of it.

403 "Katherine Earll" (3570855168)

00:59:02.485 --> 00:59:13.495

Sometimes you might need to do empathy and then open ended questions, but the underlying steps here, those, those 6 and 7 are gonna be 6, 7 and 8.

404 "Katherine Earll" (3570855168)

00:59:14.040 --> 00:59:23.340

Um, are gonna be, are most likely to change in the sequence, but, and they're the most important practice to practice because we, we have to practice those.

405 "Katherine Earll" (3570855168)

00:59:27.775 --> 00:59:33.985

Okay, so empathy is being able to take the perspective of another person and communicate to that person.

406 "Katherine Earll" (3570855168)

00:59:33.985 --> 00:59:44.635

That doesn't mean you necessarily agree or have been in that situation before but you can see that, you know, that something sucks or that it's exciting.

407 "Katherine Earll" (3570855168)

00:59:45.145 --> 00:59:53.245

You can see that in them and you recognize that and just saying those words, I can tell you seem frustrated.

408 "Katherine Earll" (3570855168)

00:59:53.340 --> 01:00:01.590

You seem excited you seem thrilled, recognizing that they're that what they're feeling is important. Um.

409 "Katherine Earll" (3570855168)

01:00:01.590 --> 01:00:06.510

And giving them that, you know, giving that to them.

410 "Katherine Earll" (3570855168)

01:00:06.510 --> 01:00:17.100

So, it's like your emotions what you're experiencing matters to me and it goes back to that key. You're building that relationship.

411 "Katherine Earll" (3570855168)

01:00:18.330 --> 01:00:28.650

So, the empathy, it doesn't mean that you, you approve that you necessarily even agree if they broke their favorite cup. And they were just.

412 "Katherine Earll" (3570855168)

01:00:28.650 --> 01:00:39.145

Devastated about it even though there's more in the cabinet and it's not a problem, but to them, it's the worst day, it's the worst thing you can say oh, you must be devastated.

413 "Katherine Earll" (3570855168)

01:00:39.475 --> 01:00:53.635

You just, you must have a broken heart about this, recognizing that it's, it's not good for them or that it is or something else. That is awesome for them. Maybe they found a penny and they have a, you know, they're collecting them and it's a cool year for them.

414 "Katherine Earll" (3570855168)

01:00:54.390 --> 01:01:03.900

That may not be something that you care about. That may not be something. You don't have a penny collection at home, but you can see that. This is a big deal to them and recognizing that.

415 "Katherine Earll" (3570855168)

01:01:05.490 --> 01:01:12.270

That's what our empathy is about. It takes practice, but sticking to those keys of, uh.

416 "Katherine Earll" (3570855168)

01:01:12.270 --> 01:01:22.920

You've seen you've seem excited, you seem scare, you see nervous, anxious, just any 1 of our emotion words, and relating that to them.

417 "Katherine Earll" (3570855168)

01:01:25.165 --> 01:01:38.005

So our encouragement or other another step here of our stay close building, our relationship steps is encouragement being able to communicate and show how that person's behavior has improved their situation.

418 "Katherine Earll" (3570855168)

01:01:38.005 --> 01:01:51.865

Something that they did is going to pay off for them. It's made their their situation their day, their, maybe it's their school year, or maybe it's their, their soccer season or their career.

419 "Katherine Earll" (3570855168)
01:01:52.405 --> 01:01:54.235
It's improved their situation.

420 "Katherine Earll" (3570855168)
01:01:57.685 --> 01:02:11.635
So say something to let the person know you, you believe you can behave, or can behave again to create more improvements. If this is only like a jumping off point. Like, you worked hard, you studied for that test you're going to get a great grade.

421 "Katherine Earll" (3570855168)
01:02:11.995 --> 01:02:14.815
You might be able to ace this class now.

422 "Katherine Earll" (3570855168)
01:02:17.100 --> 01:02:28.290
You might need to you might need to ask more open, ended questions to learn more about, you know, learn more about the situation and what's going on. But that.

423 "Katherine Earll" (3570855168)
01:02:28.290 --> 01:02:31.950
That you're able to see that this is something.

424 "Katherine Earll" (3570855168)
01:02:31.950 --> 01:02:40.500
They've worked hard for and it's gonna, you know, gonna have a pay off. It's important that they are going to be able to do this skill again. And it's exciting.

425 "Katherine Earll" (3570855168)
01:02:42.660 --> 01:02:45.810
So that's the encouragement.

426 "Katherine Earll" (3570855168)
01:02:45.925 --> 01:02:59.605
Okay, so here, we're going to do some practice here, so we're going to navigate, find our chat box again so we've got our scenario. Awesome Alex here. Alex just got his g. E. D. results back he passed.

427 "Katherine Earll" (3570855168)
01:02:59.665 --> 01:03:11.245
He's studying for this thing. He's prepared, he's studied, he's done flashcards everything. You're walking down the hall and he's walking towards you and he washes over to you to show you his score.

428 "Katherine Earll" (3570855168)
01:03:12.510 --> 01:03:19.890

What kind of empathy? What type of motion is he? What kind of empathy could we give him? What emotions do you recognize in them?

429 "Katherine Earll" (3570855168)

01:03:19.890 --> 01:03:28.650

I'm going to give everyone a time or 2 to minute or here to fill in some chats.

430 "Katherine Earll" (3570855168)

01:03:29.970 --> 01:03:34.710

Okay.

431 "Katherine Earll" (3570855168)

01:03:35.695 --> 01:03:50.245

Yeah, we've got so many I love Thank you everyone for responding in this chat. This makes us way better of a presentation. That's it. Yeah. Excitement. I'm seeing a lot of excitement and pride and he's definitely proud.

432 "Katherine Earll" (3570855168)

01:03:50.245 --> 01:03:53.605

He's ready to show you his, his, his score results.

433 "Katherine Earll" (3570855168)

01:03:55.170 --> 01:04:00.180

You look ecstatic excited um.

434 "Katherine Earll" (3570855168)

01:04:00.180 --> 01:04:11.010

Awesome job. You guys you guys are really recognizing the emotion that he's feeling he's feelings some kind of way and we're going to tell him that that we see him.

435 "Katherine Earll" (3570855168)

01:04:11.010 --> 01:04:18.000

You look so proud you seem excited you seem hum? You seem thrilled. Oh.

436 "Katherine Earll" (3570855168)

01:04:18.000 --> 01:04:28.860

What kind of what does it mean for him? In this future? Let's practice our encouragement statements. What does it mean for Alex? In the future? For him? What kind of encouragement statement can we give him?

437 "Katherine Earll" (3570855168)

01:04:31.290 --> 01:04:34.770

Go ahead and put that in the chat box.

438 "Katherine Earll" (3570855168)

01:04:34.770 --> 01:04:41.790

Hmm.

439 "Katherine Earll" (3570855168)

01:04:44.190 --> 01:04:51.810

Okay.

440 "Katherine Earll" (3570855168)

01:04:56.275 --> 01:05:07.735

I'm seeing a lot of that your hard work paid off and typically you put in there. You can get that job you wanted. You can yeah. What does this result mean for him in the future?

441 "Katherine Earll" (3570855168)

01:05:07.735 --> 01:05:13.645

Like, you can do anything, you can accomplish, you work hard and you can get that job, you know.

442 "Katherine Earll" (3570855168)

01:05:14.100 --> 01:05:19.530

You can go on that you can go on that trip. You can, um.

443 "Katherine Earll" (3570855168)

01:05:20.185 --> 01:05:33.115

All of these things. Oh, yeah. I'm seeing some open ended questions and they're awesome job. Yeah. So what does this really, really mean for him in the future?

444 "Katherine Earll" (3570855168)

01:05:33.295 --> 01:05:38.065

You study hard and it really paid off that's what we were wanting to recognize for him in the future.

445 "Katherine Earll" (3570855168)

01:05:39.180 --> 01:05:45.060

You worked hard and it paid off. You, you, you did it.

446 "Katherine Earll" (3570855168)

01:05:47.005 --> 01:05:59.365

Awesome job guys, thank you for all the practice it takes, it takes work to practice, but again with Alex here, we can see that excitement. We can see our our empathy statement to give to him. You guys you guys nailed it.

447 "Katherine Earll" (3570855168)

01:05:59.875 --> 01:06:10.615

We can see that emotion for him and then also this 1, it's easy to see he passed his test. He's got that now he can go get on, go on and get a job.

448 "Katherine Earll" (3570855168)

01:06:10.980 --> 01:06:14.520

Ah, it's so exciting. Okay.

449 "Katherine Earll" (3570855168)

01:06:14.520 --> 01:06:27.180

We're going to do it again with just okay, Justin. So, this 1 takes a little bit more, let's think about it. Um, and we're gonna practice some of our, our empathy empathy statements and our encouragement statements. So, this scenario is, um.

450 "Katherine Earll" (3570855168)

01:06:28.075 --> 01:06:43.075

You know, you're eating in the break room, Justin, sitting there in the break room, and just to move some papers, move some papers out of the way to let a peer sit down and to make room for someone there at the table. And Justin smiles and says Heidi, when he sees.

451 "Katherine Earll" (3570855168)

01:06:43.620 --> 01:06:50.040

What what emotion can we see? And Justin what kind of empathy.

452 "Katherine Earll" (3570855168)

01:06:50.040 --> 01:06:54.690

Can we give to him to tell him that we see how we how he feels.

453 "Katherine Earll" (3570855168)

01:06:54.690 --> 01:07:08.310

This one's a little trickier, feel free to just throw it in that chat box. Um.

454 "Katherine Earll" (3570855168)

01:07:09.750 --> 01:07:18.030

How can we see how we how he feels so he's moving paper is making room for somebody else to sit down in a break? Um.

455 "Katherine Earll" (3570855168)

01:07:19.045 --> 01:07:32.695

He must feel like he's in a good mood. Yeah, he must feel like he's maybe he's relaxed. He's in a break room taking a break from his taking a break from his, his work or his job.

456 "Katherine Earll" (3570855168)

01:07:33.235 --> 01:07:37.675

He's relaxed. He's feeling kind. Oh.

457 "Katherine Earll" (3570855168)

01:07:39.865 --> 01:07:54.535

He's feeling welcoming, he's ready for a friend or interesting that social reaction. Yeah, he is. You you look like you might need a friend. Um, you look relax you've seen, you've seen chill so some emotion that he's having.

458 "Katherine Earll" (3570855168)

01:07:57.240 --> 01:08:03.210

Okay, so there's our emotion, like I said, it was a little trickier than, you know, that big, um.

459 "Katherine Earll" (3570855168)

01:08:03.355 --> 01:08:17.425

Alex there getting his GED results, a full trickier, but just because it's less, you know, obviously in your face doesn't mean that Justin's not having emotions. Here. He moved papers. He, he did an action to show, you know, to communicate something. Okay.

460 "Katherine Earll" (3570855168)
01:08:17.785 --> 01:08:18.685
What kind of.

461 "Katherine Earll" (3570855168)
01:08:19.140 --> 01:08:26.820
What kind of encouragement can we give him? What kind of encouragement to really show us? What does that mean for him? In the future?

462 "Katherine Earll" (3570855168)
01:08:26.820 --> 01:08:32.370
Again, a little trick here, but I know you guys can do it, but go ahead and put it in the chat box.

463 "Katherine Earll" (3570855168)
01:08:38.190 --> 01:08:49.740
What things can we recognize? What actions can we recognize that Justin completed? What did Justin do.

464 "Katherine Earll" (3570855168)
01:08:49.740 --> 01:08:53.760
That's going to make an impact for him in the future.

465 "Katherine Earll" (3570855168)
01:09:05.460 --> 01:09:11.790
There we go thanks everybody. Um.

466 "Katherine Earll" (3570855168)
01:09:13.890 --> 01:09:22.560
Yeah, so that actually that he's doing, he's making a room, he's making room at the table and it's going to like, you move papers.

467 "Katherine Earll" (3570855168)
01:09:22.560 --> 01:09:35.310
Recognizing the action you move those papers, and now anyone can come and sit down next to you or I'm going to sit next to you every day. If you if you make room for me, I sit next to you any time. Um.

468 "Katherine Earll" (3570855168)
01:09:36.325 --> 01:09:48.115
Yeah, we've got here, like Jessica said, having lunch again in the future, I recognize that he's moving those papers so he's willing and ready to make room. Maybe he didn't know that before.

469 "Katherine Earll" (3570855168)
01:09:48.595 --> 01:09:54.535
But when you move those papers that makes room for me to sit, and I'm going to anyone's going to be wanting to sit with you in the future.

470 "Katherine Earll" (3570855168)
01:09:55.860 --> 01:10:06.990
It's going to be a way to help, make friends, you move those papers and you're ready to, you know, you're ready to have interactions and make some friends here in this break room.

471 "Katherine Earll" (3570855168)

01:10:09.510 --> 01:10:16.920

I'm trying to scroll through these boxes. You'll make lots of friends if you keep being kind of moving your papers. Absolutely. Angie.

472 "Katherine Earll" (3570855168)

01:10:16.920 --> 01:10:20.670

Hello.

473 "Katherine Earll" (3570855168)

01:10:22.320 --> 01:10:37.170

All right, so we got, we got some practice and again, it's recognizing, recognizing that they're having an emotion and what those actions did for them in the future. That's the key what those actions are, and how they're going to affect them in a positive way in the future.

474 "Katherine Earll" (3570855168)

01:10:40.255 --> 01:10:43.375

All right, so what else can we do?

475 "Katherine Earll" (3570855168)

01:10:44.395 --> 01:10:58.525

We've got pivot around some of those junk behaviors we're gonna talk more about our, our pivot skill those junk behaviors they're not illegal, not harmful, but they're not necessarily like, how can we had talked about?

476 "Katherine Earll" (3570855168)

01:10:58.525 --> 01:11:03.325

They're not necessarily those ones that we're going to work on teaching and increasing.

477 "Katherine Earll" (3570855168)

01:11:03.780 --> 01:11:13.200

So, how does the do those junk behaviors? How does performing those young behaviors pay off for them? What are they getting at it?

478 "Katherine Earll" (3570855168)

01:11:13.200 --> 01:11:17.460

Doing those behaviors, they're getting the attention. Oh.

479 "Katherine Earll" (3570855168)

01:11:17.460 --> 01:11:23.400

There maybe it makes you go away if you're if you see that junk behavior, maybe it.

480 "Katherine Earll" (3570855168)

01:11:23.400 --> 01:11:35.790

They're wanting you to go away so they're going to do that that thing they're going to do that thing to get you to go away or because they know that you're going to jump in and give them a big reaction.

481 "Katherine Earll" (3570855168)

01:11:36.205 --> 01:11:41.515

To see, you have any sort of reaction, a big big reaction here to see you angry, shocked,

482 "Katherine Earll" (3570855168)

01:11:41.815 --> 01:11:56.185

afraid to see a react or maybe they're looking for that comfort or to give in and just use those courses. And you're going to get into that despair maybe.

483 "Katherine Earll" (3570855168)

01:11:56.185 --> 01:11:58.555

And just find take it and go away.

484 "Katherine Earll" (3570855168)

01:12:00.475 --> 01:12:15.355

To get you to do something for them, they don't it's a delaying tactic they get out of they get out and doing something for a little bit. Maybe they don't have to do their tours if they keep asking questions and repeating the same question. Repeating that same question.

485 "Katherine Earll" (3570855168)

01:12:15.565 --> 01:12:16.585

You engage with them.

486 "Katherine Earll" (3570855168)

01:12:16.920 --> 01:12:26.610

And have a conversation for 15 more minutes and lecture logic, or, you know, back and forth with them about about something they get out of it.

487 "Katherine Earll" (3570855168)

01:12:26.610 --> 01:12:34.020

So, that drunk behavior is paying off for them.

488 "Katherine Earll" (3570855168)

01:12:34.020 --> 01:12:40.710

Not necessarily in the way that we imagine, but it's paying off. They're getting they're getting a reaction.

489 "Katherine Earll" (3570855168)

01:12:42.570 --> 01:12:54.510

So often, so our episodes of a serious behavior start, it starts with a little junk behavior and escalate as people react to it. Um.

490 "Katherine Earll" (3570855168)

01:12:55.105 --> 01:13:09.775

So, it's a reaction to conversion they're going to get even it's how things are going to just escalate and continue to rise as they, as you pay it off and pay it off. And it works up and up and up.

491 "Katherine Earll" (3570855168)

01:13:09.865 --> 01:13:10.375

Um.

492 "Katherine Earll" (3570855168)

01:13:13.350 --> 01:13:17.940

So, it might so responding to jump behavior in the junk.

493 "Katherine Earll" (3570855168)

01:13:17.940 --> 01:13:27.385

It's gonna pay off more for them and they're gonna do it more and more in the future. Like oh, that worked for me. I got out of I got out of having to do that. Sure. I got out of that assignment.

494 "Katherine Earll" (3570855168)

01:13:27.775 --> 01:13:38.125

If I, you know, pestered or if I asked a 1Million questions, or if I whined about it, that's a big 1. if I find about it. Um, I got out of it. And, um.

495 "Katherine Earll" (3570855168)

01:13:39.750 --> 01:13:44.520

We're not purposely coercive, but it happened and it paid them off. Uh.

496 "Katherine Earll" (3570855168)

01:13:46.170 --> 01:13:50.310

So that frequency of the junk behavior is probably going to increase because.

497 "Katherine Earll" (3570855168)

01:13:50.310 --> 01:14:01.920

They got paid off and it worked so here's how to pivot. Here's how to pivot around some of these junk behaviors that are annoying and frustrating to us. Um.

498 "Katherine Earll" (3570855168)

01:14:01.920 --> 01:14:11.550

So that's what our again, that's what our junk behavior is annoying not harmful, but not something that we're increasing.

499 "Katherine Earll" (3570855168)

01:14:12.445 --> 01:14:22.945

So here's our steps. We don't react to the junk behavior with that tone of voice, facial expressions. Like I talked about in our state closes our building. Our relationships don't let anything on your face.

500 "Katherine Earll" (3570855168)

01:14:22.945 --> 01:14:36.055

But, you know, those smirks are those, like, you know, you're really trying to keep it cool or rolling. Your eyes are heavy sying. Any of that those, those non verbals of body language that's also giving it attention.

501 "Katherine Earll" (3570855168)

01:14:36.625 --> 01:14:41.455

People recognize when you're rolling your eyes, or have you sign something that's happening?

502 "Katherine Earll" (3570855168)

01:14:41.550 --> 01:14:46.200

Um, so we're not reacting with any of the, those non verbal.

503 "Katherine Earll" (3570855168)

01:14:47.215 --> 01:14:58.915

And we're going to choose 1 of our 3 pivot options here. 3 pivot choices are suddenly suddenly pivot to another person somebody else in the room that's close by or to an activity.

504 "Katherine Earll" (3570855168)

01:14:59.185 --> 01:15:11.305

Maybe it's back to your back to your paperwork, or maybe it's back to your shoe your time. Just suddenly go to something else for a moment actively attend to another activity.

505 "Katherine Earll" (3570855168)

01:15:12.535 --> 01:15:27.175

Or pivot on the person, just continue that interaction, and just don't react to it. And so we use that a lot like, picking if somebody's picking their nose, you're having a conversation with them, and they're just really getting into it. And you're over here you want, it's gross to you. Like, you can't.

506 "Katherine Earll" (3570855168)

01:15:27.480 --> 01:15:42.240

But again that, like, if you're gagging that, making those reactions, we're going to just pretend we're going to shut it off in our brain. We're going to pretend like, they're not doing it. We're going to power through. That's what our pivot on. The person's scale is going to do.

507 "Katherine Earll" (3570855168)

01:15:42.240 --> 01:15:55.230

Actively attend to that person that just okay. Behavior something else that they're doing. They're having a conversation with you so you're going to actively attend to that conversation. That's what our pivot on the person is, um.

508 "Katherine Earll" (3570855168)

01:15:55.230 --> 01:16:08.550

So, we're suddenly I'm going to give some more examples. I should probably do that for suddenly pivot to another person, or example a here suddenly pivot to another person actively attend to another person. So if you're in a classroom.

509 "Katherine Earll" (3570855168)

01:16:08.550 --> 01:16:20.550

And, uh, that person johnny's over there, and he's daydreaming and tapping and tapping the table and, you know, often left field. But, um.

510 "Katherine Earll" (3570855168)

01:16:20.550 --> 01:16:30.420

But John over there is, he's working on this paper, he's writing down taking notes so we're going to actively attend to them.

511 "Katherine Earll" (3570855168)
01:16:30.420 --> 01:16:34.530
The 2nd, the 2nd here, um.

512 "Katherine Earll" (3570855168)
01:16:35.065 --> 01:16:45.205
That they, that our problem or that junk behavior resolves a little bit.
Maybe Johnny maybe maybe our person picks up their pen. You can you can
pivot back to them.

513 "Katherine Earll" (3570855168)
01:16:45.205 --> 01:16:52.705
You always have to come back after drunk behavior, stopped, provide
reinforcement for the desirable or just behavior. Just okay. Behavior.

514 "Katherine Earll" (3570855168)
01:16:54.120 --> 01:17:05.970
Praise provide that reinforcement for the person who is doing that junk
behavior. They pick up that pen again. That's something that you can that
you can recognize and you come back to them.

515 "Katherine Earll" (3570855168)
01:17:07.315 --> 01:17:22.224
Pivot to an activity, maybe it's you're going to organize or reorganize
or straighten the papers that, in your hand, if you if you're passing out
papers and they're off task, then again, the 2nd day you start to get
back to back to task.

516 "Katherine Earll" (3570855168)
01:17:22.345 --> 01:17:23.725
You provide that praise.

517 "Katherine Earll" (3570855168)
01:17:24.030 --> 01:17:35.130
You provide that attention for for the desirable or just okay behavior.
You're going to repeat that as much as, as much as you need to.

518 "Katherine Earll" (3570855168)
01:17:35.665 --> 01:17:48.865
Maybe that drunk behavior again, this isn't going to wipe out this job
behavior. They're never going to do that junk behavior again, but it's in
that moment to stop you from reacting and paying off that junk behavior,
we're going to stay. Cool.

519 "Katherine Earll" (3570855168)
01:17:48.865 --> 01:17:51.325
We're going to avoid using those courses.

520 "Katherine Earll" (3570855168)
01:17:52.680 --> 01:17:56.970
So those are our steps here, um.

521 "Katherine Earll" (3570855168)
01:17:56.970 --> 01:18:02.490

That's how we're going to pivot. We're in practice. We're going to talk more about pivot here.

522 "Katherine Earll" (3570855168)

01:18:02.490 --> 01:18:07.080

Why don't you just ignore it? Why? Why aren't we ignoring it?

523 "Katherine Earll" (3570855168)

01:18:07.080 --> 01:18:15.630

So our problems with ignoring that behavior, and just walking away completely leaving the room, ignoring that person, ignoring that behavior.

524 "Katherine Earll" (3570855168)

01:18:16.195 --> 01:18:29.335

What's the problem with it? That's pretty course. It could be reinforcing that you left. It doesn't make that person feel good. It's kind of a worsening that you're just not, you know, not ever going to pay attention to them.

525 "Katherine Earll" (3570855168)

01:18:30.115 --> 01:18:40.285

And, like we talked about earlier, it could cause a behavior burst it can cause that escalation that big old behavior. It can escalate up into more serious things.

526 "Katherine Earll" (3570855168)

01:18:41.790 --> 01:18:53.760

So, that's why it's so important for pivot when we're pivoting to another person or pivoting on an activity that we always come back to our person. We always come back to them.

527 "Katherine Earll" (3570855168)

01:18:56.395 --> 01:19:09.475

Okay, so our advantages increase those desirable behaviors it focuses on the positive. It teaches our individuals what we want them to do what we're seeing. That's a positive those things that we're, we're teaching.

528 "Katherine Earll" (3570855168)

01:19:10.015 --> 01:19:13.885

Um, it's increasing those just okay. Behaviors.

529 "Katherine Earll" (3570855168)

01:19:15.420 --> 01:19:25.860

Is preventing those behavior bars where they are just, you know okay, well, you're ignoring me. I'm going to escalate this and make my, you know.

530 "Katherine Earll" (3570855168)

01:19:25.860 --> 01:19:38.610

Make it a big old reaction, make it a big old spectacle. So you may be finally pay attention to me. So we're working on preventing those big behavior. 1st. We come back to them.

531 "Katherine Earll" (3570855168)

01:19:38.610 --> 01:19:48.390

It prevents it from becoming those serious or harmful behaviors. If you're going to ignore me when I do this what happens when I bring it up to here?

532 "Katherine Earll" (3570855168)

01:19:48.390 --> 01:19:51.870

You're going to ignore me when I'm doing something serious and dangerous.

533 "Katherine Earll" (3570855168)

01:19:51.870 --> 01:20:04.290

Probably not, we have to, you know, because we don't want to cause that heart so we really want to make sure we're increasing. Those desirable is paying off those, those desirable behaviors that we see that we want to increase.

534 "Katherine Earll" (3570855168)

01:20:05.880 --> 01:20:10.080

All right back to some more practice scenarios.

535 "Katherine Earll" (3570855168)

01:20:10.080 --> 01:20:19.495

So our talked about earlier that picking picking your nose, that's a good junk behavior that a lot of people have a problem with. It's pretty gross. Fair.

536 "Katherine Earll" (3570855168)

01:20:20.365 --> 01:20:31.645

So frequently picking your nose, and she is telling you about this cool package she got in the mail, but she's, she's really digging into it. You're in the middle of typing an email. So that's the scenario.

537 "Katherine Earll" (3570855168)

01:20:31.645 --> 01:20:37.225

You're typing away, your computer comes in, picking her nose and telling you about this package.

538 "Katherine Earll" (3570855168)

01:20:38.515 --> 01:20:47.245

What what are we going to do? How are we going to pivot? What kind of things can we do here?

539 "Katherine Earll" (3570855168)

01:20:47.245 --> 01:21:01.585

If we're pivoting on a person if we're pivoting on her, we're going to just pretend that we're just going to shut that off and just not pay attention again. Don't catch yourself with that ignore. It's a hard word to get used to.

540 "Katherine Earll" (3570855168)

01:21:01.825 --> 01:21:05.875

We're going to pretend like, she is not taking her nose and carry on as usual.

541 "Katherine Earll" (3570855168)

01:21:07.735 --> 01:21:21.445

So when are you going to jump back in if you're pivoting on to another person, or to an activity? So, let's imagine she's doing that. I turned to my emails. I'm, you know, typically on an activity, turn my email. So kind of keep typing.

542 "Katherine Earll" (3570855168)

01:21:21.625 --> 01:21:33.175

When am I going to ask her a question? When am I going to engage more and bring that interaction back? Go ahead and put in the chat box. When do you think I'm going to come back in and jump in with my engagement.

543 "Katherine Earll" (3570855168)

01:21:33.480 --> 01:21:37.230

Hello.

544 "Katherine Earll" (3570855168)

01:21:43.645 --> 01:21:58.075

Yeah, okay we've got a couple people here on the right page returned to adding when she's removed her finger from her nose. Yeah, absolutely. When she stops picking her nose, that's when we're going to turn back to her. We're going to stop her emails and really be like. Oh, man. What package did you get?

545 "Katherine Earll" (3570855168)

01:21:58.075 --> 01:22:09.535

What you get in that package we can engage in that conversation. Yeah, when that behavior stops when that junk behavior that's annoying and not not great. Um.

546 "Katherine Earll" (3570855168)

01:22:09.870 --> 01:22:14.760

When that behavior stops is when we come back and really engage in that conversation.

547 "Katherine Earll" (3570855168)

01:22:20.160 --> 01:22:26.370

Okay, you guys you guys seem to have gotten that 1. that's awesome. I'm proud of you guys.

548 "Katherine Earll" (3570855168)

01:22:27.630 --> 01:22:33.840

What about 1 more practice situation? Here are our scenario to outburst Ali.

549 "Katherine Earll" (3570855168)

01:22:33.840 --> 01:22:46.050

So, at the table, we've got 2 people or Oliver and Sally, they're working on a project Oliver's over there monitoring things. This is stupid. It's dumb. I'm going to tear this up, you know, all those sorts of.

550 "Katherine Earll" (3570855168)

01:22:46.050 --> 01:22:51.780
Frustrating junk behavior Sally's over there working on her favorite song.

551 "Katherine Earll" (3570855168)
01:22:51.780 --> 01:22:55.200
What kind of things.

552 "Katherine Earll" (3570855168)
01:22:55.200 --> 01:23:09.325
What kind of things are we going to do? And when we pivot this to me, looks like a perfect example to pivot to another person pivot on another person I'm going to Oliver Ali there is doing are junk behavior. I'm not going to pay that off.

553 "Katherine Earll" (3570855168)
01:23:09.475 --> 01:23:11.815
I'm going to turn to Sally I'm going to pivot on a person.

554 "Katherine Earll" (3570855168)
01:23:12.060 --> 01:23:16.680
We'll give it on another person and turn to Sally. Um.

555 "Katherine Earll" (3570855168)
01:23:16.680 --> 01:23:24.900
I'm going to talk about that so long she's humming or the project. What am I going to turn back to Ali and engage him?

556 "Katherine Earll" (3570855168)
01:23:26.430 --> 01:23:33.810
Okay.

557 "Katherine Earll" (3570855168)
01:23:33.810 --> 01:23:43.800
All right, let's see, we've got here in the chat box. Oh, got a couple yeah, when he stops muttering or we can ask Sally what too? And she's coming.

558 "Katherine Earll" (3570855168)
01:23:43.800 --> 01:23:56.910
And the fact that he quits muttering and resumed working on the project, when he shows any sort of indication that he's directing his directing his things.

559 "Katherine Earll" (3570855168)
01:23:57.265 --> 01:24:09.025
When he's directing his behavior down the right path that sometimes we have to take the littlest, you know, we're not going to wait till he's written 2 paragraphs and finished the report.

560 "Katherine Earll" (3570855168)
01:24:09.205 --> 01:24:22.405

We're going to the littlest thing that we can give to him. That we want to teach him. We want to pay off. He's picked up his pen. He started reading the directions. He stopped muttering and looked at his paper.

561 "Katherine Earll" (3570855168)

01:24:22.555 --> 01:24:26.635

What can we pay off for him. That's when we're gonna turn and when we see.

562 "Katherine Earll" (3570855168)

01:24:26.910 --> 01:24:29.340

That we want to give him that.

563 "Katherine Earll" (3570855168)

01:24:29.340 --> 01:24:42.540

Um, once he, it shows positive interest stops complaining. Yeah, we're gonna we're gonna turn our attention to Sally and tell that kind of stuff. And then we come back to Ali.

564 "Katherine Earll" (3570855168)

01:24:42.540 --> 01:24:51.480

Awesome. You guys you guys got it. Okay so that's that's our pivot skill. We've got another.

565 "Katherine Earll" (3570855168)

01:24:51.480 --> 01:24:57.900

Scenario 3 here, our meltdown Malka practice again, so.

566 "Katherine Earll" (3570855168)

01:24:57.900 --> 01:25:04.020

It's, it's a little harder meltdown. Malcolm. You let Malcolm? No, it's time to go inside.

567 "Katherine Earll" (3570855168)

01:25:04.020 --> 01:25:13.680

He's screaming at you. This is bull crap. I do what I want. I don't want to do that. Any of those sort of, you know, he's he is not happy. Um.

568 "Katherine Earll" (3570855168)

01:25:13.680 --> 01:25:27.270

The other things that you can hear going around in your environment in your music playing the weather's nice. A bird is chirping. Those are kind of the other things that are going on in the environment. When are you going to get get Malcolm? When you going to turn back to him.

569 "Katherine Earll" (3570855168)

01:25:41.125 --> 01:25:55.585

Yeah, it's a, it's a hard 1 and I feel like a lot of people have probably been there. Um, you guys hopefully are recognizing some of these scenarios where it's frustrating, you know, he's going to do this, you know, what he's done this before. Maybe he's screaming at you. That's not fun.

570 "Katherine Earll" (3570855168)

01:25:55.615 --> 01:26:09.235

It's not a fun situation to be in when he's screaming at you and it's junk behavior. There we go. Yeah, we have someone he stops screaming when the undesirable behavior stops or lessons. Yeah. Or lessons. That's a good good reminder.

571 "Katherine Earll" (3570855168)

01:26:09.445 --> 01:26:10.825

But again, he's probably.

572 "Katherine Earll" (3570855168)

01:26:10.890 --> 01:26:11.550

Okay.

573 "Katherine Earll" (3570855168)

01:26:11.550 --> 01:26:21.420

It's going to take a minute for him to, like, walk in and go inside and be inside. We don't want to wait till he's inside to provide any sort of the interaction.

574 "Katherine Earll" (3570855168)

01:26:21.420 --> 01:26:33.360

We're going to do that when he shows any instance, if he takes a step towards the door, when that's, you know, the behavior lessening if he's bringing it back down a little bit.

575 "Katherine Earll" (3570855168)

01:26:33.360 --> 01:26:39.540

That's that's when we jump in and provide that provide that interaction.

576 "Katherine Earll" (3570855168)

01:26:39.540 --> 01:26:47.640

It's really tricky and it might take it take some time and again, we can ignore it so we can't can't.

577 "Katherine Earll" (3570855168)

01:26:47.640 --> 01:26:51.450

We can't just walk away from him. That's not safe. Um.

578 "Katherine Earll" (3570855168)

01:26:51.925 --> 01:27:01.105

But we want to make sure we're providing and checking back in with him and we might have to do this a couple times again. It's not that it's not always going to work 1st time.

579 "Katherine Earll" (3570855168)

01:27:01.615 --> 01:27:16.225

They're probably, you know, Ali there is going to, you know, maybe he goes back to complaining after a little bit. We pivot again. We practice our other pivot skills. Maybe this time. We pivot on another person or on the activity.

580 "Katherine Earll" (3570855168)

01:27:17.335 --> 01:27:21.445

We find something else. We pivot to if we're outside, we hear the music play.

581 "Katherine Earll" (3570855168)

01:27:21.450 --> 01:27:33.925

You know, we turn to look at the bird that's eating birds next to you and then we come back, it may take a couple times. I'm seeing if what if Malcolm doesn't stop we come back to him.

582 "Katherine Earll" (3570855168)

01:27:34.165 --> 01:27:45.925

We were providing we're not ignoring him until it completely stops. We circle back. We, we recognize that in him, those.

583 "Katherine Earll" (3570855168)

01:27:47.995 --> 01:27:55.915

We don't wait for it to completely end. We don't waiting for it to completely end is not not. It doesn't work.

584 "Katherine Earll" (3570855168)

01:27:56.305 --> 01:28:08.905

Sometimes it doesn't completely end, but it's, it's a way for you to not pay off that desirable behavior. We're not, we're working on not paying off that desirable behavior so we come back to them.

585 "Katherine Earll" (3570855168)

01:28:09.145 --> 01:28:16.255

We talk about it's frustrating and we pivot again and we tire shoots and we pivot and we come back to oh, I see. You took.

586 "Katherine Earll" (3570855168)

01:28:16.410 --> 01:28:18.600

Forward.

587 "Katherine Earll" (3570855168)

01:28:18.600 --> 01:28:30.330

And providing something that we see any sort of positives that we can recognize, and sometimes it's hard to recognize a positive that he's doing but it takes time practice.

588 "Katherine Earll" (3570855168)

01:28:34.830 --> 01:28:38.610

So, what can we do? What else can we do? Stay close high.

589 "Katherine Earll" (3570855168)

01:28:38.610 --> 01:28:44.040

It's a lot like our close skills we practiced earlier the building, those relationships, um.

590 "Katherine Earll" (3570855168)

01:28:44.040 --> 01:28:48.300

Here's how we stay close. It's a hot scenario. Um.

591 "Katherine Earll" (3570855168)

01:28:48.300 --> 01:29:02.455

We, we're not reacting to that junk behavior. We're saying home caring, keeping our tone of voice, relax, body language. Usually, if we can, we're moving so moving and remaining close to them.

592 "Katherine Earll" (3570855168)

01:29:04.225 --> 01:29:06.325

Then touch as appropriate to the situation.

593 "Katherine Earll" (3570855168)

01:29:07.260 --> 01:29:20.970

Asking those open ended questions that listening while they're speaking use the validation empathy. Those are these are all the skills that we can do when it's a hot situation. It's a hot situation for Malcolm to come inside. Um.

594 "Katherine Earll" (3570855168)

01:29:20.970 --> 01:29:31.860

We provide that empathy. It's frustrating. It's hard. It's not fun. Those kind of those kind of empathy statements are ones we could give um.

595 "Katherine Earll" (3570855168)

01:29:31.860 --> 01:29:37.650

Use our encouragement statements and repeat until they're ready for the next step.

596 "Katherine Earll" (3570855168)

01:29:37.650 --> 01:29:47.430

Until they're ready for the next step, which is directing to an alternative behavior or calming situation or assisting with a problem behavior.

597 "Katherine Earll" (3570855168)

01:29:48.565 --> 01:30:01.075

And using that reinforcement after it's de escalated and directing towards that enticing, safer behavior, but we're going to wait, we're gonna wait repeat above and repeat above.

598 "Katherine Earll" (3570855168)

01:30:01.075 --> 01:30:13.975

Sometimes it takes take some time for that person who's escalated. Who's not having a hot moment for them to come back down we're going to have to recognize those emotions recognize a couple times provide that empathy.

599 "Katherine Earll" (3570855168)

01:30:14.940 --> 01:30:24.450

And provide those listening and validation and encouragement statements, recognizing that it's something that they did.

600 "Katherine Earll" (3570855168)

01:30:24.450 --> 01:30:28.560

Is going to pay off for them in the future um.

601 "Katherine Earll" (3570855168)

01:30:29.610 --> 01:30:36.570

Okay.

602 "Katherine Earll" (3570855168)

01:30:37.345 --> 01:30:51.835

And the same recognizing, what, if a client wax emotion or empathy so, if they're having a hot moment, you're seeing that they're frustrated again. It's about them. It's about the moment that they're in. So, it's about recognizing you're frustrated. You're mad. You're sad.

603 "Katherine Earll" (3570855168)

01:30:52.045 --> 01:30:59.875

I'm kinda like our, our other stay close skills before you're excited, recognizing, you know, what's going on in that person's world.

604 "Katherine Earll" (3570855168)

01:31:02.335 --> 01:31:16.075

So, again, sometimes it takes practice sometimes it takes a couple like, you can be like, oh, you're frustrated and sometimes it might not hit the nail on the head and they're going to tell you, like, oh, man, you seem upset and they're like, I'm more than upset.

605 "Katherine Earll" (3570855168)

01:31:16.165 --> 01:31:22.195

I'm really, really stink in that. At this. I'm so frustrated. I'm so mad. I am.

606 "Katherine Earll" (3570855168)

01:31:22.530 --> 01:31:26.370

You know, anything, they're gonna tell, you.

607 "Katherine Earll" (3570855168)

01:31:27.565 --> 01:31:40.855

Like oh, you've seen bummed out the way I'm more than bummed out. I'm heartbroken. I am crushed. So recognizing that emotion and recognizing that in them is our empathy statements.

608 "Katherine Earll" (3570855168)

01:31:41.305 --> 01:31:55.855

It's really those empathy those encouragement. Those are really going to help repeat and repeat and repeat until they're ready. I can see that. You've worked hard. And I'm so glad that you're talking with me about this. It's really going to help us.

609 "Katherine Earll" (3570855168)

01:31:56.370 --> 01:32:03.869

It's really going to help you, you've worked so hard for the last time and now it's paying off for you this time. You've worked hard.

610 "Katherine Earll" (3570855168)

01:32:03.869 --> 01:32:16.079

Those kind of encouragements. Okay. So, empathy being able to take the perspective of another person we talked about our before. So identifying those emotions, that points of view.

611 "Katherine Earll" (3570855168)

01:32:16.079 --> 01:32:28.229

You're letting go of your personal, especially with it's a hot you're letting go that personal, like instruct behavior. It's frustrating. And it's annoying to you but they are sad. They are having an emotion.

612 "Katherine Earll" (3570855168)

01:32:30.209 --> 01:32:34.619

Okay, here's our practice.

613 "Katherine Earll" (3570855168)

01:32:35.244 --> 01:32:49.974

Sammy here, Sam has just had an argument with her roommate, and she frequently lays in bed an hours for hours when crying when she's upset she's laying in bed crying and screaming that she needs the pill. She needs that match.

614 "Katherine Earll" (3570855168)

01:32:50.004 --> 01:32:52.344

She needs a pill. You're in the living room.

615 "Katherine Earll" (3570855168)

01:32:52.799 --> 01:32:58.679

How can we practice our? Our building relationships still are stay closest. Um.

616 "Katherine Earll" (3570855168)

01:32:58.679 --> 01:33:07.259

Where are we going to do here? We're going to our 1st steps. If you remember here our 1st steps are those.

617 "Katherine Earll" (3570855168)

01:33:07.259 --> 01:33:14.519

We can pull those out. It's it's the moving within arm's reach so you're not going to handle this from the living room.

618 "Katherine Earll" (3570855168)

01:33:14.519 --> 01:33:26.189

That's that's how our moving within arm's reach pays off, but you're not going to holler down the hall. Like, that's not building a relationship. It's not going to be improvement.

619 "Katherine Earll" (3570855168)

01:33:26.189 --> 01:33:36.389

There we go, so we're not going to react. We're gonna move within the arms reach. So go in there. Um.

620 "Katherine Earll" (3570855168)

01:33:36.389 --> 01:33:46.259

Back to saying, okay, so how can we provide an empathy statement? What Sammy feeling what can we tell Sammy that we recognize Sam's emotions.

621 "Katherine Earll" (3570855168)

01:33:57.059 --> 01:34:08.939

And you can go ahead and that in the chat box sorry I could, I could send that earlier. Go ahead and put that in the chat box of what, how can we use our empathy skill here? Our skill of recognizing the feelings that Sammy had.

622 "Katherine Earll" (3570855168)

01:34:08.939 --> 01:34:12.839

Yeah, that you seem upset, um.

623 "Katherine Earll" (3570855168)

01:34:13.254 --> 01:34:21.204

And I'm seeing some throwing in some of those open ended questions too. What's going on sometimes sometimes we might know in this situation.

624 "Katherine Earll" (3570855168)

01:34:21.564 --> 01:34:35.904

What's what's happened or not we can, we can ask those open ended questions, get them talking about what's going on. Yeah. Hey, friend, it looks like you're very upset making sure, you know, keeping that tone of voice and check keeping that tone of voice.

625 "Katherine Earll" (3570855168)

01:34:35.904 --> 01:34:42.774

There you look really upset show. Empathy, ask our open ended questions. What kind of encouragement could we give them.

626 "Katherine Earll" (3570855168)

01:34:42.839 --> 01:34:49.409

So, we've, we've gone in, we've gone close to Sammie. Maybe we can rub their shoulder a little bit. Um.

627 "Katherine Earll" (3570855168)

01:34:49.409 --> 01:35:00.839

And we said, you seem upset, you know, what's going on Sammy, you seem upset, you seem frustrated using sad. What kind of encouragement can we get? We're talking about this.

628 "Katherine Earll" (3570855168)

01:35:00.839 --> 01:35:09.749

Well, what encouragement what thing what behavior can we see and then that's positive.

629 "Katherine Earll" (3570855168)

01:35:19.949 --> 01:35:26.879

It's tricky. It's hard. Um.

630 "Katherine Earll" (3570855168)

01:35:32.129 --> 01:35:42.149

Yeah, we've worked on some of those skills that she's worked on before she went to her room for some privacy, you know, maybe in the past, uh, Sammy is, you know.

631 "Katherine Earll" (3570855168)

01:35:42.149 --> 01:35:53.634

Done some other undesirable behaviors, but this is a positive she goes to lay embedded when she's upset as she goes to a room she's working on those coping skills, something that we can do that.

632 "Katherine Earll" (3570855168)

01:35:53.634 --> 01:36:06.684

We can recognize that she's talking to you, Amy, thank you for talking to me it's really going to help us. And next time, next time, we're feeling this way. You've done this before. You know, you can talk to me and we can talk this out.

633 "Katherine Earll" (3570855168)

01:36:08.574 --> 01:36:19.884

Finding something that some behavior that's a good 1 that they're talking to me and paying that off and recognizing that they've done the work and how it's going to work for them in the future.

634 "Katherine Earll" (3570855168)

01:36:20.454 --> 01:36:26.334

You're talking to me now and I know next time this happens, you're going to be ready to talk to me and we can help talk this out together.

635 "Katherine Earll" (3570855168)

01:36:26.699 --> 01:36:35.519

Thank you for using your voice? Yeah. Letting me know letting me know what's going on. That's something that we can pay out.

636 "Katherine Earll" (3570855168)

01:36:35.519 --> 01:36:39.629

Yeah, that she that she's using some of those coping skills.

637 "Katherine Earll" (3570855168)

01:36:39.629 --> 01:36:43.049

Hello.

638 "Katherine Earll" (3570855168)

01:36:43.049 --> 01:36:49.859

So, we've come in, we started that interaction with her that empathy and she's telling us about that.

639 "Katherine Earll" (3570855168)

01:36:50.394 --> 01:37:01.104

So, with that junk behavior, so I'm glad that none of you said, oh, we're going to we're kind of come in there and say, stop screaming, take a pill. That's not what we're doing. You guys are recognizing that we're going to give some of the empathy.

640 "Katherine Earll" (3570855168)

01:37:01.104 --> 01:37:07.044

We're going to send you some stat asking open, ended question what's going on and we're going to provide some encouragement.

641 "Katherine Earll" (3570855168)

01:37:11.934 --> 01:37:24.834

Yeah, we're gonna we're going to pay off that she is talking to us that she is working on her coping skills of calming down and taking a breath and talking it out with me. That's awesome. That's something that's a great thing. That's going to pay her off in the future.

642 "Katherine Earll" (3570855168)

01:37:25.884 --> 01:37:39.834

If we remember back to our example. It's a great skill. They've studied hard. It's going to pay off for them in the future. She's talking to you about this. What's going on for her? It's going to pay off for her, her in the future we're going to be able to do this in the future and it's gonna be great.

643 "Katherine Earll" (3570855168)

01:37:40.109 --> 01:37:47.099

It's going to help us work through our problems so much easier, and breezier something that we can pay off.

644 "Katherine Earll" (3570855168)

01:37:47.694 --> 01:37:58.494

Thanks everyone for practicing those. I know there's some of those skills, especially these pivot and the jump behavior, and the hot situations are kind of hard because we have someone in the back of our mind.

645 "Katherine Earll" (3570855168)

01:37:58.494 --> 01:38:10.434

We're thinking about a scenario and how this is going to work out and so this practice, it takes practice. It takes practice here and practice at your house and in your in your environments. Um.

646 "Katherine Earll" (3570855168)

01:38:12.839 --> 01:38:26.399

Okay, so that was, that was that was our bulk for information. I'm so thankful for all of you for sticking with me with that with Kathleen and I hope you guys, you know.

647 "Katherine Earll" (3570855168)

01:38:26.784 --> 01:38:38.394

Hey, guys really joined us. You guys were amazing and participating. This is just scratching the surface. This is a tidbit of what our full tools for choice class is if you're interested reach out to us.

648 "Katherine Earll" (3570855168)

01:38:38.664 --> 01:38:48.534

But we have our podcast here if you get at your phone user are scanning here, your smartphone scan. This, this is going to take us to our 10 common conversions podcasts.

649 "Katherine Earll" (3570855168)

01:38:48.744 --> 01:38:56.034

So our, our director of tiered supports, has some recordings done for us about those.

650 "Katherine Earll" (3570855168)

01:38:56.399 --> 01:39:09.479

Conversions and giving examples and it's really interesting and it's I've listened to him several times. You can you always learn more information about our podcast so if get out your phone and scan, That'll take you right to that. Um.

651 "Katherine Earll" (3570855168)

01:39:09.479 --> 01:39:22.554

That's where a place you can go for more information, another option here at 10 1 of our full tools of choice classes, where we really work on interaction and practicing it and working out some of our.

652 "Katherine Earll" (3570855168)

01:39:23.004 --> 01:39:32.544

But what if so, what about this? What about that? We ask for even more participation and practice and role plays so Here's our go ahead and scan this.

653 "Katherine Earll" (3570855168)

01:39:35.184 --> 01:39:44.874

I go ahead and scan this and we'll have any sort of our positive support consultants are going to be teaching these classes and really working with you together.

654 "Katherine Earll" (3570855168)

01:39:44.874 --> 01:39:58.494

Thank you Kathleen, for we've got our a link for the 10 common fortune podcasts in there. We've got our tools of choice class. You can sign up for those. We have several sessions in a month 1 on pretty much.

655 "Katherine Earll" (3570855168)

01:39:58.494 --> 01:40:02.754

Every day of the week we're running our tools and choice classes and we would love to have you there.

656 "Katherine Earll" (3570855168)

01:40:02.849 --> 01:40:14.969

Um, and with that family coaching workshops that practice some of those skills, those are typically, and we have those in the evenings usually and they're taking away little snippets. Um.

657 "Katherine Earll" (3570855168)

01:40:14.969 --> 01:40:21.389

I think I'm catching up Kathleen as our tools of choice registration. Our family coaching workshop. Um.

658 "Katherine Earll" (3570855168)

01:40:21.389 --> 01:40:34.439

This tool is only going to be trained online, moving forward. So right now our model is where we ask our participants to watch our reliance modules, and then we have our didactic online interactive participants. Um.

659 "Katherine Earll" (3570855168)

01:40:35.034 --> 01:40:45.324

And that's how we are teaching tools. We're training. There's an option for if you're if you want to take this back to your agency, we can train you guys to be a facilitator. So you go through our process.

660 "Katherine Earll" (3570855168)

01:40:45.504 --> 01:40:53.664

And so that's an option where you can train it live in your own agencies, it takes some steps, but that's something that we also facilitate.

661 "Katherine Earll" (3570855168)

01:40:53.969 --> 01:40:58.289

Is that you guys taking that really? And being the owner of that material.

662 "Katherine Earll" (3570855168)

01:40:58.289 --> 01:41:02.519

Hmm.

663 "Katherine Earll" (3570855168)

01:41:04.709 --> 01:41:09.659

Um.

664 "Katherine Earll" (3570855168)

01:41:10.014 --> 01:41:21.564

So, yeah, if you have any more questions, please reach out to us, feel free to email. However, you'd like to contact us. We can put our contact in there to join us for more.

665 "Katherine Earll" (3570855168)

01:41:21.864 --> 01:41:31.134

We have so many resources, like these podcast and tools of choice and family, coaching workshops. We've got so many things and we would love to work more with you.

666 "Katherine Earll" (3570855168)

01:41:33.059 --> 01:41:37.199

Okay.

667 "Katherine Earll" (3570855168)

01:41:38.489 --> 01:41:42.509

Thank you so much for your time. Everyone, it was a wonderful for you to be here.