

WEBVTT

1 "Kathleen Deppeler" (1731126016)

00:00:00.745 --> 00:00:15.655

a universal strategy that can help improve environments environments and behaviors um our relationships and i'm really excited to be here with you guys today my name's kathleen depth i'm the director of positive supports for the division of

2 "Kathleen Deppeler" (1731126016)

00:00:15.655 --> 00:00:19.765

developmental disabilities and we're going to

3 "Kathleen Deppeler" (1731126016)

00:00:20.100 --> 00:00:33.985

Work through some activities today and I'd love to know more about who's here. So I'm gonna orientate you to the bottom right corner of your screen where there is a chat box.

4 "Kathleen Deppeler" (1731126016)

00:00:33.985 --> 00:00:41.125

And if you would chat everyone and introduce yourself, tell us your name and and where you are.

5 "Kathleen Deppeler" (1731126016)

00:00:41.370 --> 00:00:46.830

I'm gonna do the same myself.

6 "Kathleen Deppeler" (1731126016)

00:00:49.680 --> 00:00:56.520

Tiffany in Weston. Hello? Welcome. I'm in Kansas City. Not too far from you.

7 "Kathleen Deppeler" (1731126016)

00:01:01.620 --> 00:01:13.410

Hi, Heather and sedalia. Kathy and Jacqueline. Okay. We got the western side here, Rita and Lee summit. Hi.

8 "Kathleen Deppeler" (1731126016)

00:01:13.410 --> 00:01:20.910

warrensburg oh, lots of folks. Hi. Okay. St. Louis did some more in sedalia and Warren's right around there.

9 "Kathleen Deppeler" (1731126016)

00:01:20.910 --> 00:01:27.600

Welcome everyone Columbia. Nice. Welcome, Larry.

10 "Kathleen Deppeler" (1731126016)

00:01:28.885 --> 00:01:38.035

So, um, a little bit about today, for the best experience stay muted, that's gonna be really easy because we have it set up so everybody's on mute, uh,

11 "Kathleen Deppeler" (1731126016)

00:01:38.065 --> 00:01:51.685

please use the chat box to share your thoughts and we're gonna do lots of activities. So, please use the chat box to participate in those. It might also be helpful if you had a paper or, you know.

12 "Kathleen Deppeler" (1731126016)

00:01:52.020 --> 00:02:01.530

Word document up to take some notes about the stuff we talked about today and that might also be helpful as we work through. Some of the activities.

13 "Kathleen Deppeler" (1731126016)

00:02:03.960 --> 00:02:12.295

So, today we're going to talk about what positive behavior supports is and really provide, just an overview of what a universal strategy is,

14 "Kathleen Deppeler" (1731126016)

00:02:12.625 --> 00:02:27.205

we're going to talk about some fundamental facts about behavior and we're also going to talk about 4 categories of behavior that can help us identify what might be the best response, depending on the category of the behavior that's happening in the environment.

15 "Kathleen Deppeler" (1731126016)

00:02:28.075 --> 00:02:41.965

We're also going to talk about some common examples of coercion so some things that we're doing to try to punish people, some things that we're doing, that are trying to stay up out of behavior and there really aren't helping us.

16 "Kathleen Deppeler" (1731126016)

00:02:41.965 --> 00:02:46.285

We're going to talk about those common things that we want to try to avoid and we're going to share that.

17 "Kathleen Deppeler" (1731126016)

00:02:47.635 --> 00:02:55.405

We have facts of those conversions, which hopefully will then explain why we're asking you to avoid them. So we're gonna share 10 common examples of that.

18 "Kathleen Deppeler" (1731126016)

00:02:55.435 --> 00:03:05.065

And we're also going to talk about some skills and strategies that we can use to improve the relationships and improve interactions.

19 "Kathleen Deppeler" (1731126016)

00:03:08.310 --> 00:03:17.245

So 1st, let's start with what is positive behavior supports. There's really positive behavior supports. There's really a lot that goes into this this definition.

20 "Kathleen Deppeler" (1731126016)

00:03:17.905 --> 00:03:20.665

So, the science of behavior,

21 "Kathleen Deppeler" (1731126016)

00:03:20.665 --> 00:03:34.525

or behavior analysis has been formally investigated and demonstrating the science of behavior since the 940 s there have been hundreds of thousands of studies and demonstrations of the principals and techniques and. and techniques and

22 "Kathleen Deppeler" (1731126016)

00:03:34.860 --> 00:03:39.390

Many programs and treatment projects.

23 "Kathleen Deppeler" (1731126016)

00:03:39.390 --> 00:03:46.350

Curriculum training curriculums, use the principals and techniques developed by the science of behavior.

24 "Kathleen Deppeler" (1731126016)

00:03:46.350 --> 00:03:52.620

For positive behavior supports that uses the public health model to structure the.

25 "Kathleen Deppeler" (1731126016)

00:03:52.620 --> 00:04:04.500

Uh, interventions, so if you look at this triangle here at the in the corner of the slide, you'll see that base of green and that green base represents.

26 "Kathleen Deppeler" (1731126016)

00:04:04.500 --> 00:04:07.590

The universal strategy is that support.

27 "Kathleen Deppeler" (1731126016)

00:04:07.590 --> 00:04:19.440

The quality of life for an entire population, and in a healthy population, 80 to 90% of people will only need this universal level of support for a high quality of life.

28 "Kathleen Deppeler" (1731126016)

00:04:20.095 --> 00:04:31.405

And then that next part of the triangle there, the yellow center represents the population of people at risk for poor outcomes and the interventions for this population often.

29 "Kathleen Deppeler" (1731126016)

00:04:31.405 --> 00:04:35.815

Look like an extra scoop of that green, Universal strategy.

30 "Kathleen Deppeler" (1731126016)

00:04:36.149 --> 00:04:48.209

Just a targeted opportunity for that, and those are intended to be short term and faded as risk decreases to just to that. The natural universal strategies.

31 "Kathleen Deppeler" (1731126016)

00:04:48.209 --> 00:04:52.679

And in a healthy population, 10 to 15%, people will need that level of support.

32 "Kathleen Deppeler" (1731126016)

00:04:53.759 --> 00:05:03.209

And then that red top of the triangle there that represents people in crisis and in need of intensive.

33 "Kathleen Deppeler" (1731126016)

00:05:03.209 --> 00:05:14.904

Support, so in a healthy population, 5% or fewer people might need that level of support and it's important to consider these levels of support as we talk through the content today.

34 "Kathleen Deppeler" (1731126016)

00:05:14.904 --> 00:05:28.554

Because it, the materials we're sharing today are universal strategies. So, there are the things that everybody needs in order to support a high quality of life and they're really the foundation of any other intervention that we might provide.

35 "Kathleen Deppeler" (1731126016)

00:05:28.554 --> 00:05:33.114

So, it's important that we implement these universal. universal

36 "Kathleen Deppeler" (1731126016)

00:05:33.209 --> 00:05:44.999

Strategies consistently, and with fidelity, in order to really provide the best environment for those additional interventions that might be needed for a person.

37 "Kathleen Deppeler" (1731126016)

00:05:47.514 --> 00:06:01.704

This is the shift to a positive approach can be difficult to accept. It really is a shift in in our focus and it's very different than how our society typically operates. So.

38 "Kathleen Deppeler" (1731126016)

00:06:02.484 --> 00:06:14.004

You know, our culture movies, video games, our justice system, heavy on punishment, and providing a consequence or a,

39 "Kathleen Deppeler" (1731126016)

00:06:14.004 --> 00:06:24.834

we're sitting in order to change behavior and tools and positive behavior supports, asks us to shift that focus and really focused on being kind and caring with the idea.

40 "Kathleen Deppeler" (1731126016)

00:06:24.834 --> 00:06:32.094

That you don't have to be mean or cold or angry when you're upset, you can be kind and not emotional.

41 "Kathleen Deppeler" (1731126016)

00:06:32.099 --> 00:06:46.494

and that can often be more effective in calming the situation and the goal is to keep things from getting worse now in in the future and that means that we keep our cool and we avoid taking things personally even when

42 "Kathleen Deppeler" (1731126016)

00:06:47.034 --> 00:06:52.254

things feel very personally and we really try to avoid um

43 "Kathleen Deppeler" (1731126016)

00:06:52.559 --> 00:07:04.734

An attempt to get even or to try to hurt another person in order for them to feel a worsening or a punishment type of consequence. So we're going to shift our focus.

44 "Kathleen Deppeler" (1731126016)

00:07:04.734 --> 00:07:14.064

We're really going to beef up the opportunities for positive in our environment. And and and really try to avoid creating those worse settings for people.

45 "Kathleen Deppeler" (1731126016)

00:07:16.589 --> 00:07:26.219

So, I encourage you to keep an open mind as we work through this material and, um, you know, avoid.

46 "Kathleen Deppeler" (1731126016)

00:07:26.219 --> 00:07:36.539

Cynicism and just thinks being skeptical and weighing the evidence of what we're talking about, I think is really important. So, I encourage that that.

47 "Kathleen Deppeler" (1731126016)

00:07:36.539 --> 00:07:40.079

The inquiry of skepticism, um.

48 "Kathleen Deppeler" (1731126016)

00:07:40.079 --> 00:07:48.509

As we, as we go through this, so let's talk about behavior. I want you to go back to that chat box that you found earlier and tell me.

49 "Kathleen Deppeler" (1731126016)

00:07:48.509 --> 00:07:56.699

What's your definition of behavior you had to describe to explain behavior to someone who didn't speak English? How would you explain behavior?

50 "Kathleen Deppeler" (1731126016)

00:07:56.699 --> 00:08:09.269

Behavior is communication. Kim says a way we respond to stimulus. Erica says.

51 "Kathleen Deppeler" (1731126016)
00:08:09.269 --> 00:08:13.049
Any action a person takes from Jess.

52 "Kathleen Deppeler" (1731126016)
00:08:15.329 --> 00:08:24.449
These are great communication response action.

53 "Kathleen Deppeler" (1731126016)
00:08:24.449 --> 00:08:30.809
And so, um, flow well together.

54 "Kathleen Deppeler" (1731126016)
00:08:37.109 --> 00:08:41.369
A reaction to anything.

55 "Kathleen Deppeler" (1731126016)
00:08:42.054 --> 00:08:54.924
Any given thing. Okay, so, response and action communication our definition for, uh, behavior is anything a person does that can be seen encountered that word.

56 "Kathleen Deppeler" (1731126016)
00:08:54.924 --> 00:09:06.924
Anything is very important. Anything a person does we talked about shifting our focus to thinking about the positive things that are happening in an environment? And so that really goes back.

57 "Kathleen Deppeler" (1731126016)
00:09:07.229 --> 00:09:20.874
Down to our definition of behavior it is anything a person does that could be seen encountered. So let's come up with some examples of behavior I would like to fill this white space on this slide with examples of behaviors.

58 "Kathleen Deppeler" (1731126016)
00:09:20.874 --> 00:09:23.664
And I'm just going to watch the chat box, um.

59 "Kathleen Deppeler" (1731126016)
00:09:23.999 --> 00:09:30.749
If they start coming really fast, maybe you could help me by shouting them out, but I'm just going to type whatever behaviors.

60 "Kathleen Deppeler" (1731126016)
00:09:30.749 --> 00:09:38.759
what are some examples of behaviors gonna put them on this slide yelling thank you how they're whining dylan says pacing

61 "Kathleen Deppeler" (1731126016)
00:09:41.579 --> 00:09:47.279

Playing good. This is fast. Okay.

62 "Kathleen Deppeler" (1731126016)
00:09:47.279 --> 00:10:00.449
Dumping editing.

63 "Kathleen Deppeler" (1731126016)
00:10:00.449 --> 00:10:11.669
Physical encounter don't judge me for my bad spelling. I'm really going fast.

64 "Kathleen Deppeler" (1731126016)
00:10:11.669 --> 00:10:15.059
Stomping biting nails.

65 "Kathleen Deppeler" (1731126016)
00:10:19.919 --> 00:10:27.419
Happy dancing. Okay. I'm gonna run back up here and see what.

66 "Kathleen Deppeler" (1731126016)
00:10:27.419 --> 00:10:30.809
Which ones I forgot.

67 "Kathleen Deppeler" (1731126016)
00:10:30.809 --> 00:10:41.819
Take a couple of things I missed spitting joking.

68 "Kathleen Deppeler" (1731126016)
00:10:41.819 --> 00:10:46.739
Oh, okay. I think I got most of them.

69 "Kathleen Deppeler" (1731126016)
00:10:46.739 --> 00:10:50.339
Switch up. Okay. I am eating.

70 "Kathleen Deppeler" (1731126016)
00:10:51.629 --> 00:10:56.879
Hungry so I'm going to include that. Okay. Um.

71 "Kathleen Deppeler" (1731126016)
00:11:00.324 --> 00:11:01.974
Thanks guys, you guys are just keeping coming.

72 "Kathleen Deppeler" (1731126016)
00:11:08.064 --> 00:11:21.144
Okay so now I am going to pick another color and I'm gonna circle some things and as I circle things, I'd like you to tell me in the chat box. What do you notice about the things that I'm circling.

73 "Kathleen Deppeler" (1731126016)
00:11:24.839 --> 00:11:27.114
We noticed about the things that I'm circling

74 "Kathleen Deppeler" (1731126016)

00:11:42.264 --> 00:11:47.754
negative behaviours, not harmful junk behaviors. Dillon negative
Stephanie says negative Heather.

75 "Kathleen Deppeler" (1731126016)
00:11:48.029 --> 00:11:57.534
Typical navigate. Okay. You guys are identifying that typically, when we
think about behavior, we often think about the negative undesirable
behaviors.

76 "Kathleen Deppeler" (1731126016)
00:11:57.894 --> 00:12:12.624
And again, the goal here is to shift our focus, broaden our definition of
behaviors and start thinking about anything a person does that can be
seen encountered anything a person does that can be measured and observed
so great job.

77 "Kathleen Deppeler" (1731126016)
00:12:12.654 --> 00:12:18.024
You notice that when we think about behaviors, we really often think
about the, the.

78 "Kathleen Deppeler" (1731126016)
00:12:18.029 --> 00:12:19.229
Uh.

79 "Kathleen Deppeler" (1731126016)
00:12:19.229 --> 00:12:22.679
Undesirable stuff and I will, I'm also encouraged that.

80 "Kathleen Deppeler" (1731126016)
00:12:22.679 --> 00:12:34.409
you know we have a third of the ones that we came up with or were
positive desirable behaviors so that's great okay now i'm gonna erase my
circles

81 "Kathleen Deppeler" (1731126016)
00:12:35.609 --> 00:12:40.079
And I'm going to.

82 "Kathleen Deppeler" (1731126016)
00:12:40.079 --> 00:12:45.269
circles some other things what do you notice about these circles

83 "Kathleen Deppeler" (1731126016)
00:12:46.499 --> 00:12:50.039
What do we noticed about the ones I'm circling now?

84 "Kathleen Deppeler" (1731126016)
00:12:53.039 --> 00:13:04.889
Actually, I emotional Larry says.

85 "Kathleen Deppeler" (1731126016)
00:13:06.329 --> 00:13:19.314

Definitely, they're big old categories that the answer's they're not specific that that's right back.

86 "Kathleen Deppeler" (1731126016)

00:13:19.314 --> 00:13:26.604

Then these are not specific, you know, fabricating on. Someone can look like a lot of different things, you know um.

87 "Kathleen Deppeler" (1731126016)

00:13:26.909 --> 00:13:35.429

It could look like going up and just saying, so and so did this thing that didn't happen could also look like, you know.

88 "Kathleen Deppeler" (1731126016)

00:13:35.784 --> 00:13:48.324

Planting evidence of something, um, whining can look like a lot of different things, you know, same with physical encounter. I couldn't could call something a physical encounter.

89 "Kathleen Deppeler" (1731126016)

00:13:48.324 --> 00:13:53.274

If it just taps my shoulder other people might not call something a physical encounter until, you know.

90 "Kathleen Deppeler" (1731126016)

00:13:53.819 --> 00:14:02.129

You're knocked off your feet or something. Everyone just kind of has a different definition for what those things look like. And so.

91 "Kathleen Deppeler" (1731126016)

00:14:02.129 --> 00:14:05.459

they're subjective yes exactly so

92 "Kathleen Deppeler" (1731126016)

00:14:07.409 --> 00:14:17.399

when we talk about behavior we want to make sure that we're talking about behavior using terms that can be seen encountered so that everybody knows that

93 "Kathleen Deppeler" (1731126016)

00:14:17.399 --> 00:14:24.179

we're talking what we're talking about so for example here you know instead of saying kathleen's rude

94 "Kathleen Deppeler" (1731126016)

00:14:24.179 --> 00:14:33.654

Uh, it would be much more clear if Kat said, Kathleen said, she looked at this lady, and she said, look at her what is she wearing?

95 "Kathleen Deppeler" (1731126016)

00:14:33.654 --> 00:14:45.054

And she had this space of, like, she was so grossed out and, like, that's much more specific about what I did. So, you know, over time cat could identify that.

96 "Kathleen Deppeler" (1731126016)

00:14:45.984 --> 00:14:58.914

I used a quieter voice, uh, you know, the 1st time the lady could hear me say it, but then, you know, the next time, I just whispered it to cat. Um, so my behavior changed it decreased over time.

97 "Kathleen Deppeler" (1731126016)

00:14:59.634 --> 00:15:06.354

And when we talk about the behavior and measurable specific terms, like, saying exactly what was said.

98 "Kathleen Deppeler" (1731126016)

00:15:06.629 --> 00:15:19.434

Then we can see the changes that happen over time. So it's important for a few different reasons. We really want everybody to know what's going on. That can be helpful in so many situations shift, change documentation.

99 "Kathleen Deppeler" (1731126016)

00:15:20.004 --> 00:15:24.744

Really just like, identifying those those changes that happen over time.

100 "Kathleen Deppeler" (1731126016)

00:15:25.614 --> 00:15:39.774

so we want to talk about people's specific behaviors and measurable observable terms and avoid those big categories like tantrums or aggressive or those types of things we want to talk about um sat on the floor um

101 "Kathleen Deppeler" (1731126016)

00:15:40.704 --> 00:15:47.874

stamped feet and screams loud enough for people to hear in the other room it's very clear everybody knows what that

102 "Kathleen Deppeler" (1731126016)

00:15:48.179 --> 00:15:52.559

Former tantrum look like measurable, specific actions.

103 "Kathleen Deppeler" (1731126016)

00:15:53.034 --> 00:16:05.274

Now, I mentioned earlier that I was going to talk to, you of us, in categories of behavior, it is important to we have categories of behavior, because they help us identify how we might respond.

104 "Kathleen Deppeler" (1731126016)

00:16:05.484 --> 00:16:17.904

So, organizing those specific actions based on the context of the environment is helpful so that we can determine what that response might be. So, here I have 4 categories of behavior.

105 "Kathleen Deppeler" (1731126016)

00:16:18.114 --> 00:16:22.554

And again, I want to think about what that specific behavior was, then the content.

106 "Kathleen Deppeler" (1731126016)

00:16:22.559 --> 00:16:32.909

That and how I would categorize, it can help me determine the response so significant desirable. Those are the big deal kinds of things that happen.

107 "Kathleen Deppeler" (1731126016)

00:16:32.909 --> 00:16:44.039

The quality of life improves the, the things that we want to teach and model and motivate and increase the things that are going to make people's lives better.

108 "Kathleen Deppeler" (1731126016)

00:16:44.694 --> 00:16:59.544

and then there's the just okay stuff these these are the opportunities that we have to start expanding that definition of behavior and start thinking about opportunities in the environment where we can infuse the more positivity so the

109 "Kathleen Deppeler" (1731126016)

00:16:59.544 --> 00:17:04.944

just okay staff or the things that we just kind of expect people to do um

110 "Kathleen Deppeler" (1731126016)

00:17:05.964 --> 00:17:20.214

and you know shutting the door after they come inside putting the toilet lid down um just the the things that we expect in our environment that often don't really get any kind of um response

111 "Kathleen Deppeler" (1731126016)

00:17:20.484 --> 00:17:21.234

um

112 "Kathleen Deppeler" (1731126016)

00:17:21.569 --> 00:17:31.434

Because we just kind of expect them and then there's the undesirable. So I'm going to start with serious things that are physically harmful to themselves others, property or illegal.

113 "Kathleen Deppeler" (1731126016)

00:17:31.614 --> 00:17:38.334

These are things that we want to interrupt, and we want to respond using the tool we're going to talk about called, stay close.

114 "Kathleen Deppeler" (1731126016)

00:17:40.319 --> 00:17:43.469

And then there's the behavior that's undesirable.

115 "Kathleen Deppeler" (1731126016)

00:17:43.469 --> 00:17:48.749

But it's not physically harmful to themselves. So this property illegal it's.

116 "Kathleen Deppeler" (1731126016)
00:17:48.749 --> 00:17:52.559
Annoying and it's.

117 "Kathleen Deppeler" (1731126016)
00:17:52.559 --> 00:17:57.659
So, not socially acceptable it might have been age appropriate.

118 "Kathleen Deppeler" (1731126016)
00:17:57.659 --> 00:18:01.889
Years ago, but it's not anymore. Um.

119 "Kathleen Deppeler" (1731126016)
00:18:01.889 --> 00:18:06.149
These are the things that, uh, you know.

120 "Kathleen Deppeler" (1731126016)
00:18:06.504 --> 00:18:21.414
We're spending a lot of time on they are distracting and because they're annoying. We really get distracted by them and spend a lot of time reacting to them, but they're not physically harmful to themselves, others, property or illegal.

121 "Kathleen Deppeler" (1731126016)
00:18:21.684 --> 00:18:36.144
And so we have a tool called pivot for those. So, based on the specific behavior that's occurring and the context of that behavior we have, we can identify a potential response. So I'm just going to take 1.

122 "Kathleen Deppeler" (1731126016)
00:18:36.149 --> 00:18:40.229
1 behavior and kind of walk through how, um.

123 "Kathleen Deppeler" (1731126016)
00:18:40.229 --> 00:18:49.619
It depending on, on the context of the environment, that behavior could be desirable or undesirable. Um, so.

124 "Kathleen Deppeler" (1731126016)
00:18:49.619 --> 00:19:01.229
My example is going to the gym for me for Kathleen, going to the gym is the significant, desirable behavior. It is not something that I do, but it would be a quality of life. improver.

125 "Kathleen Deppeler" (1731126016)
00:19:01.229 --> 00:19:07.229
and would definitely be something that would be good to teach and increase

126 "Kathleen Deppeler" (1731126016)
00:19:07.229 --> 00:19:10.889

so for me going to the gym is significant desirable behavior

127 "Kathleen Deppeler" (1731126016)

00:19:11.364 --> 00:19:25.614

And then just okay for Patrick mahomes to go to the gym is generally just okay he is an athlete and he just does that for fun. Probably goes to the gym. It's just okay. Behavior.

128 "Kathleen Deppeler" (1731126016)

00:19:25.764 --> 00:19:32.904

You know, he needs an add a boy for it every once in awhile. Um, but it's something that he just does routinely. It's just okay behavior.

129 "Kathleen Deppeler" (1731126016)

00:19:34.589 --> 00:19:44.424

That same behavior going to the gym for the person going to the gym just so they can hit on strangers or Lear at them or whatever. That's annoying. It's junk.

130 "Kathleen Deppeler" (1731126016)

00:19:44.454 --> 00:19:53.244

It's not physically harmful to themselves others, property or illegal, but it is not socially acceptable. It's not a good way to make friends.

131 "Kathleen Deppeler" (1731126016)

00:19:54.504 --> 00:20:00.834

It's just annoying job and then there's serious. So.

132 "Kathleen Deppeler" (1731126016)

00:20:02.394 --> 00:20:11.124

You know, the athlete who just got injured and is not supposed to be exercising them going to the gym is serious.

133 "Kathleen Deppeler" (1731126016)

00:20:11.124 --> 00:20:18.834

So, Patrick mahomes right now is in the serious category, he's hurt himself and now he shouldn't go to the gym. So.

134 "Kathleen Deppeler" (1731126016)

00:20:19.259 --> 00:20:26.759

Depending on the context of that person, the environment what's going on with them physically right now.

135 "Kathleen Deppeler" (1731126016)

00:20:26.759 --> 00:20:38.694

That same behavior can get put into any 1 of these categories and depending on that context, we want to respond with a particular response.

136 "Kathleen Deppeler" (1731126016)

00:20:38.694 --> 00:20:45.954

So, for a significant desirable behavior, we want to provide positive consequences. We want to make the most of this.

137 "Kathleen Deppeler" (1731126016)

00:20:46.199 --> 00:21:00.954

This moment, the when we see significant desirable behaviors, they need a big time response. So we're going to use positive consequences. We're gonna use that as a time to build our relationship and do some stay close interactions. This is a big deal time.

138 "Kathleen Deppeler" (1731126016)

00:21:00.984 --> 00:21:03.264

We're gonna make. We're gonna make a lot out of this.

139 "Kathleen Deppeler" (1731126016)

00:21:04.529 --> 00:21:07.494

Stay with the just okay, we're going to start looking for these just okay.

140 "Kathleen Deppeler" (1731126016)

00:21:07.494 --> 00:21:20.754

Behaviors and we're going to start thinking of them as opportunities to engage opportunities to provide positive, positive consequences opportunities to start using the stay close tool that we're going to talk about later.

141 "Kathleen Deppeler" (1731126016)

00:21:21.089 --> 00:21:33.149

so we're really this is these just okay behaviors are really important to shifting our focus into shifting the culture in our environments really going to start looking for these

142 "Kathleen Deppeler" (1731126016)

00:21:33.149 --> 00:21:36.629

And then that annoying junk stuff.

143 "Kathleen Deppeler" (1731126016)

00:21:37.194 --> 00:21:50.484

We're going to talk about the skill called pivot here and we're going to start recognizing that these things are not physically harmful to themselves, others, property or legal. They are super annoying and that's how they're getting a lot of attention.

144 "Kathleen Deppeler" (1731126016)

00:21:50.724 --> 00:22:00.144

That's how they're getting a lot of response right now we're spending a lot of energy here. So, starting to realize that and identifying when these things are happening is important.

145 "Kathleen Deppeler" (1731126016)

00:22:00.479 --> 00:22:14.579

And again, really, it is annoying stuff. It's not physically harmful, but it is not helpful to people socially. Um, you know, it's not helping anybody, make a friend when they're engaging in that junk kind of behavior.

146 "Kathleen Deppeler" (1731126016)

00:22:14.579 --> 00:22:20.549

So, we're going to talk about pivot later and that's the response we're going to try to provide for that junk.

147 "Kathleen Deppeler" (1731126016)
00:22:22.289 --> 00:22:26.489

So, let's think about some junk behaviors that we've seen, I'm going to go back to our list.

148 "Kathleen Deppeler" (1731126016)
00:22:26.489 --> 00:22:35.669

That we made, what are these, what are these are junk things that are not physically harmful to themselves others, property or legal.

149 "Kathleen Deppeler" (1731126016)
00:22:35.669 --> 00:22:40.529

But they're super annoying and right now they're probably getting a lot of attention.

150 "Kathleen Deppeler" (1731126016)
00:22:41.579 --> 00:22:47.999

Big time response is happening to this stuff, which which ones are? These are drunk rolling eyes. Yes Thank you. Yes. Yes.

151 "Kathleen Deppeler" (1731126016)
00:22:50.519 --> 00:23:03.294

Yelling and spitting Thank you. Yes. Hi there. Good job. Spitting is a big 1. um, that is super gross and it gets people but I'm happy to hear that. You put that in the junk category. Context is important, though.

152 "Kathleen Deppeler" (1731126016)
00:23:03.294 --> 00:23:09.594

So, you know, if you spit on a a police officer or a bus driver, that's illegal. So, that serious. Um.

153 "Kathleen Deppeler" (1731126016)
00:23:10.109 --> 00:23:14.669

Whining good. Yes. Stomping stomping. Good. You guys? Yes, these are great.

154 "Kathleen Deppeler" (1731126016)
00:23:14.669 --> 00:23:21.239

You have identified the junk. Okay.

155 "Kathleen Deppeler" (1731126016)
00:23:30.059 --> 00:23:37.799

Navigating back to my slide. Uh, okay, so Here's some other examples. Swearing threatening.

156 "Kathleen Deppeler" (1731126016)
00:23:37.799 --> 00:23:42.989

Screaming yelling, we kind of had that 1 so.

157 "Kathleen Deppeler" (1731126016)
00:23:42.989 --> 00:23:46.799

Slamming doors, these are things that we spend a lot of time on. They get.

158 "Kathleen Deppeler" (1731126016)
00:23:46.799 --> 00:23:55.349
They get a big response. Let's talk about what why people do them.

159 "Kathleen Deppeler" (1731126016)
00:23:55.349 --> 00:23:58.469
Why does somebody curse or complain or.

160 "Kathleen Deppeler" (1731126016)
00:23:58.469 --> 00:24:02.849
Slam the door, why why do people engage in this drunk behavior?

161 "Kathleen Deppeler" (1731126016)
00:24:12.779 --> 00:24:16.559
Previously gotten them attention. That's 1 reason. Yeah.

162 "Kathleen Deppeler" (1731126016)
00:24:17.819 --> 00:24:26.729
The thing they need to do learned behavior attention.

163 "Kathleen Deppeler" (1731126016)
00:24:28.589 --> 00:24:35.489
Yep, to get access past to the thing that they want that. Yeah, it's worked for them in the past.

164 "Kathleen Deppeler" (1731126016)
00:24:39.839 --> 00:24:46.379
What are some things they might want gets you to go away? Um.

165 "Kathleen Deppeler" (1731126016)
00:24:46.379 --> 00:24:49.559
Get you to change your mind.

166 "Kathleen Deppeler" (1731126016)
00:24:51.089 --> 00:24:54.689
to the yet

167 "Kathleen Deppeler" (1731126016)
00:24:54.689 --> 00:24:58.169
It's the thing they knew to do to meet that need.

168 "Kathleen Deppeler" (1731126016)
00:24:58.169 --> 00:25:04.379
And, like, uh, a couple of the folks that, you know, it's that they've practiced before, um.

169 "Kathleen Deppeler" (1731126016)
00:25:04.764 --> 00:25:18.294
It's, you know, they've done it previously. It's a learned behavior, get someone to go away. Yeah, these are all reasons why people engage in

behavior. It sounds like you guys all have some empathy and understanding for where those things are coming from. That's great.

170 "Kathleen Deppeler" (1731126016)

00:25:20.184 --> 00:25:31.374

So, what undesirable behavior is not drunk it is definitely important to consider those things that are serious behaviors things that are physically harmful to themselves, others, property,

171 "Kathleen Deppeler" (1731126016)

00:25:31.374 --> 00:25:46.284

or illegal hitting throwing a chair stealing those things we need to intervene and we need to use a stay close hot is a skill that we're going to talk about here in a little while and in the event that stay

172 "Kathleen Deppeler" (1731126016)

00:25:46.284 --> 00:25:47.484

close hat is.

173 "Kathleen Deppeler" (1731126016)

00:25:48.329 --> 00:26:03.174

is not working as intended and things continue to escalate you shouldn't uh engage in a safety crisis playing with that person has one if you want to take your phone i have several qr codes in this presentation this is just the first one but i'm

174 "Kathleen Deppeler" (1731126016)

00:26:03.174 --> 00:26:10.404

gonna wait here for a moment you can scan this qr code and it will take you to a one page

175 "Kathleen Deppeler" (1731126016)

00:26:10.619 --> 00:26:17.729

Uh, graphic that I'll teach you more about the crisis cycle, and it has some information about safety crisis planning. So.

176 "Kathleen Deppeler" (1731126016)

00:26:17.729 --> 00:26:26.729

Definitely planning and knowing what to do to prevent and interrupt. Um, serious behavior is important.

177 "Kathleen Deppeler" (1731126016)

00:26:28.439 --> 00:26:39.449

So have a safety crisis plan, and if you need more help beyond that calling, 908, 8 is another resource to prevent and interrupt serious behavior. So, this is a.

178 "Kathleen Deppeler" (1731126016)

00:26:39.449 --> 00:26:46.259

Qr code, uh, That'll take you to more information about that service of 908. um.

179 "Kathleen Deppeler" (1731126016)

00:26:46.259 --> 00:26:50.189

The crisis line, it can help, um.

180 "Kathleen Deppeler" (1731126016)
00:26:50.189 --> 00:26:53.639
Connect you with resources and someone to help.

181 "Kathleen Deppeler" (1731126016)
00:26:56.009 --> 00:27:02.339
Just going to wait a 2nd, so that people definitely have the opportunity to scan those and get the links.

182 "Kathleen Deppeler" (1731126016)
00:27:07.349 --> 00:27:10.769
Okay, so.

183 "Kathleen Deppeler" (1731126016)
00:27:11.034 --> 00:27:24.534
Depending on the context of the environment, any of those behaviors, like we talked about earlier could really be, uh, you know, depending on the person, depending on the, uh, their physiology, the current situation.

184 "Kathleen Deppeler" (1731126016)
00:27:25.314 --> 00:27:32.994
You know, what else is going on in the environment the behaviors could really be in any category and it's important to consider the category so that we can determine.

185 "Kathleen Deppeler" (1731126016)
00:27:33.329 --> 00:27:47.639
What response we might have these next few slides are about fundamental facts and these are.

186 "Kathleen Deppeler" (1731126016)
00:27:47.639 --> 00:28:01.524
The guiding principles United, say, to the strategies that we're suggesting, and are really laying the foundation for the why behind them. So, the 1st 1 is the environment is responsible for the behavior.

187 "Kathleen Deppeler" (1731126016)
00:28:01.524 --> 00:28:16.314
So, a person's current situation, who's in the environment, how they're feeling their history previous experiences you know, 1 of the reasons earlier we talked about people engaging in drug behavior, was that,

188 "Kathleen Deppeler" (1731126016)
00:28:16.344 --> 00:28:16.884
um.

189 "Kathleen Deppeler" (1731126016)
00:28:17.814 --> 00:28:32.664
that they've done it before it's the thing that they need to do so the behavior is always right we can change the environment but and i don't mean the behaviors always right like it was the right thing for dry to hit sally i mean it was right as in it was the

190 "Kathleen Deppeler" (1731126016)
00:28:32.664 --> 00:28:34.644
thing the person knew

191 "Kathleen Deppeler" (1731126016)
00:28:34.979 --> 00:28:45.569
to best meet their need so based on their history based on their
physiology based on the current situation that was the behavior they knew
to best meet their need

192 "Kathleen Deppeler" (1731126016)
00:28:45.569 --> 00:28:55.259
So the environment is responsible for the behavior, and we can change the
environment. We can shift the consequences and create change.

193 "Kathleen Deppeler" (1731126016)
00:28:56.609 --> 00:29:08.339
The 2nd, 1 is, uh, expanding your definition of consequences. Like, we're
expanding your our definition of behavior. So a consequence is anything
that happens after a behavior.

194 "Kathleen Deppeler" (1731126016)
00:29:08.339 --> 00:29:21.779
And that consequence can either strengthen the behavior and make it
something that's more likely to happen in the future where it can weaken
the behavior and make it something that's less likely to happen in the
future. And so the only way to know, um.

195 "Kathleen Deppeler" (1731126016)
00:29:22.314 --> 00:29:37.254
what kind of consequence you've provided is by what happens in the future
if the behavior happens more often or continues to happen the same amount
then you're providing some kind of reinforcement strengthening it and if
the behavior doesn't happen in the future or happens less or with less

196 "Kathleen Deppeler" (1731126016)
00:29:37.254 --> 00:29:47.214
intensity than we're weakening it or punishing that behavior so the only
way to understand the effect of the consequence is by what is happening
in the future

197 "Kathleen Deppeler" (1731126016)
00:29:47.609 --> 00:29:58.619
And we can think about, we can determine what consequences a person will
work for and arrange for them to be to follow desirable behavior. So.

198 "Kathleen Deppeler" (1731126016)
00:29:58.619 --> 00:30:09.719
Um, if I know that someone will work for some extra TV time, I'm gonna
put TV time after the things that I know need to happen.

199 "Kathleen Deppeler" (1731126016)
00:30:15.234 --> 00:30:24.714

Number 3 time patients, this stuff is hard and, you know, we don't want to throw the baby out with the bathwater.

200 "Kathleen Deppeler" (1731126016)

00:30:24.714 --> 00:30:38.814

So so keep doing start doing it keep doing it for a couple of weeks and tweak things tweak 1 thing at a time and take data. Because that's really the only way to to know those changes over time.

201 "Kathleen Deppeler" (1731126016)

00:30:39.474 --> 00:30:44.844

Um, so use measurable, specific terms, things that behaviors you can see and.

202 "Kathleen Deppeler" (1731126016)

00:30:45.149 --> 00:30:59.039

Take data about them and that will help you identify change. It takes time and patience and that data can really help because you'll see small changes sooner.

203 "Kathleen Deppeler" (1731126016)

00:30:59.039 --> 00:31:03.509

The more you, the more information that you have about.

204 "Kathleen Deppeler" (1731126016)

00:31:03.509 --> 00:31:10.919

What you're looking for past behaviors, the best predictor of future behavior. So.

205 "Kathleen Deppeler" (1731126016)

00:31:10.919 --> 00:31:17.519

If I know that that typically when Sally gets off the phone with, um.

206 "Kathleen Deppeler" (1731126016)

00:31:17.964 --> 00:31:24.174

With her boss, she's, she's in a sad state. I can anticipate.

207 "Kathleen Deppeler" (1731126016)

00:31:24.384 --> 00:31:34.464

Oh, Sally just picked up the phone and it was her boss I'm going to move closer and anticipate that she's going to have a difficult time and I'm going to plan to be there. Um.

208 "Kathleen Deppeler" (1731126016)

00:31:34.799 --> 00:31:47.339

So, since past behavior is the best predictor future behavior I can prepare, and I can work to prevent triggers in the environment and decrease the likelihood that the difficult behavior's going to happen.

209 "Kathleen Deppeler" (1731126016)

00:31:48.929 --> 00:31:56.039

Using coercion typically makes things worse. Um.

210 "Kathleen Deppeler" (1731126016)

00:31:56.039 --> 00:32:07.229

it is it causes problems for our relationships it also creates a worsening for the person and really can

211 "Kathleen Deppeler" (1731126016)

00:32:07.229 --> 00:32:18.329

We're going to talk later about how many situation many escalated situations stemmed out of junk behavior, getting recognized and ramped up. So.

212 "Kathleen Deppeler" (1731126016)

00:32:18.329 --> 00:32:23.699

Uh, oftentimes the response that we're giving to, that is some kind of conversion. So.

213 "Kathleen Deppeler" (1731126016)

00:32:23.699 --> 00:32:34.859

We're really creating more problems. We're hurting our relationships and we're not supporting the person to do that desirable behavior by focusing on their undesirable behavior.

214 "Kathleen Deppeler" (1731126016)

00:32:38.639 --> 00:32:52.529

In the long run behavior responds better to positive consequences goes hand in hand with the last 1 that the goal really is to shift our mindset, start looking for the positives and really enhance and infuse this. The environment with.

215 "Kathleen Deppeler" (1731126016)

00:32:52.529 --> 00:33:01.499

Positive consequences as often as possible and shifting that focus to desirable behavior is going to provide, um.

216 "Kathleen Deppeler" (1731126016)

00:33:01.974 --> 00:33:14.514

More positive change in the long run. So those are the guiding fundamental facts to the strategies and this positive approach and interventions. Again. This is a universal strategy.

217 "Kathleen Deppeler" (1731126016)

00:33:14.514 --> 00:33:23.934

So, what is the foundation for all other interventions that a person might receive? And it is focused on increasing the quality of life.

218 "Kathleen Deppeler" (1731126016)

00:33:24.209 --> 00:33:29.009

Not fixing a problem. It is about increasing the quality of life.

219 "Kathleen Deppeler" (1731126016)

00:33:29.009 --> 00:33:42.624

So 1st, let's think about discipline and again, kind of really shifting our definitions here expanding them. We're expanding behavior definition, and we're expanding our definition of consequence.

220 "Kathleen Deppeler" (1731126016)

00:33:43.044 --> 00:33:53.124

I want you to expand your definition of discipline away from that punitive, punishing, sort of idea behind that often gets expressed as.

221 "Kathleen Deppeler" (1731126016)

00:33:53.369 --> 00:34:06.899

Thinking about discipline is something that you learn. Math is the discipline. Science is a discipline. English is a discipline. It's something that's taught and something that's learned. And so if we're using punishment as our discipline.

222 "Kathleen Deppeler" (1731126016)

00:34:06.899 --> 00:34:17.574

We are teaching and modeling and motivating exactly the behaviors that we don't want to see. So, it's important that we think about discipline as something that's taught their skills.

223 "Kathleen Deppeler" (1731126016)

00:34:17.874 --> 00:34:26.124

And if we're teaching by, if we're using punishment is that discipline we are really motivating the thing that we don't want to see.

224 "Kathleen Deppeler" (1731126016)

00:34:27.564 --> 00:34:41.244

So, to effectively change behavior, we have to find the behaviors that we want to teach and increase and make sure that we're providing positive consequences after those behaviors are done. So we can increase them in the environment.

225 "Kathleen Deppeler" (1731126016)

00:34:43.349 --> 00:34:46.529

Got to pay more attention to the desirable stuff.

226 "Kathleen Deppeler" (1731126016)

00:34:50.489 --> 00:35:02.334

So target behaviors, this is another 1 oftentimes, when we think about target behaviors, we're thinking about the stuff that we want to get rid of, and we want to stop if we think about the behaviors that we want to teach and increase,

227 "Kathleen Deppeler" (1731126016)

00:35:02.334 --> 00:35:08.214

we can replace we can use those as replacements for those behaviors that we want to, um.

228 "Kathleen Deppeler" (1731126016)

00:35:08.874 --> 00:35:23.604

Weekend and decrease, so thinking about expanding the definition of target behaviors and thinking about these are the things that I want to see in the environment I'm going to get those things to happen by teaching them, or by creating these prompts in the environment. So that they're more likely to occur.

229 "Kathleen Deppeler" (1731126016)
00:35:23.909 --> 00:35:27.509
You want to strengthen that desirable behavior.

230 "Kathleen Deppeler" (1731126016)
00:35:28.739 --> 00:35:32.699
There's only so many hours in the day so the more we focus on that positive.

231 "Kathleen Deppeler" (1731126016)
00:35:34.194 --> 00:35:48.774
Just the last time there is for the other stuff, so we're going to shift our focus. We're really going to emphasize the healthy desirable behaviors that we want to see and win.

232 "Kathleen Deppeler" (1731126016)
00:35:49.079 --> 00:35:50.844
Undesirable behavior occurs,

233 "Kathleen Deppeler" (1731126016)
00:35:50.844 --> 00:36:05.754
we're really going to focus on providing that non emotional as little response as possible as little attention or reaction as possible to that undesirable behavior we want to spend our time teaching and and modeling

234 "Kathleen Deppeler" (1731126016)
00:36:06.294 --> 00:36:19.014
the desirable, really health healthy behaviors that we want to see, and we really want to associate them with good things. So, after we see desirable behavior after people practice or attempt desirable behavior.

235 "Kathleen Deppeler" (1731126016)
00:36:19.079 --> 00:36:26.279
Scott of highlight the improvements and have positive consequences happening after that.

236 "Kathleen Deppeler" (1731126016)
00:36:28.049 --> 00:36:40.199
So, we're going to avoid focusing on inappropriate, undesirable behaviors and we're going to shift our focus and focus on desirable healthy behaviors. That's the stuff that gets our attention. That's the stuff that gets motivated.

237 "Kathleen Deppeler" (1731126016)
00:36:43.944 --> 00:36:46.944
So this is totally a shift in our focus.

238 "Kathleen Deppeler" (1731126016)
00:36:47.784 --> 00:37:01.434
It can happen by me looking for expanding my thought about behavior to all the behaviors in the environment looking for more opportunities to give those boys and to interact and build my relationship.

239 "Kathleen Deppeler" (1731126016)

00:37:03.264 --> 00:37:14.064

We're really looking for improvement, not perfection. Again. We talked earlier about, you know, it takes time for changes in the environment to teach behavior. So we're really going to look for small things.

240 "Kathleen Deppeler" (1731126016)

00:37:14.064 --> 00:37:21.384

Taking data can really be helpful in that, and we're going to be patient and just know that it takes time for these changes.

241 "Kathleen Deppeler" (1731126016)

00:37:24.804 --> 00:37:30.144

Okay, I told you earlier that I was going to give you 10 examples of common coercion.

242 "Kathleen Deppeler" (1731126016)

00:37:30.144 --> 00:37:42.624

So before I go into this, I just want to help give a little PSA that we're all going to see ourselves in these examples of conversions. So.

243 "Kathleen Deppeler" (1731126016)

00:37:42.899 --> 00:37:48.329

Uh, it is, um, we are gonna ask that we don't.

244 "Kathleen Deppeler" (1731126016)

00:37:48.329 --> 00:37:58.859

Use these anymore and is very difficult. This is the way our society operates. These are really common. These are not planned responses. Um.

245 "Kathleen Deppeler" (1731126016)

00:37:58.859 --> 00:38:02.789

Their reactions in the moment, um.

246 "Kathleen Deppeler" (1731126016)

00:38:04.374 --> 00:38:15.294

I just want to remove the judgment that we might feel about our own behavior when I go over these we're all gonna see ourselves here. I often say it's my goal in life to avoid conversion for a whole day. It's really hard.

247 "Kathleen Deppeler" (1731126016)

00:38:15.534 --> 00:38:26.634

And so the 1st step really is just to recognize when you're doing it and and do your best to stop. So, just just my before I talk about all of our bad behavior in front of us.

248 "Kathleen Deppeler" (1731126016)

00:38:28.374 --> 00:38:32.214

So, coercion is the way that we, um, punish.

249 "Kathleen Deppeler" (1731126016)

00:38:32.520 --> 00:38:46.500

It's a way that it can be, um, embarrassing for the person. Um, it can definitely hurt our relationship and it really is focused on undesirable behavior.

250 "Kathleen Deppeler" (1731126016)

00:38:46.500 --> 00:38:56.760

So our teaching and discipline, we really want to avoid using coercion as we teach and in our attempts to change behavior.

251 "Kathleen Deppeler" (1731126016)

00:38:56.760 --> 00:39:08.640

Really want to avoid coercion. We want to avoid creating a worsening for a person or providing a negative consequence. That's that's the goal here. Void avoid coercion.

252 "Kathleen Deppeler" (1731126016)

00:39:08.640 --> 00:39:13.230

Here's just lots of slides about the definitions of coercion. Um.

253 "Kathleen Deppeler" (1731126016)

00:39:13.230 --> 00:39:17.940

Highlights it is a worsening for the person.

254 "Kathleen Deppeler" (1731126016)

00:39:17.940 --> 00:39:23.280

It is a way that we tell a person that we don't like what they're doing. Um.

255 "Kathleen Deppeler" (1731126016)

00:39:23.280 --> 00:39:37.890

There and again, we all do these things so, as I go through this, you're going to see yourself I'll wrap myself out about my own personal most used coercion. The 1 I'm working on. So, here we go.

256 "Kathleen Deppeler" (1731126016)

00:39:37.890 --> 00:39:41.190

Questioning arguing, sarcasm, teasing.

257 "Kathleen Deppeler" (1731126016)

00:39:41.190 --> 00:39:55.825

Force threats, criticism, despair, lecture and logic taking away and talking about a person's bad behavior in front of them. So, questioning is when you ask the question, you don't want answered and on this 1.

258 "Kathleen Deppeler" (1731126016)

00:39:55.825 --> 00:40:00.115

I I think a lot about the tone of voice and how important it is when you, um.

259 "Kathleen Deppeler" (1731126016)

00:40:00.480 --> 00:40:07.260

Ask ask the question in how much it says. So, you know, do you know what time it is?

260 "Kathleen Deppeler" (1731126016)

00:40:07.260 --> 00:40:19.885

Do you know what time it is that 2nd, time? I did not want you to tell me what time it was. I was trying to tell you that you were late and I am not happy about it.

261 "Kathleen Deppeler" (1731126016)

00:40:20.125 --> 00:40:29.155

Um, and I did that by asking you a question that I clearly didn't want the answer to with body language that said so much.

262 "Kathleen Deppeler" (1731126016)

00:40:29.370 --> 00:40:33.540

You know, again, not a planned reaction.

263 "Kathleen Deppeler" (1731126016)

00:40:33.540 --> 00:40:45.900

Really included some body language that probably hurt their feelings and definitely is not a great way to improve my relationships. So questioning asking a question, you don't want answered.

264 "Kathleen Deppeler" (1731126016)

00:40:47.215 --> 00:40:54.985

Arguing this back and forth ideas, you know, trying to change someone's opinion.

265 "Kathleen Deppeler" (1731126016)

00:40:54.985 --> 00:41:08.965

You're, you're never gonna change uncle, bud's mind, whatever, whatever reasonings you have going back and forth with him is going to get nowhere. You know, arguments are really just bad for our relationships.

266 "Kathleen Deppeler" (1731126016)

00:41:08.995 --> 00:41:10.345

And, um.

267 "Kathleen Deppeler" (1731126016)

00:41:10.680 --> 00:41:22.470

People don't, they're ineffective. No one's changed their mind because they got an argument and that back and forth cleared everything up for them. There. This is not a way to happen.

268 "Kathleen Deppeler" (1731126016)

00:41:22.470 --> 00:41:28.770

Um, okay sorry has it been teasing? I'm going to, um.

269 "Kathleen Deppeler" (1731126016)

00:41:28.770 --> 00:41:37.440

Avoid my soapbox here and sarcasm and teaching can be really bad for your relationship. It is.

270 "Kathleen Deppeler" (1731126016)

00:41:37.440 --> 00:41:45.180

Always at someone's expense um, even if it's playful, um, it's a difficult skill.

271 "Kathleen Deppeler" (1731126016)

00:41:45.180 --> 00:41:50.700

To recreate, so, if a person doesn't have great social skills yet, then.

272 "Kathleen Deppeler" (1731126016)

00:41:50.700 --> 00:41:57.090

Really hard for them to understand the nuances of sarcasm or teasing. Um.

273 "Kathleen Deppeler" (1731126016)

00:41:57.090 --> 00:42:10.590

So, even if somebody's in on it, it's really not helpful, skilled to be modeling for people. I see this sometimes, you know, trying to diffuse a difficult situation, like, between 2 staff like, oh, this is going to be a great night.

274 "Kathleen Deppeler" (1731126016)

00:42:10.590 --> 00:42:16.020

So, you know, I have empathy for, uh.

275 "Kathleen Deppeler" (1731126016)

00:42:16.020 --> 00:42:19.530

Why we might use this and.

276 "Kathleen Deppeler" (1731126016)

00:42:19.530 --> 00:42:30.715

When you get down to the base of pretty much any sarcasm or teasing, it is at someone's expense and it's definitely modeling a skill that is very difficult and nuanced.

277 "Kathleen Deppeler" (1731126016)

00:42:31.195 --> 00:42:35.605

So it's not something that, you know, we're going to be teaching people. So.

278 "Kathleen Deppeler" (1731126016)

00:42:35.970 --> 00:42:39.570

May as well leave it out force.

279 "Kathleen Deppeler" (1731126016)

00:42:39.570 --> 00:42:47.185

Um, this 1 is pretty much good. It's like, very obvious that it's coercion.

280 "Kathleen Deppeler" (1731126016)

00:42:47.365 --> 00:43:01.285

Um, so, you know, physical force and then, when you think about verbal force, like loud and close, you know, that, like, intimidation kind of factor there. So, you know, physically forcing someone to do something, and we're forcing them to do something without their consent.

281 "Kathleen Deppeler" (1731126016)

00:43:01.285 --> 00:43:05.695

They're against their will they really don't want to do that? That is 1 way that we.

282 "Kathleen Deppeler" (1731126016)

00:43:06.030 --> 00:43:11.610

Coerced people and we're going to avoid threats, um.

283 "Kathleen Deppeler" (1731126016)

00:43:11.610 --> 00:43:14.820

You know, reminding somebody that, um.

284 "Kathleen Deppeler" (1731126016)

00:43:14.820 --> 00:43:26.220

You know, if you don't get into the car in time, you're going to have to you're gonna have to listen to the talk radio, you know, like reminding them or telling them about the bad thing that's going to happen. If they don't, you know, hustle up. Um.

285 "Kathleen Deppeler" (1731126016)

00:43:26.220 --> 00:43:39.510

Again, these are not things that we like, typically, you know, we're not planning to to make that threat. You know, if you don't do your homework, you're not going to them all. We don't play in that. We just get kind of desperate and say it in the moment. So.

286 "Kathleen Deppeler" (1731126016)

00:43:39.510 --> 00:43:50.730

These are definitely not planned responses. The things that we're doing that are that are not helpful to our relationship, and they are in an attempt to stop that junk behavior. That's how we're using them.

287 "Kathleen Deppeler" (1731126016)

00:43:51.745 --> 00:44:02.515

Criticism, so somebody already started a task and you tell them how they could do it better, or you start trying to teach them how they, how they might do it better you know,

288 "Kathleen Deppeler" (1731126016)

00:44:02.515 --> 00:44:07.315

if a person's already started washing the dishes and you come in with your other way to do it.

289 "Kathleen Deppeler" (1731126016)

00:44:07.590 --> 00:44:11.250

Really not going to feel great. Um.

290 "Kathleen Deppeler" (1731126016)

00:44:11.250 --> 00:44:18.415

Focusing instead on the things that are going well, and, you know, make it a mental note that Johnny does the dishes again.

291 "Kathleen Deppeler" (1731126016)

00:44:18.415 --> 00:44:30.925

I am going to show him how to scrub 1 that teaching plan for teaching in the future is going to help you avoid damaging your relationship and, and being critical in the moment.

292 "Kathleen Deppeler" (1731126016)

00:44:30.985 --> 00:44:35.455

So criticism telling somebody how they could do something better, or, um.

293 "Kathleen Deppeler" (1731126016)

00:44:37.740 --> 00:44:40.890

That you have a better way that you could do it. Um.

294 "Kathleen Deppeler" (1731126016)

00:44:40.890 --> 00:44:51.720

Hurts despair I told you, I was going to wrap myself out disappears. My personal, uh, go to coercion. Usually looks like.

295 "Kathleen Deppeler" (1731126016)

00:44:51.720 --> 00:44:55.980

Some kind of site, or, um.

296 "Kathleen Deppeler" (1731126016)

00:44:55.980 --> 00:45:10.380

Um, you know, a little I, I roll down down low so, you know, acting as they you give up or you don't know what to do you're hopeless. Those are those are things that we do as a response in the moment.

297 "Kathleen Deppeler" (1731126016)

00:45:10.380 --> 00:45:24.810

Not helpful to our relationship people if I'm giving up, then what hope does the other person had, you know, so definitely not helpful and it can also be super motivating to people, you know, if if, um.

298 "Kathleen Deppeler" (1731126016)

00:45:24.810 --> 00:45:34.230

It's, uh, me being annoyed was the goal of teenager's behavior then. Boy, did they succeed when I did my.

299 "Kathleen Deppeler" (1731126016)

00:45:34.230 --> 00:45:43.050

Um, so there's, um, so there's the other side of that, too, that it could be really motivating to cause that to cause somebody to feel that.

300 "Kathleen Deppeler" (1731126016)

00:45:43.975 --> 00:45:53.725

Lecture and logic, I'm starting to feel like I'm doing this to you. I've been talking for a really long time now, and I haven't got haven't given you a prompt to share your feedback.

301 "Kathleen Deppeler" (1731126016)

00:45:54.535 --> 00:46:07.675

So, you know, talking more than the other people, that's 1 way that we use lecture and logic, telling a person things that they already know,

you know, repeatedly explaining to them why they shouldn't do X Y, or Z or, uh.

302 "Kathleen Deppeler" (1731126016)
00:46:08.040 --> 00:46:13.110
Or why they should, uh.

303 "Kathleen Deppeler" (1731126016)
00:46:13.110 --> 00:46:16.200
Yeah, it's like the.

304 "Kathleen Deppeler" (1731126016)
00:46:16.200 --> 00:46:23.010
The Charlie Brown teacher won't want 1 at a certain at a certain point. People just are going to start tuning you out.

305 "Kathleen Deppeler" (1731126016)
00:46:23.010 --> 00:46:28.740
Definitely, not good for your relationship and it's not going to get you the thing that you were.

306 "Kathleen Deppeler" (1731126016)
00:46:28.740 --> 00:46:32.970
Whatever you're lecturing about isn't less light is it more likely to occur now?

307 "Kathleen Deppeler" (1731126016)
00:46:32.970 --> 00:46:37.110
Taking away.

308 "Kathleen Deppeler" (1731126016)
00:46:37.110 --> 00:46:40.800
You know, I want you to think about not just like possessions or things that.

309 "Kathleen Deppeler" (1731126016)
00:46:42.925 --> 00:46:51.835
Taking away an iPad or whatever like that one's kind of obvious, but I also would encourage you to think about taking away attention and something like time out would be taking away.

310 "Kathleen Deppeler" (1731126016)
00:46:52.015 --> 00:46:58.045
You're taking away someone's opportunity to receive reinforcement to make connections, et cetera.

311 "Kathleen Deppeler" (1731126016)
00:46:59.640 --> 00:47:03.120
So, taking away can really be more broad than just, um.

312 "Kathleen Deppeler" (1731126016)
00:47:03.120 --> 00:47:13.405

Than just thinking about those physical possessions, but that's a way that we respond to the way we tell somebody that we don't like what they're doing in an unhelpful way and it can be hurtful.

313 "Kathleen Deppeler" (1731126016)
00:47:13.405 --> 00:47:18.235
And and again, it's often not a planned response.

314 "Kathleen Deppeler" (1731126016)
00:47:19.890 --> 00:47:27.750
Okay, Here's my last 1 talking about a person's bad behavior when they're present. So, you know, I think that this happens. Um.

315 "Kathleen Deppeler" (1731126016)
00:47:27.750 --> 00:47:33.210
Shift change, it happens for kids when you go pick them up at school and their teacher starts telling.

316 "Kathleen Deppeler" (1731126016)
00:47:33.210 --> 00:47:42.180
Tell him about whatever happened so many opportunities when somebody is getting talked about, they're they're bad behaviors getting talked about.

317 "Kathleen Deppeler" (1731126016)
00:47:44.370 --> 00:47:55.770
So, it would definitely want to if, if that's something that's happening in the environment, because of the way that the system is set up, like, shift change or something like that. Definitely. Something that we want to discuss and make a shift and a change. Um.

318 "Kathleen Deppeler" (1731126016)
00:47:55.770 --> 00:48:01.140
So that we can help people avoid a situation where they're being talked about.

319 "Kathleen Deppeler" (1731126016)
00:48:02.160 --> 00:48:15.895
So, what happens when people experience these? I told you earlier that I was going to tell you the effects of coercion and then you would know why we asked you to avoid using coercion. So, here's the effects when people experience those examples of coercion they avoid.

320 "Kathleen Deppeler" (1731126016)
00:48:16.255 --> 00:48:19.735
That's the 1st, 1 and that looks like oh.

321 "Kathleen Deppeler" (1731126016)
00:48:20.605 --> 00:48:32.275
You know, every time I see uncle bud, we start this argument. I'm just not going to Thanksgiving. I cannot deal with uncle, but in the future, you know, like that avoid happens. Like, I'm just not going there.

322 "Kathleen Deppeler" (1731126016)
00:48:33.625 --> 00:48:43.165

You know, if the last several interactions we had with someone, we're full of conversion I'm going to avoid putting myself in that situation. So there's 1 effective conversion avoid.

323 "Kathleen Deppeler" (1731126016)
00:48:43.470 --> 00:48:47.760
The next is getting even and this looks like, uh.

324 "Kathleen Deppeler" (1731126016)
00:48:47.760 --> 00:49:01.290
Uh, 1 coercion meets another, and we're just getting even back and forth and it doesn't mean, like, you know, I use questioning and then they question feedback, you know, all those forms of conversion.

325 "Kathleen Deppeler" (1731126016)
00:49:01.290 --> 00:49:08.400
Really go hand in hand and not get even aspect can look like I used a criticism and I got back.

326 "Kathleen Deppeler" (1731126016)
00:49:08.400 --> 00:49:17.910
Uh, physical force, you know, if you don't know what you're going to get back and that back and forth, getting even can often escalate the situation as well. So.

327 "Kathleen Deppeler" (1731126016)
00:49:17.910 --> 00:49:23.820
Uh, 1, another effect of coercion is that aversion meets coercion. Mm. Hmm.

328 "Kathleen Deppeler" (1731126016)
00:49:23.820 --> 00:49:32.790
People will get even the last 1 is escape and that someone will just try to escape the situation. I gotta get out of here. I can't take anymore. This is stressful being coerced.

329 "Kathleen Deppeler" (1731126016)
00:49:33.385 --> 00:49:46.255
Um, these these bottom 3 are also really important, so learn coercive behavior when we're, when you think about the times that conversion are is used,

330 "Kathleen Deppeler" (1731126016)
00:49:46.375 --> 00:49:55.495
it's in response to an undesirable behavior. And again, the people are motivated to get even so coercion meets coercion. We're motivating that exact behavior that we don't want to see.

331 "Kathleen Deppeler" (1731126016)
00:49:55.860 --> 00:50:03.690
He will also behave less confidently when they're experiencing coercion. And I really like the example from.

332 "Kathleen Deppeler" (1731126016)

00:50:03.690 --> 00:50:08.880
Seinfeld and the soup Nazi episode Seinfeld is.

333 "Kathleen Deppeler" (1731126016)
00:50:08.880 --> 00:50:14.610
I mean, he can get up in front of, you know.

334 "Kathleen Deppeler" (1731126016)
00:50:14.725 --> 00:50:25.645
Giant audiences, thousands of people and be confident enough to just, like, talk and make jokes. And when you see him in this restaurant, he really likes this soup.

335 "Kathleen Deppeler" (1731126016)
00:50:25.945 --> 00:50:35.635
And the restaurant owner is very specific about how you behave in his restaurant. And if you step out of line, then he will tell you to get out no soup for you.

336 "Kathleen Deppeler" (1731126016)
00:50:35.995 --> 00:50:47.545
And, uh, so Seinfeld really wants this soup and you can just see him, you know, this very confident me and cowering and lying. Like his head is down and he's holding a stray and he just, he doesn't want to do anything to step out of line.

337 "Kathleen Deppeler" (1731126016)
00:50:47.545 --> 00:50:53.545
So, people who are experiencing coercion, people are in a coercive environment, they behave less confidently.

338 "Kathleen Deppeler" (1731126016)
00:50:53.880 --> 00:51:01.500
And people don't make great decisions when they're in that Headspace. We want people to be confident and make good decisions. So.

339 "Kathleen Deppeler" (1731126016)
00:51:01.500 --> 00:51:06.120
Another effective conversion is that people behave less confidently.

340 "Kathleen Deppeler" (1731126016)
00:51:07.710 --> 00:51:22.705
And the last 1 is that it's all focused on undesirable behavior. People are getting attention for undesirable behavior. When you again, when you think about the times, when you use coercion, it is in response to somebody's undesirable behavior. It's a way we tell people that we don't like what they're doing and they should stop.

341 "Kathleen Deppeler" (1731126016)
00:51:23.460 --> 00:51:32.125
And so that is total a total response to undesirable behavior. And our goal is to avoid reacting to that undesirable behavior.

342 "Kathleen Deppeler" (1731126016)

00:51:32.125 --> 00:51:39.474

And we're going to talk about a school called pivot here in a few minutes that can help you that can help you avoid reacting.

343 "Kathleen Deppeler" (1731126016)

00:51:39.810 --> 00:51:43.800

So, let's think about when we are typically coercive.

344 "Kathleen Deppeler" (1731126016)

00:51:43.800 --> 00:51:52.620

I like to say hungry hungry and angry. Um, you know, you're met with your pet peeves you're frustrated.

345 "Kathleen Deppeler" (1731126016)

00:51:52.620 --> 00:51:58.440

Um, you're having a bad day, you know, we're more likely to be coercive. Um.

346 "Kathleen Deppeler" (1731126016)

00:51:58.440 --> 00:52:10.560

And it's important to consider when you're likely more likely to be coercive. Um, remember we said the past that, uh, past behavior is the best predictor of future behavior, all things being equal. So.

347 "Kathleen Deppeler" (1731126016)

00:52:10.560 --> 00:52:25.110

Same goes for you, if you know that, you know, after lunch, you get a little little hungry around 2 o'clock and then you're more likely to be grumpy. You can intervene and give yourself a snack so that you're less likely to be coercive. You can plan for that.

348 "Kathleen Deppeler" (1731126016)

00:52:25.110 --> 00:52:35.730

And so it's important to think about when are you likely to be coercive? What can you plan to do instead so that we can help avoid these common triggers.

349 "Kathleen Deppeler" (1731126016)

00:52:38.340 --> 00:52:41.520

It's also important to remember that.

350 "Kathleen Deppeler" (1731126016)

00:52:41.520 --> 00:52:46.440

There's a reason people use coercion and it's because it works.

351 "Kathleen Deppeler" (1731126016)

00:52:46.440 --> 00:52:52.590

In the moment it works, and that's really reinforcing to our brain.

352 "Kathleen Deppeler" (1731126016)

00:52:52.590 --> 00:53:03.510

In the moment it works, it produces that short term compliance, but it is followed by long term problems. It is it does not make that behavior less likely to happen in the future.

353 "Kathleen Deppeler" (1731126016)

00:53:04.075 --> 00:53:18.865

and that's the goal here that's the goal in the shifted and positive focus is that we're going to make those desirable behaviors more likely to occur in the future and we want to make the undesirable behaviors less likely to occur in the future so conversion works in the moment but it causes long

354 "Kathleen Deppeler" (1731126016)

00:53:18.865 --> 00:53:21.175

term problems and that's why we're going to avoid it

355 "Kathleen Deppeler" (1731126016)

00:53:23.790 --> 00:53:34.680

So, what do we do instead if we're not going to use coercion? What do we do 1st, we're going to think about what triggers happened and see what we can do to create an environment where those are less likely to occur.

356 "Kathleen Deppeler" (1731126016)

00:53:34.680 --> 00:53:41.700

We're also going to think about what should the person get out of that undesirable behavior? You know, how did it work for them?

357 "Kathleen Deppeler" (1731126016)

00:53:41.700 --> 00:53:46.890

What's that pay off that they're getting? And how can we avoid providing that pay off.

358 "Kathleen Deppeler" (1731126016)

00:53:48.300 --> 00:53:57.660

Uh, then let's think about are there times when the desirable behavior occurs, they were met with the trigger, but they did the desirable thing.

359 "Kathleen Deppeler" (1731126016)

00:53:57.660 --> 00:54:02.550

What was the consequence when they used that desirable behaviour?

360 "Kathleen Deppeler" (1731126016)

00:54:02.550 --> 00:54:08.970

Did it did it get a positive consequence afterwards? Did you get paid off in a big way?

361 "Kathleen Deppeler" (1731126016)

00:54:08.970 --> 00:54:13.440

And what can we do to make sure that next time they do that desirable?

362 "Kathleen Deppeler" (1731126016)

00:54:13.440 --> 00:54:17.370

Behavior that it does get that.

363 "Kathleen Deppeler" (1731126016)

00:54:17.370 --> 00:54:20.490

It does get that big positive consequence.

364 "Kathleen Deppeler" (1731126016)

00:54:20.490 --> 00:54:35.160

We also want to think about what does the person need to learn to do what can I, what is the, what should the person do instead? How can I teach and model and motivate that? So so that that's the thing that they're more likely to do next time. And what can I do in the environment.

365 "Kathleen Deppeler" (1731126016)

00:54:35.160 --> 00:54:38.730

To make it, so the desirable behavior is more likely to occur.

366 "Kathleen Deppeler" (1731126016)

00:54:38.730 --> 00:54:48.780

You know, are there some prompts that I could put up? Are there things that I can do to remind myself or anyone in the environment about the things that should happen?

367 "Kathleen Deppeler" (1731126016)

00:54:48.780 --> 00:54:52.770

The expectations okay.

368 "Kathleen Deppeler" (1731126016)

00:54:56.185 --> 00:55:04.525

Now, I'm getting to the proactive what else can we do? We're going to start identifying some things that we're doing. That aren't helpful.

369 "Kathleen Deppeler" (1731126016)

00:55:05.845 --> 00:55:16.615

We're going to start really paying attention to the environment and thinking about all behaviors and looking for that just okay. Stuff. So that we can really beef up our chances to provide positive consequences.

370 "Kathleen Deppeler" (1731126016)

00:55:16.950 --> 00:55:26.790

And we're going to focus on building a relationship, and we have a great tool for that. It's called stay close and these are the steps to stay close interaction. So.

371 "Kathleen Deppeler" (1731126016)

00:55:26.790 --> 00:55:37.465

The 1st, part of this really great relationship building tool is to move towards the person and remain within arm's reach. It's pretty difficult to have a meaningful conversation from across the room.

372 "Kathleen Deppeler" (1731126016)

00:55:37.645 --> 00:55:42.655

So, the goal here is that you sh, you physically show you demonstrate caring.

373 "Kathleen Deppeler" (1731126016)

00:55:42.930 --> 00:55:49.440

By moving towards the person, you can also, you know, in that same kind of natural movement.

374 "Kathleen Deppeler" (1731126016)

00:55:49.440 --> 00:55:54.570

Touch with appropriate handshake of this bump. A pat on the back.
Whatever is appropriate.

375 "Kathleen Deppeler" (1731126016)

00:55:54.570 --> 00:56:00.960

A physical touch and then I'm going to lump number 3 and 4 together and just.

376 "Kathleen Deppeler" (1731126016)

00:56:01.495 --> 00:56:12.985

Talk about your non verbal body language, so you're going to be mindful of your facial expressions, your tone of voice, and you're going to be relaxed. The intention here is to show that you care.

377 "Kathleen Deppeler" (1731126016)

00:56:13.135 --> 00:56:20.035

So make sure that's what's being reflected in the, the, your tone of voice and your facial expression.

378 "Kathleen Deppeler" (1731126016)

00:56:20.370 --> 00:56:25.020

93% of communication is body language, so.

379 "Kathleen Deppeler" (1731126016)

00:56:25.020 --> 00:56:32.490

You know what you would get out of this training if I just read the slides and.

380 "Kathleen Deppeler" (1731126016)

00:56:32.490 --> 00:56:41.850

Was monotone and conveyed the information like this without consideration for, um.

381 "Kathleen Deppeler" (1731126016)

00:56:41.850 --> 00:56:52.710

For for my body language for making sure that I am conveying in every way possible the importance of what what I'm saying, and believe, um.

382 "Kathleen Deppeler" (1731126016)

00:56:52.710 --> 00:56:59.040

You know, you, you get so much more out of it that body language spends so much more than just the words that are coming out of my mouth.

383 "Kathleen Deppeler" (1731126016)

00:56:59.040 --> 00:57:05.280

So, we're going to move towards the person we're going to touch it appropriate and we're going to be really mindful of our body language.

384 "Kathleen Deppeler" (1731126016)

00:57:05.280 --> 00:57:09.600

And then we're going to do those are the 67 and 8 here.

385 "Kathleen Deppeler" (1731126016)

00:57:09.600 --> 00:57:15.840

Open ended questions so the goal with those open ended questions is to keep the conversation going.

386 "Kathleen Deppeler" (1731126016)

00:57:15.840 --> 00:57:27.720

So, I'm going to ask questions, so I can learn more. I'm going to provide empathy statements. So I'm going to identify the emotion that a person's feeling or how that situation.

387 "Kathleen Deppeler" (1731126016)

00:57:28.345 --> 00:57:43.225

Is, and I'm going to name it so you seem that sounds and and use a good emotion where that really reflects the gravity of the situation for the person, you know, use him tickle bank. You seem over the moon that sounds, uh.

388 "Kathleen Deppeler" (1731126016)

00:57:43.590 --> 00:57:51.300

That sounds wonderful exciting trying to avoid exciting. That that sounds, um.

389 "Kathleen Deppeler" (1731126016)

00:57:52.560 --> 00:57:59.490

So, you really want to find a word that reflects the gravity of of this situation and.

390 "Kathleen Deppeler" (1731126016)

00:57:59.490 --> 00:58:11.220

Try to get away from happy, mad, sad, excited. You know, people are so much more than that. And so this is also an opportunity to expand the emotional vocabulary of people.

391 "Kathleen Deppeler" (1731126016)

00:58:11.220 --> 00:58:21.300

And really connect so empathy is not a question. It's a statement is you telling a person that you see how they feel and that you understand them. It's a great connector.

392 "Kathleen Deppeler" (1731126016)

00:58:21.300 --> 00:58:30.630

So, open ended questions, empathy and then encouragement and encouragement is identifying something the person's currently doing and what it could mean for them in the future.

393 "Kathleen Deppeler" (1731126016)

00:58:30.630 --> 00:58:44.160

So, it's not a suggestion of what they could be doing. That would be good for them. It is actually identifying something that that they're doing right now, or that they just did in telling them what it means for them in the future. So, um.

394 "Kathleen Deppeler" (1731126016)

00:58:44.160 --> 00:58:52.290

You know, if somebody's studying, you know, the encouragement there is, man, you're going to, um.

395 "Kathleen Deppeler" (1731126016)

00:58:52.290 --> 00:59:03.420

You're going to really understand that information and be confident when it comes time for that test what does it mean for them? That they're doing that work of studying that they're doing that desirable behavior.

396 "Kathleen Deppeler" (1731126016)

00:59:04.740 --> 00:59:13.890

And we're gonna listen throughout this conversation again I don't want to be lecturing and logic. So I, the goal is to talk less than the person and.

397 "Kathleen Deppeler" (1731126016)

00:59:13.890 --> 00:59:19.470

And stay on on topic, we're, we're not going to change anything going to keep talking about what they are.

398 "Kathleen Deppeler" (1731126016)

00:59:20.700 --> 00:59:27.270

I'm going to lump those last 2 together, because we said we were going to avoid conversion and, um.

399 "Kathleen Deppeler" (1731126016)

00:59:27.270 --> 00:59:32.100

You know, when we use coercion is typically as a reaction to junk behavior. So.

400 "Kathleen Deppeler" (1731126016)

00:59:32.100 --> 00:59:41.310

We're going to avoid using the, the conversion we're gonna focus on the steps of the stay close interaction and we're not going to respond to to jump behavior.

401 "Kathleen Deppeler" (1731126016)

00:59:41.310 --> 00:59:51.900

So, again, empathy is identifying the emotion of another person and telling them how they telling them that, that you see that.

402 "Kathleen Deppeler" (1731126016)

00:59:51.900 --> 00:59:54.990

Um, and encouragement is.

403 "Kathleen Deppeler" (1731126016)

00:59:54.990 --> 01:00:04.740

Identifying a person, something that a person is doing right now that would be good for them or that has improved their situation. So let's do some practice. I want you to find the chat box again.

404 "Kathleen Deppeler" (1731126016)

01:00:06.355 --> 01:00:17.545

And, uh, I would like an empathy statement and an encouragement statement for awesome. Alex, he just got his GED just passed and he came down the hall and he's like, look what?

405 "Kathleen Deppeler" (1731126016)

01:00:18.595 --> 01:00:21.865

And he showed you his, um, his great scores.

406 "Kathleen Deppeler" (1731126016)

01:00:22.110 --> 01:00:31.590

What what encouragement and empathy can you give? Awesome Alex for the effort of all this studying.

407 "Kathleen Deppeler" (1731126016)

01:00:31.590 --> 01:00:36.330

And now he's passed his g. E. D. what kind of empathy.

408 "Kathleen Deppeler" (1731126016)

01:00:36.330 --> 01:00:49.410

And encouragement can you get them? That's amazing. You studied so hard for this.

409 "Kathleen Deppeler" (1731126016)

01:00:49.410 --> 01:00:59.490

We should be so proud of yourself. Wow these are coming fast. You guys are great. All this effort and you would to achieve this accomplishment. I love that. Pointing that out.

410 "Kathleen Deppeler" (1731126016)

01:01:00.900 --> 01:01:04.710

You work so hard studying really paid off.

411 "Kathleen Deppeler" (1731126016)

01:01:04.710 --> 01:01:08.160

Lots of you should be so proud of yourselves. It's great guys.

412 "Kathleen Deppeler" (1731126016)

01:01:10.170 --> 01:01:15.420

Okay, so the emotion that he's expressing his pride, you guys are telling him that.

413 "Kathleen Deppeler" (1731126016)

01:01:15.420 --> 01:01:18.690

And, um, what does that mean for him?

414 "Kathleen Deppeler" (1731126016)

01:01:18.690 --> 01:01:24.840

What can he do? He just passes. It's so hard for something. He could pass his GED test.

415 "Kathleen Deppeler" (1731126016)

01:01:24.840 --> 01:01:27.960

What kind of encouragement? What does that mean for him? In the future?

416 "Kathleen Deppeler" (1731126016)
01:01:29.070 --> 01:01:32.880
That he could be so responsible and dedicated and.

417 "Kathleen Deppeler" (1731126016)
01:01:41.220 --> 01:01:47.700
You could go to college yeah, you can go work. You could work on that job stuff. Yep.

418 "Kathleen Deppeler" (1731126016)
01:01:49.080 --> 01:02:01.015
I like it. Okay so we're telling him this thing he did it means good things for him in the future. Great job. Okay. Let's talk about just okay, Justin. He is, uh, just hanging out in the break room and he moves some stuff.

419 "Kathleen Deppeler" (1731126016)
01:02:01.015 --> 01:02:06.925
So somebody could sit down and he also said hi to you when you walked in. So you're just gonna have a nice interaction with him.

420 "Kathleen Deppeler" (1731126016)
01:02:07.230 --> 01:02:12.270
What's the an empathy and encouragement statement that you could give? Just okay. Trust them.

421 "Kathleen Deppeler" (1731126016)
01:02:41.580 --> 01:02:51.030
Sometimes in the just okay times, it's harder to find an empathy and encouraging statement, just for the routine, you know, kinds of things and.

422 "Kathleen Deppeler" (1731126016)
01:02:51.030 --> 01:02:54.600
It's really important that we use these opportunities because.

423 "Kathleen Deppeler" (1731126016)
01:02:54.600 --> 01:03:09.360
You know, they're really impactful. Nothing happened justin's just in the break room, but you care enough to just go up and have a conversation with him. And in that conversation, you're going to use some really valuable skills like open ended questions and empathy and encouragement.

424 "Kathleen Deppeler" (1731126016)
01:03:09.360 --> 01:03:13.950
And, you know, that moment, um.

425 "Kathleen Deppeler" (1731126016)
01:03:15.720 --> 01:03:21.210
You know, Justin didn't have to necessarily do anything to make that happen. You just cared enough to go do that.

426 "Kathleen Deppeler" (1731126016)

01:03:25.860 --> 01:03:31.650
It's a big impact. How's your day going?

427 "Kathleen Deppeler" (1731126016)
01:03:32.670 --> 01:03:43.380
Looks like you did your job great earlier. Today. I love that. You're just going to take the opportunity, you know, just in the break room to talk to Justin about his day. That's exactly the point of this skill.

428 "Kathleen Deppeler" (1731126016)
01:03:43.380 --> 01:03:47.100
Is that we just start making them more of everyday kinds of opportunities.

429 "Kathleen Deppeler" (1731126016)
01:03:48.390 --> 01:03:53.790
And when you use, you know, so there's this idea of taking opportunities.

430 "Kathleen Deppeler" (1731126016)
01:03:53.790 --> 01:04:03.060
Like, in this, just okay, time of Justin, you're just going to take the opportunity to to build your relationship with them.

431 "Kathleen Deppeler" (1731126016)
01:04:03.060 --> 01:04:07.200
And when you use this group of skills.

432 "Kathleen Deppeler" (1731126016)
01:04:07.200 --> 01:04:15.660
The stay close interaction, the value of that interaction that you're having with him increases with these valuable skills that you.

433 "Kathleen Deppeler" (1731126016)
01:04:15.660 --> 01:04:21.270
Implementing good job Larry with that encouraging statement.

434 "Kathleen Deppeler" (1731126016)
01:04:21.270 --> 01:04:24.690
Okay, so let's talk about junk behaviors.

435 "Kathleen Deppeler" (1731126016)
01:04:24.690 --> 01:04:30.180
In that pivot skill that we, uh, that I've mentioned a few times now. So again.

436 "Kathleen Deppeler" (1731126016)
01:04:30.180 --> 01:04:38.160
That junk behavior of the things that are not physically harmful to themselves, others, property or illegal, but they are definitely.

437 "Kathleen Deppeler" (1731126016)
01:04:38.160 --> 01:04:42.390
Annoying and not helpful and generally pretty socially unacceptable.

438 "Kathleen Deppeler" (1731126016)
01:04:42.390 --> 01:04:48.360
So, let's 1st, think about, um, how that behavior pays off for the person.

439 "Kathleen Deppeler" (1731126016)
01:04:48.360 --> 01:04:52.770
You know, what is the person getting out of it? We talked about attention.

440 "Kathleen Deppeler" (1731126016)
01:04:52.770 --> 01:04:56.580
Uh, you know, getting them to come for you or react um.

441 "Kathleen Deppeler" (1731126016)
01:04:57.990 --> 01:05:02.910
Getting you to go away escaping, um, getting you to do something for them.

442 "Kathleen Deppeler" (1731126016)
01:05:02.910 --> 01:05:09.360
Um, so there's, there's a payoff for the junk behavior, so we're definitely going to keep that in consideration as we talk about pivot.

443 "Kathleen Deppeler" (1731126016)
01:05:09.360 --> 01:05:12.810
We're also going to keep in consideration that.

444 "Kathleen Deppeler" (1731126016)
01:05:12.810 --> 01:05:25.110
The majority of escalated situations of serious behavior, start with junk behavior, getting reacted to and escalating from there.

445 "Kathleen Deppeler" (1731126016)
01:05:25.110 --> 01:05:38.400
Because conversion needs conversion, right? So junk behavior happens. We respond with conversion more junk behavior happens. We respond with coercion and it ramps up as you go. So.

446 "Kathleen Deppeler" (1731126016)
01:05:38.400 --> 01:05:41.820
Serious behavior often starts with that junk behavior.

447 "Kathleen Deppeler" (1731126016)
01:05:41.820 --> 01:05:46.740
Getting reacted to and ramping up into Syria, so we're going to remember that.

448 "Kathleen Deppeler" (1731126016)
01:05:46.740 --> 01:05:49.890
As part of our real motivation.

449 "Kathleen Deppeler" (1731126016)
01:05:49.890 --> 01:06:01.830

To engage in this pivot so when we see junk behavior, we avoid reacting. We're really going to be mindful of our body language, our tone of voice because again we're communicating so much.

450 "Kathleen Deppeler" (1731126016)

01:06:01.830 --> 01:06:06.150

So much with that more than just the words that are coming out of our mouth.

451 "Kathleen Deppeler" (1731126016)

01:06:08.880 --> 01:06:20.275

And then we're going to focus our attention elsewhere, and we have 3 types of pivots that can help you identify something else to focus your time on.

452 "Kathleen Deppeler" (1731126016)

01:06:20.275 --> 01:06:23.965

So, the 1st, 1 is pivot to another person.

453 "Kathleen Deppeler" (1731126016)

01:06:24.270 --> 01:06:31.080

So, if you walk into an environment and you have.

454 "Kathleen Deppeler" (1731126016)

01:06:31.080 --> 01:06:35.190

And Sally is on task and Johnny is off task.

455 "Kathleen Deppeler" (1731126016)

01:06:35.190 --> 01:06:43.110

Uh, you know, a lot of times your knee jerk reaction might be to go to Johnnie and get him on task. Like Sally is.

456 "Kathleen Deppeler" (1731126016)

01:06:43.110 --> 01:06:47.670

Tools asks us to shift our focus to desirable behavior and so.

457 "Kathleen Deppeler" (1731126016)

01:06:47.670 --> 01:06:55.260

We walk into the environment we see Sally is on task and we focus our attention on her while keeping an eye on Johnny.

458 "Kathleen Deppeler" (1731126016)

01:06:55.260 --> 01:07:02.910

When Johnny engages in some kind of desirable behavior or stops his junk behavior is off task behavior.

459 "Kathleen Deppeler" (1731126016)

01:07:02.910 --> 01:07:09.480

For about 10 seconds we're waiting for that to occur. We're waiting for Johnny to pick up his pen. We're waiting for Johnny.

460 "Kathleen Deppeler" (1731126016)

01:07:09.480 --> 01:07:16.080

You know, give us some sign that he was going to get on task, or he stops engaging in in, uh.

461 "Kathleen Deppeler" (1731126016)
01:07:16.080 --> 01:07:19.410
Whatever junk or distracting behavior he was engaged in.

462 "Kathleen Deppeler" (1731126016)
01:07:19.410 --> 01:07:27.750
And then we bring him into the conversation, so we avoid reacting to the junk behavior by focusing on desirable behavior in the environment.

463 "Kathleen Deppeler" (1731126016)
01:07:27.750 --> 01:07:41.130
Sally, who's on task now? It's important that I don't compare Sally and Johnny in that attempt to focus on Sally you know, it looks like Sally what are you working on? And there's no mention of of what Johnny needs to be doing.

464 "Kathleen Deppeler" (1731126016)
01:07:41.130 --> 01:07:47.010
Okay, so I can focus on another person and actively attend to them.

465 "Kathleen Deppeler" (1731126016)
01:07:47.010 --> 01:07:54.840
The other way that I can avoid reacting and focus myself elsewhere would be to attend to an activity of my own.

466 "Kathleen Deppeler" (1731126016)
01:07:54.840 --> 01:08:01.645
It's really important, I'm not suggesting that, you know, off test Johnny do some other activity I'm just going to focus on my own activity.

467 "Kathleen Deppeler" (1731126016)
01:08:01.945 --> 01:08:11.935
You know, I'm going to keep typing my email while I observe when desirable behavior starts to happen or when the junk stops. I focused.

468 "Kathleen Deppeler" (1731126016)
01:08:12.270 --> 01:08:17.100
On my own activity as a way to avoid reacting to the drunk.

469 "Kathleen Deppeler" (1731126016)
01:08:17.935 --> 01:08:28.105
And the last 1 here is just I pivot on the person I continue to talk and engage as though they weren't engaging in the junk behavior.

470 "Kathleen Deppeler" (1731126016)
01:08:28.105 --> 01:08:38.515
And I think a good example of a time when this might work, or this might be a skill that I, the way that I pivot would be, you know, if someone's swearing, I would just continue the conversation as though they weren't swearing.

471 "Kathleen Deppeler" (1731126016)

01:08:38.785 --> 01:08:44.935

And in my head, translate their, their swearing into, um.

472 "Kathleen Deppeler" (1731126016)

01:08:45.240 --> 01:08:51.210

You know, what what their intention is so like, you know, if they're like, oh, I'm so excited.

473 "Kathleen Deppeler" (1731126016)

01:08:51.210 --> 01:08:57.600

You know, I might respond with something like, you know, focused on. I can tell your Super prompts me. I'm like.

474 "Kathleen Deppeler" (1731126016)

01:08:57.600 --> 01:09:04.710

You know, I'm translating that into another way to say it. So I keep talking and continuing. Um.

475 "Kathleen Deppeler" (1731126016)

01:09:04.710 --> 01:09:09.480

Without responding to that drunk behavior. So.

476 "Kathleen Deppeler" (1731126016)

01:09:09.655 --> 01:09:15.175

I, I'm avoiding reacting really my body language tone of voice all that stuff.

477 "Kathleen Deppeler" (1731126016)

01:09:15.205 --> 01:09:26.215

I'm avoiding reacting to the junk that a focus on something else desirable in the environment of another person of my own activity or just something else desirable that the person is doing.

478 "Kathleen Deppeler" (1731126016)

01:09:28.320 --> 01:09:34.620

Uh, if I, if I am focused on another person, I'm pivoting on another person or my own activity.

479 "Kathleen Deppeler" (1731126016)

01:09:34.620 --> 01:09:40.680

I'm going to be mindful of when the junk behavior stops or a new desirable behavior starts.

480 "Kathleen Deppeler" (1731126016)

01:09:40.680 --> 01:09:51.390

And I'm going to use that as my opportunity to pivot back to that person. Now, if I've been pivoting on the person, I've just been engaging. I don't have to do that. I'm just going to keep not reacting to the junk behavior as I talk.

481 "Kathleen Deppeler" (1731126016)

01:09:51.390 --> 01:09:56.490

Going to repeat, repeat repeat people have been engaging in junk behavior for a long time.

482 "Kathleen Deppeler" (1731126016)

01:09:56.490 --> 01:10:10.170

Is unlikely that 1 round of pivot, or 1 type of pivot is going to be enough to shift the focus entirely so I'm gonna repeat and I'm going to stay cool and really avoid that coercive reaction.

483 "Kathleen Deppeler" (1731126016)

01:10:12.300 --> 01:10:26.875

And this is different than just ignoring it. This is an active skill, and is very different than just ignoring and undesirable behavior and just ignoring. It can cause problems. It can be super reinforcing. It is coercive.

484 "Kathleen Deppeler" (1731126016)

01:10:26.875 --> 01:10:29.935

It's taking away attention. Um.

485 "Kathleen Deppeler" (1731126016)

01:10:31.015 --> 01:10:43.105

It's also it also can cause a behavior burst, so you're over here, trying to ignore this behavior and it continues to ramp up and ramp up like oh, you don't see this. Let me show you.

486 "Kathleen Deppeler" (1731126016)

01:10:43.495 --> 01:10:50.005

Um, so so that ignoring can definitely cause a behavior burst and make things in the situation. We're still.

487 "Kathleen Deppeler" (1731126016)

01:10:51.930 --> 01:11:05.995

So advantages to this active pivot, this focusing on something else and being mindful of, of when desirable behavior starts or the junk behavior stops, it increases the focus on desirable behavior.

488 "Kathleen Deppeler" (1731126016)

01:11:05.995 --> 01:11:07.225

That's what we're looking for.

489 "Kathleen Deppeler" (1731126016)

01:11:08.545 --> 01:11:18.805

And it avoids providing that consequence that might be reinforcing the undesirable behavior. So it's weakening that undesirable behavior.

490 "Kathleen Deppeler" (1731126016)

01:11:18.985 --> 01:11:26.035

It's also less likely to cause that oh, you don't see this behavior burst and prevent escalating.

491 "Kathleen Deppeler" (1731126016)

01:11:27.600 --> 01:11:33.840

Because we know that incidence of serious behavior stem from junk behavior.

492 "Kathleen Deppeler" (1731126016)
01:11:33.840 --> 01:11:38.760
Getting reacted to and ramping up, so it can prevent that serious behavior.

493 "Kathleen Deppeler" (1731126016)
01:11:38.760 --> 01:11:42.420
So, let's practice a couple here. I think I've 3.

494 "Kathleen Deppeler" (1731126016)
01:11:42.420 --> 01:11:54.300
Yeah, so the 1st, 1 is annoying. Addie and Addy is a pig to her no, she's going to tell and you're typing an email.

495 "Kathleen Deppeler" (1731126016)
01:11:54.300 --> 01:11:58.710
Um, and, uh, so.

496 "Kathleen Deppeler" (1731126016)
01:11:58.710 --> 01:12:02.910
We're, um, type in and abby's over here, picking her nose.

497 "Kathleen Deppeler" (1731126016)
01:12:02.910 --> 01:12:08.070
Tell me, what am I looking for? I'm I am providing some.

498 "Kathleen Deppeler" (1731126016)
01:12:08.070 --> 01:12:15.510
He's telling me about this school package. She's got she's pretty pumped up. I'm focused on typing, giving her a couple of.

499 "Kathleen Deppeler" (1731126016)
01:12:15.510 --> 01:12:19.950
Tell me, when am I going to pivot to get back to Eddie? What am I looking for?

500 "Kathleen Deppeler" (1731126016)
01:12:19.950 --> 01:12:25.080
What's my cue to pivot to Abby and really be up my.

501 "Kathleen Deppeler" (1731126016)
01:12:25.080 --> 01:12:28.170
Oh, my excitement about her, her package.

502 "Kathleen Deppeler" (1731126016)
01:12:28.170 --> 01:12:37.080
Type in, and I'm nodding when she says when she stops picking her nose when she stops picking her nose.

503 "Kathleen Deppeler" (1731126016)
01:12:37.080 --> 01:12:48.030

I see that it's come out of her and I pivot back and I really start engaging on that excitement that she's got about this package that she's received great job.

504 "Kathleen Deppeler" (1731126016)
01:12:51.325 --> 01:12:54.355
Okay, let's talk about outburst Ali here,

505 "Kathleen Deppeler" (1731126016)
01:12:54.385 --> 01:13:09.265
Ali and Sally are working on a project and Oliver is off task and muttering a bit about how stupid it is and he threatened to tear it up and he's just over a soul kind about it.

506 "Kathleen Deppeler" (1731126016)
01:13:09.510 --> 01:13:16.080
And Sally is working at the table and humming so, um.

507 "Kathleen Deppeler" (1731126016)
01:13:16.080 --> 01:13:20.610
Who where do I start? Who do I start engaging?

508 "Kathleen Deppeler" (1731126016)
01:13:20.610 --> 01:13:32.310
All your Sally, so talk to Sally? Yes. Sally's home and a song and I'm going to start talking talking to Sally. I'm gonna learn more.

509 "Kathleen Deppeler" (1731126016)
01:13:32.310 --> 01:13:36.900
Focus on Sally and what am I looking for?

510 "Kathleen Deppeler" (1731126016)
01:13:36.900 --> 01:13:40.080
From Ollie from Oliver.

511 "Kathleen Deppeler" (1731126016)
01:13:42.840 --> 01:13:49.530
Great job Jess what am I looking for? From Ali?

512 "Kathleen Deppeler" (1731126016)
01:13:49.530 --> 01:13:56.370
I'm going to focus on Sally, and I'm waiting for Ali.

513 "Kathleen Deppeler" (1731126016)
01:13:59.130 --> 01:14:04.770
I'm definitely going to keep that empathy and understanding for Ali.

514 "Kathleen Deppeler" (1731126016)
01:14:04.770 --> 01:14:09.690
That's going to help me stay calm and avoid reacting to his.

515 "Kathleen Deppeler" (1731126016)
01:14:09.690 --> 01:14:12.720
Mutterings, um.

516 "Kathleen Deppeler" (1731126016)
01:14:12.720 --> 01:14:16.380
What am I looking for him? I'm going to focus on Sally.

517 "Kathleen Deppeler" (1731126016)
01:14:16.380 --> 01:14:24.480
Until he picks up a pen to start writing, that's that could be 1 big queue that he is ready. And I'm going to really focus. Yes.

518 "Kathleen Deppeler" (1731126016)
01:14:24.480 --> 01:14:28.800
He picks up this pen. Yep. Um.

519 "Kathleen Deppeler" (1731126016)
01:14:28.800 --> 01:14:32.730
For him to engage in the in the project, or, um.

520 "Kathleen Deppeler" (1731126016)
01:14:32.730 --> 01:14:41.340
Or with Sally, or if he just changes the topic that's a great point, too that he might just shift shift to topic. And I could find that.

521 "Kathleen Deppeler" (1731126016)
01:14:41.340 --> 01:14:54.960
Something desirable in there. Great job dress. Yep. So I'm looking for the junk stop looking for something. Good to start going. Ideally, I like the suggestions that we got and I'm just gonna focus on Sally until those things happen.

522 "Kathleen Deppeler" (1731126016)
01:14:54.960 --> 01:15:09.690
It's also really important for Sally, you know, that's important for the environment that the thing that's getting all the attention is the desirable stuff. You know, Sally is working and that's getting her the attention that desirable stuff is what gets attention in the environment.

523 "Kathleen Deppeler" (1731126016)
01:15:09.690 --> 01:15:15.690
Great job guys I have 1 more. Uh, here it is meltdown. Malcolm.

524 "Kathleen Deppeler" (1731126016)
01:15:15.690 --> 01:15:23.160
It is time to go inside and Malcolm does not want to and he's like that's bull crap. I don't want to go.

525 "Kathleen Deppeler" (1731126016)
01:15:23.160 --> 01:15:27.360
There's a lot going on outside. I am gonna pivot.

526 "Kathleen Deppeler" (1731126016)
01:15:27.360 --> 01:15:31.170
On an activity my own activity.

527 "Kathleen Deppeler" (1731126016)

01:15:32.190 --> 01:15:37.830

What's going to tell me that I can pivot back to Malcolm?

528 "Kathleen Deppeler" (1731126016)

01:15:39.270 --> 01:15:47.400

Going to avoid reacting to his grump of, you know, this is bull crap and him telling me he doesn't want to go. I'm going to avoid reacting to that. I'm going to focus on.

529 "Kathleen Deppeler" (1731126016)

01:15:47.400 --> 01:15:52.680

The, you know, the birds, the nice weather with, you know, what's going on in the sky.

530 "Kathleen Deppeler" (1731126016)

01:15:52.680 --> 01:15:55.740

What am I looking for from Malcolm? Here?

531 "Kathleen Deppeler" (1731126016)

01:15:59.790 --> 01:16:05.400

He doesn't have to walk inside. I'm looking for for a little bit here. Improvement. Not perfection.

532 "Kathleen Deppeler" (1731126016)

01:16:05.400 --> 01:16:09.090

What am I looking for from Malcolm Malcolm? Um.

533 "Kathleen Deppeler" (1731126016)

01:16:11.880 --> 01:16:16.230

So, if Malcolm starts to walk towards the house or something, that would be a good queue. Yeah.

534 "Kathleen Deppeler" (1731126016)

01:16:16.230 --> 01:16:21.060

Um, changing in his volume. Those are great things to observe. Yeah.

535 "Kathleen Deppeler" (1731126016)

01:16:31.890 --> 01:16:40.680

When he starts screaming. Yep. And after about 10 seconds, if that's it's just him stopping it.

536 "Kathleen Deppeler" (1731126016)

01:16:40.680 --> 01:16:44.400

It just him stopping the undesirable behavior.

537 "Kathleen Deppeler" (1731126016)

01:16:44.400 --> 01:16:48.960

Is all I'm getting then after about 10 seconds of him stopping.

538 "Kathleen Deppeler" (1731126016)

01:16:48.960 --> 01:16:54.570

Screaming, uh, ready to go give it back. Good.

539 "Kathleen Deppeler" (1731126016)

01:16:54.570 --> 01:17:02.100

If you use some kind of coping field, that would be a great queue.

540 "Kathleen Deppeler" (1731126016)

01:17:02.100 --> 01:17:12.870

Okay, so next and this is a good 1 to shift into the next skill. The next skill is stay close high and that's for when, um.

541 "Kathleen Deppeler" (1731126016)

01:17:12.870 --> 01:17:27.150

When things are starting to escalate when the worst thing has happened for the person, you know, in malcolm's case, it might just be junk that he doesn't want to go inside. Um, but it could escalate because he gets frustrated, and he really doesn't want to go inside that can escalate to a stay close that.

542 "Kathleen Deppeler" (1731126016)

01:17:27.150 --> 01:17:34.080

So, let's talk about this next skill is stateless hot and what we might do to help people.

543 "Kathleen Deppeler" (1731126016)

01:17:35.575 --> 01:17:46.945

Come back down or stay calm in a difficult situation. So the 1st thing we're going to do is avoid reacting to the junk because we know that that kind of conversion is only going to make things worse.

544 "Kathleen Deppeler" (1731126016)

01:17:47.485 --> 01:17:52.045

So, we're going to be really mindful of our body language and a ton of voice.

545 "Kathleen Deppeler" (1731126016)

01:17:53.035 --> 01:18:06.745

And typically, we're going to remain within arm's reach and move to the person, you know, in a dangerous situation. That sounds like you should do but generally moving towards that person is a demonstration of caring you're there to help.

546 "Kathleen Deppeler" (1731126016)

01:18:06.745 --> 01:18:16.165

And again, you should notice these are all the same steps of that relationship building tool. They can just also help you de, escalate a difficult situation. So.

547 "Kathleen Deppeler" (1731126016)

01:18:16.650 --> 01:18:22.050

You know, the more that you practice this in the normal everyday times.

548 "Kathleen Deppeler" (1731126016)

01:18:22.050 --> 01:18:27.510

The more just like, typical it is like when Kathleen talks to me, she just walks towards me and it's just what she does.

549 "Kathleen Deppeler" (1731126016)

01:18:27.510 --> 01:18:32.730

So, important to use this all the time, not just in a difficult situation.

550 "Kathleen Deppeler" (1731126016)

01:18:34.500 --> 01:18:48.330

So, move towards the person, Patrick, appropriate, ask open, ended questions. Remember the goal of asking open ended questions is to keep the conversation going. So, this is a difficult situation we're talking about now and there might be a lot of junk behavior happening.

551 "Kathleen Deppeler" (1731126016)

01:18:48.330 --> 01:18:51.780

So be be sure that the.

552 "Kathleen Deppeler" (1731126016)

01:18:51.780 --> 01:18:59.820

Open ended questions that you're using are to keep the conversation going if the conversation is going and you're getting a lot of information already. Um.

553 "Kathleen Deppeler" (1731126016)

01:18:59.820 --> 01:19:04.890

You might not need to ask questions and you might better focus on the other skills.

554 "Kathleen Deppeler" (1731126016)

01:19:05.485 --> 01:19:15.385

The other thing about open ended questions in this situation is you want to avoid asking questions where you're just trying to fix it. You don't want to ask questions.

555 "Kathleen Deppeler" (1731126016)

01:19:15.385 --> 01:19:29.905

Like, what could you do now, or things that are going to put that put, like, another thing onto that person another task demand or so, the goal of asking the question is to keep the conversation going not to try to learn more.

556 "Kathleen Deppeler" (1731126016)

01:19:29.905 --> 01:19:34.885

So you can fix it. So be sure you're asking, be sure you're using open ended question.

557 "Kathleen Deppeler" (1731126016)

01:19:34.890 --> 01:19:36.570

And, um.

558 "Kathleen Deppeler" (1731126016)

01:19:36.570 --> 01:19:40.350

As intended not just to be asking questions.

559 "Kathleen Deppeler" (1731126016)

01:19:40.350 --> 01:19:49.440

You're not trying to fix it. You're not trying to problem solve so you want to listen to the information that the person's telling you, um, and avoid changing the topic.

560 "Kathleen Deppeler" (1731126016)

01:19:49.440 --> 01:20:00.810

Talk less than the person respond to the person with empathy. That's a good way to tell the person that you see how they're feeling that you understand why information they've told you. So, um.

561 "Kathleen Deppeler" (1731126016)

01:20:00.810 --> 01:20:15.325

Acknowledge the situation and the feelings that the person's experiencing again. Empathy is a statement. It's not a question. So you're not going to ask the person. How they feel. You're gonna tell them. I see that. You're feeling. You look heartbroken. You.

562 "Kathleen Deppeler" (1731126016)

01:20:15.325 --> 01:20:19.405

Look you. Look just so sad. What happened your face is just.

563 "Kathleen Deppeler" (1731126016)

01:20:19.650 --> 01:20:27.210

You look so sad what happened you know, you're asking, you're telling the person how you, how they, uh.

564 "Kathleen Deppeler" (1731126016)

01:20:27.210 --> 01:20:32.730

See, you're telling them that you understand how they feel that kind of connection is really important.

565 "Kathleen Deppeler" (1731126016)

01:20:32.730 --> 01:20:41.790

Sometimes people don't want to acknowledge those difficult emotions, because they're concerned that they might make things worse when, in fact.

566 "Kathleen Deppeler" (1731126016)

01:20:41.790 --> 01:20:51.900

Telling someone that you see how they feel using empathy in that way is a great connector and it tells the person that you're someone who understands them and they are someone who can help them.

567 "Kathleen Deppeler" (1731126016)

01:20:51.900 --> 01:20:59.970

Get through this moment, so tell the person that you see how they're feeling and use a word that reflects the gravity of the situation.

568 "Kathleen Deppeler" (1731126016)

01:20:59.970 --> 01:21:02.970

How how big those emotions are.

569 "Kathleen Deppeler" (1731126016)

01:21:03.895 --> 01:21:17.785

And then encouragement, and again, encouragement is not a suggestion. I'm not going to prompt the person to use the coping skill that they would. That could, you know, that they could have used 20 minutes ago. I'm not going to prompt them to do anything.

570 "Kathleen Deppeler" (1731126016)

01:21:17.785 --> 01:21:23.635

I'm not going to ask them to do anything. I'm going to tell them, but to find something they're doing, that would be good for them to continue. Even if it's just.

571 "Kathleen Deppeler" (1731126016)

01:21:23.970 --> 01:21:28.560

This is such a difficult situation. You're already talking about it. You're telling me.

572 "Kathleen Deppeler" (1731126016)

01:21:29.995 --> 01:21:42.565

This is such a difficult situation, you're saying, right here with me. I know that we can get through this together, you know, what, what are they doing in this moment even if it's just talking to you, maybe they took a little bit of a deep breath, you know.

573 "Kathleen Deppeler" (1731126016)

01:21:44.280 --> 01:21:51.870

Progress towards using 1 of those coping skills, any little component of 1 of those coping skills that you see, you can encourage.

574 "Kathleen Deppeler" (1731126016)

01:21:51.870 --> 01:21:58.710

It just has to be something they're already doing and is not a suggestion of something they could do. So.

575 "Kathleen Deppeler" (1731126016)

01:21:58.710 --> 01:22:04.290

Encouragement and then repeat, repeat, repeat repeat, um.

576 "Kathleen Deppeler" (1731126016)

01:22:04.290 --> 01:22:08.160

Until they're until the person's ready for the next step and the next step is that.

577 "Kathleen Deppeler" (1731126016)

01:22:08.160 --> 01:22:15.990

Uh, to direct to an alternative behavior. So if this is direct, not redirect because by the time you suggest.

578 "Kathleen Deppeler" (1731126016)

01:22:15.990 --> 01:22:22.320

You know, sometimes I know you get when you get, um, when things are hard that it helps you to take a walk.

579 "Kathleen Deppeler" (1731126016)
01:22:22.320 --> 01:22:31.740
Do you want to do that? Now by the time I suggest that desirable coping skill that thing that really can help they should have already come back down. Um.

580 "Kathleen Deppeler" (1731126016)
01:22:32.395 --> 01:22:46.885
I don't want next time. I don't want them to have to get so escalated in order for them to access that good coping skills. I. good. Coping skill could have been done before they got so escalated or now after they've been escalated as a way to continue to calm down.

581 "Kathleen Deppeler" (1731126016)
01:22:46.885 --> 01:22:48.295
So, um.

582 "Kathleen Deppeler" (1731126016)
01:22:48.630 --> 01:22:59.070
After things have de escalated after the person's stone signs of de escalation, that's when we can suggest and direct towards an alternative behavior.

583 "Kathleen Deppeler" (1731126016)
01:22:59.070 --> 01:23:03.420
And then reinforced, I'm going to really pay off.

584 "Kathleen Deppeler" (1731126016)
01:23:03.420 --> 01:23:07.620
All the desirable behavior after de escalating, you know, um.

585 "Kathleen Deppeler" (1731126016)
01:23:07.620 --> 01:23:16.740
And really identifying, and making sure that I'm beefing up the desirable positive consequences in the environment after we've been through a difficult situation.

586 "Kathleen Deppeler" (1731126016)
01:23:19.290 --> 01:23:23.610
So, let's hit empathy 1 more time and then I have some practice um.

587 "Kathleen Deppeler" (1731126016)
01:23:23.610 --> 01:23:26.880
Around this skill as well. So again.

588 "Kathleen Deppeler" (1731126016)
01:23:26.880 --> 01:23:35.550
Empathy is identifying an emotion and telling a person that you see that they're how they're feeling. This is a great connector and.

589 "Kathleen Deppeler" (1731126016)
01:23:35.550 --> 01:23:39.570
Really and a difficult situation. It's so important to tell people.

590 "Kathleen Deppeler" (1731126016)

01:23:39.570 --> 01:23:44.670

Um, how what you're seeing and and connect that emotion. Um.

591 "Kathleen Deppeler" (1731126016)

01:23:44.670 --> 01:23:53.550

It will help them, uh, de escalate, knowing that someone sees how they feel and understands them. So it's a really powerful tool.

592 "Kathleen Deppeler" (1731126016)

01:23:53.845 --> 01:24:08.275

so let's talk about sad we come up with an empathy statement for how might be feeling what kind of a motion is sammy having right now they had an argument with the roommate and

593 "Kathleen Deppeler" (1731126016)

01:24:08.905 --> 01:24:12.655

a lot of times after these arguments sammy lays in bed for like hours

594 "Kathleen Deppeler" (1731126016)

01:24:12.870 --> 01:24:19.620

Really upset she's in bed now, and she's crying and she said she wants a pill.

595 "Kathleen Deppeler" (1731126016)

01:24:19.620 --> 01:24:22.860

What's an empathy statement?

596 "Kathleen Deppeler" (1731126016)

01:24:22.860 --> 01:24:26.190

How she feeling what's a good empathy statement?

597 "Kathleen Deppeler" (1731126016)

01:24:26.755 --> 01:24:27.265

Jamie,

598 "Kathleen Deppeler" (1731126016)

01:24:48.895 --> 01:24:51.865

you're crying what's going on? Yeah.

599 "Kathleen Deppeler" (1731126016)

01:24:52.110 --> 01:24:57.030

You look so hurt yeah, that's a good word. Hurt.

600 "Kathleen Deppeler" (1731126016)

01:24:57.030 --> 01:25:00.060

Crime identifying that. They're crying. Yeah.

601 "Kathleen Deppeler" (1731126016)

01:25:03.720 --> 01:25:07.770

What's that? Emotion there? What? A motion word per.

602 "Kathleen Deppeler" (1731126016)

01:25:09.270 --> 01:25:12.330

Someone who's crying what a motion my baby feeling.

603 "Kathleen Deppeler" (1731126016)
01:25:12.330 --> 01:25:27.085
Is a good example there's lots of others though. Upset.

604 "Kathleen Deppeler" (1731126016)
01:25:27.390 --> 01:25:31.890
What's got you down? Sadness? Yeah.

605 "Kathleen Deppeler" (1731126016)
01:25:31.890 --> 01:25:37.770
Okay, so we're going to name it. We're just going to tell the person,
man. I see. You're crying. You look so sad.

606 "Kathleen Deppeler" (1731126016)
01:25:37.770 --> 01:25:45.450
Look so upset you look so hurt what's going on and you're going to learn
more. Okay now let's talk about encouragement. She's telling you.

607 "Kathleen Deppeler" (1731126016)
01:25:45.450 --> 01:25:51.750
You know, all about that argument with her roommate, she's talking to you
about it.

608 "Kathleen Deppeler" (1731126016)
01:25:51.750 --> 01:25:52.975
What can you encourage her?

609 "Kathleen Deppeler" (1731126016)
01:26:02.245 --> 01:26:06.835
See, me and her roommate I've had this argument before she's been down in
the dumb she's been.

610 "Kathleen Deppeler" (1731126016)
01:26:07.110 --> 01:26:10.920
sammy's late in bed for hours before she's been through this before.

611 "Kathleen Deppeler" (1731126016)
01:26:10.920 --> 01:26:17.370
She's talking to you about it now what are some, some ways? What are some
things you could say to encourage.

612 "Kathleen Deppeler" (1731126016)
01:26:19.410 --> 01:26:23.310
To encourage her what she doing right now that would be good for her to
continue.

613 "Kathleen Deppeler" (1731126016)
01:26:30.330 --> 01:26:38.610
You've been able to repair your friendships before. That's a good
encouragement.

614 "Kathleen Deppeler" (1731126016)

01:26:40.470 --> 01:26:46.530

And Tracy, uh, what can I do to help you that, you know, you're moving towards that directing to an alternative behavior.

615 "Kathleen Deppeler" (1731126016)

01:26:46.530 --> 01:26:52.440

So, once she starts showing some signs, it'd be a good, good idea to suggest 1 of those things you've done.

616 "Kathleen Deppeler" (1731126016)

01:26:52.440 --> 01:26:56.340

Previously that it was helpful.

617 "Kathleen Deppeler" (1731126016)

01:27:00.030 --> 01:27:05.250

You know, we can't fix it with the roommate. That's not the goal here. We really just want to, um.

618 "Kathleen Deppeler" (1731126016)

01:27:05.250 --> 01:27:15.780

Help help through experiencing these difficult emotions that she's feeling right now what is she doing right now? That would be good for her to continue.

619 "Kathleen Deppeler" (1731126016)

01:27:15.780 --> 01:27:19.260

What can you what kind of encouragement can you give her?

620 "Kathleen Deppeler" (1731126016)

01:27:22.590 --> 01:27:30.480

She's taking if she's taking some deep breaths, you can say you're doing a great job, taking deep breath. I can tell her. That's really helping you. Yep. You see some deep breaths.

621 "Kathleen Deppeler" (1731126016)

01:27:30.480 --> 01:27:42.330

It's definitely something you want to reinforce and yes. Also want to expressing her feelings. You know, you're already telling me about this. You're already expressing yourself Sammy, it's so helpful.

622 "Kathleen Deppeler" (1731126016)

01:27:42.330 --> 01:27:47.580

You've been through this before I know you can do it again. She's in her own space. Yeah.

623 "Kathleen Deppeler" (1731126016)

01:27:49.260 --> 01:27:56.370

Use safe behavior should be so proud of herself or being safe and making a good decision. Like going to her.

624 "Kathleen Deppeler" (1731126016)

01:27:56.370 --> 01:28:00.990

Like, going through a room and talking to you about it. That's great. There's a lot to build on there.

625 "Kathleen Deppeler" (1731126016)
01:28:00.990 --> 01:28:10.290
Okay, let me go back to my slide and just to reiterate.

626 "Kathleen Deppeler" (1731126016)
01:28:10.290 --> 01:28:15.300
So, we're going to avoid reacting to the undesirable behavior.

627 "Kathleen Deppeler" (1731126016)
01:28:15.300 --> 01:28:25.470
We're going to move towards the person we're gonna touch if appropriate we're gonna use our open ended questions to learn more, but not to, to problem solve not to try to fix it.

628 "Kathleen Deppeler" (1731126016)
01:28:25.470 --> 01:28:36.930
Just to learn more, we're going to listen to what what the person is saying and we're going to provide empathy that tells them that we see how they're feeling and provides that connection between us.

629 "Kathleen Deppeler" (1731126016)
01:28:38.040 --> 01:28:44.365
We're going to look for things, the person is doing that would be good for them to continue and we're going to encourage them.

630 "Kathleen Deppeler" (1731126016)
01:28:44.365 --> 01:28:54.445
So, we're going to look for any component of a coping skill that the going to your room, the taking deep breaths that expressing their feelings.

631 "Kathleen Deppeler" (1731126016)
01:28:54.445 --> 01:29:07.795
Those are all desirable behaviors that can help this person get through this difficult time. And you're going to encourage any 1 of those that you see any desirable behavior you see, you're going to encourage.

632 "Kathleen Deppeler" (1731126016)
01:29:08.040 --> 01:29:08.970
And once.

633 "Kathleen Deppeler" (1731126016)
01:29:08.970 --> 01:29:12.750
That empathy and encouragement and your listening.

634 "Kathleen Deppeler" (1731126016)
01:29:13.345 --> 01:29:27.895
once you you use those skills and you start to see that the person is de escalating then you can get to that directing to an alternative behavior to you know suggesting that you take that that walk um or you know

635 "Kathleen Deppeler" (1731126016)
01:29:28.075 --> 01:29:42.655

if if they want to problem solve that repairing of friendships you know once things are calm once they start to show signs of calming down that's the time that you can make that kind of suggestion about what could happen next and then make sure that you just continue

636 "Kathleen Deppeler" (1731126016)

01:29:42.750 --> 01:29:49.590

Beefing up the positivity in that environment. Um, especially after those difficult behaviors have occurred.

637 "Kathleen Deppeler" (1731126016)

01:29:51.300 --> 01:30:02.190

So that's the ending on stay close hot. Those are the 3 skills that we have to share today. Um.

638 "Kathleen Deppeler" (1731126016)

01:30:02.190 --> 01:30:12.630

Stay close cool random routine. So using that proactive relationship building skill and increasing the value of your interactions.

639 "Kathleen Deppeler" (1731126016)

01:30:12.630 --> 01:30:19.080

And then we talked about pivot and really just how to avoid reacting to that.

640 "Kathleen Deppeler" (1731126016)

01:30:19.080 --> 01:30:25.740

Undesirable junky stuff that we're spending a lot of time on.

641 "Kathleen Deppeler" (1731126016)

01:30:25.765 --> 01:30:39.025

And, and really are some of the, the serious difficult situations are stemming from that junk behavior really ramping up and escalating and then stay close hot.

642 "Kathleen Deppeler" (1731126016)

01:30:39.025 --> 01:30:49.225

So, what do you do when things are escalated and someone's going through a difficult time how do you help someone de escalate and stay safe during those times? The stay close hot skill.

643 "Kathleen Deppeler" (1731126016)

01:30:50.575 --> 01:31:01.945

Before we leave, I would like to share some additional resources with you, and if I need to go back to those previous QR codes that I showed you earlier, just let me know in the chat box and I'll show them again as well.

644 "Kathleen Deppeler" (1731126016)

01:31:02.545 --> 01:31:14.545

But this next resource, this 1st resource that I'd like to leave you with is another QR code you can scan with your phone and it'll take you to, um.

645 "Kathleen Deppeler" (1731126016)
01:31:14.850 --> 01:31:28.800
A series of podcasts from our former chief paper analyst and our current chief behavior analyst, they recorded them together and there's 1 for each of those 10 examples of coercion.

646 "Kathleen Deppeler" (1731126016)
01:31:28.800 --> 01:31:35.640
They're really nice just a couple of minutes, you know, about each form of coercion, but they also.

647 "Kathleen Deppeler" (1731126016)
01:31:35.640 --> 01:31:49.050
Pair each form of coercion with a great strategy. Like, if I told you, despair is my coercion. So, you know, if your coercion is arguing, you know, Here's something you might consider instead. So they're nicely paired.

648 "Kathleen Deppeler" (1731126016)
01:31:49.050 --> 01:31:53.190
So, the 10.

649 "Kathleen Deppeler" (1731126016)
01:31:53.190 --> 01:31:56.669
Common conversion podcast there is the 1st resource.

650 "Kathleen Deppeler" (1731126016)
01:31:56.669 --> 01:32:03.749
And here's the 2nd, and this is the full tools of choice training. This is a link to that registration.

651 "Kathleen Deppeler" (1731126016)
01:32:03.749 --> 01:32:18.179
And today, we just did, like, a 2 hour overview of the content of much of the content and tools of choice. But the full course is available.

652 "Kathleen Deppeler" (1731126016)
01:32:18.624 --> 01:32:31.014
For folks to register, there's the QR code and in that class, we also talk about skills that we didn't cover today like, use positive consequences and set expectations.

653 "Kathleen Deppeler" (1731126016)
01:32:31.224 --> 01:32:35.454
Additionally, that full tools tools of choice class looks like.

654 "Kathleen Deppeler" (1731126016)
01:32:35.729 --> 01:32:44.219
Um, it's a hybrid course. So there's prerequisite online learning that you can take at your own pace.

655 "Kathleen Deppeler" (1731126016)
01:32:44.514 --> 01:32:58.974

And then followed by practice workshops where, um, facilitators, help participants through role plays and giving everyone the opportunity to practice the skill and get feedback on how they're implementing.

656 "Kathleen Deppeler" (1731126016)
01:33:00.414 --> 01:33:02.754
So that's available here at this QR code.

657 "Kathleen Deppeler" (1731126016)
01:33:03.264 --> 01:33:08.514
And then the last resource that I want to share is this family coaching workshops,

658 "Kathleen Deppeler" (1731126016)
01:33:08.784 --> 01:33:22.974
and this uses the tools of choice curriculum to broken down into a series of 8 sessions geared to family members. We have parents with, you know.

659 "Kathleen Deppeler" (1731126016)
01:33:24.204 --> 01:33:28.044
The youngest child, I think of 1 of the parents was, like,

660 "Kathleen Deppeler" (1731126016)
01:33:28.044 --> 01:33:39.474
6 months old through adulthood and siblings of adults and lots of just natural relationships really trying to improve.

661 "Kathleen Deppeler" (1731126016)
01:33:40.799 --> 01:33:54.024
Those those relationships, and I'm trying to think of some other folks, we've had a teenager in their mom com, so just an opportunity for families to work through the, um,

662 "Kathleen Deppeler" (1731126016)
01:33:54.084 --> 01:34:01.794
the strategies and get feedback and support from, uh, facilitators. So, there's that opportunity there for the family coaching workshops.

663 "Kathleen Deppeler" (1731126016)
01:34:03.959 --> 01:34:10.499
And that's the last of the resources, and concludes the content that I have to share today. Um.

664 "Kathleen Deppeler" (1731126016)
01:34:10.499 --> 01:34:22.889
I appreciate everyone's time and I'm going to hang out here for just a moment and check the chat box to see if there's anything I could show folks again or any other resources that I could provide. Um, but otherwise, thank you so much for your time today.

665 "Kathleen Deppeler" (1731126016)
01:34:22.889 --> 01:34:27.089
Nope, you have a wonderful day.