

WEBVTT

1 "Kathleen Deppeler" (3963485952)

00:00:01.710 --> 00:00:11.069

Welcome to tools for everyone. I'm excited that you're here today and I'd like to start by learning who.

2 "Kathleen Deppeler" (3963485952)

00:00:11.069 --> 00:00:24.084

Is here, so if you haven't already take the opportunity to find the chat box, which is in the lower right corner of your screen and tell us who you are and where you're from I wrote in here. I'll, I'll demonstrate again.

3 "Kathleen Deppeler" (3963485952)

00:00:24.354 --> 00:00:36.504

I'm Kathleen and I, and in Kansas City today. So if you all want to find your chat box and tell us who you are, and where you are a good way to.

4 "Kathleen Deppeler" (3963485952)

00:00:36.930 --> 00:00:46.170

Get to know who we're talking to a little bit. Welcome, Megan and Colombia.

5 "Kathleen Deppeler" (3963485952)

00:00:46.170 --> 00:00:52.140

Um, and Stephanie in St Louis. Welcome.

6 "Kathleen Deppeler" (3963485952)

00:00:52.140 --> 00:00:57.630

Well, i70 here, we've got covered Michelle and earlier. Um.

7 "Kathleen Deppeler" (3963485952)

00:00:57.630 --> 00:01:00.750

And Shannon welcome and Jeff city while we really do have.

8 "Kathleen Deppeler" (3963485952)

00:01:00.750 --> 00:01:05.640

The whole state covered right here whole central part. Uh.

9 "Kathleen Deppeler" (3963485952)

00:01:05.640 --> 00:01:13.440

And you also had Jessica introduced herself earlier, and she isn't sedalia. So I really do have a good.

10 "Kathleen Deppeler" (3963485952)

00:01:14.065 --> 00:01:24.655

Welcome Whitney service coordinator. Great gin and Oregon. Missouri. Cool to find that 1 on the map. I love learning new places around here.

11 "Kathleen Deppeler" (3963485952)

00:01:25.435 --> 00:01:37.315

So, my name's Kathleen, and I am the director of positive supports for the division of developmental disabilities and I am going to talk to you today about tools for everyone, which is.

12 "Kathleen Deppeler" (3963485952)

00:01:38.460 --> 00:01:47.730

An overview, introductory training based on our tools of choice program, which is a pretty intensive.

13 "Kathleen Deppeler" (3963485952)

00:01:48.175 --> 00:02:02.515

Of course, and I want to start by saying this is an overview and so for DMs, DD contractors, the requirement for positive behavior supports is to take tools of choice. This does not count as that requirement.

14 "Kathleen Deppeler" (3963485952)

00:02:02.515 --> 00:02:17.005

This is just an overview. And it's a great way to get started and acquaint yourself with the positive practices and learn a little bit more about what we mean by universal strategies. So welcome. I also see a fellow person out here outside of Casey.

15 "Kathleen Deppeler" (3963485952)

00:02:17.730 --> 00:02:23.815

Yes, welcome and Katie and St Peters and Helen and Rolla. Okay. Well, let's get started.

16 "Kathleen Deppeler" (3963485952)

00:02:23.815 --> 00:02:37.495

So, 1st, you've already done the 1st, part of what I want you to do today, which is find the chat box where you are going to do some interaction, and some activities today, and the chat box will be your way to share your perspective.

17 "Kathleen Deppeler" (3963485952)

00:02:37.885 --> 00:02:46.555

So please continue. Thank you welcome, Darcy and cartilage. Please continue to use that chat box as we go on today. It's great. Please ask questions.

18 "Kathleen Deppeler" (3963485952)

00:02:47.730 --> 00:03:00.565

And and again, participate in the activities, another thing that might be helpful is to grab some paper, or pull up a word document, or whatever on your computer for notes as well as to kind of, you know,

19 "Kathleen Deppeler" (3963485952)

00:03:00.595 --> 00:03:05.065

right on anything that you want as we're working on. The activities.

20 "Kathleen Deppeler" (3963485952)

00:03:05.400 --> 00:03:18.930

So, what are we going to do today? What will you learn 1st, you're going to learn about what a universal strategy is and what is positive behavior

supports we're also going to talk about some fundamental facts of behavior.

21 "Kathleen Deppeler" (3963485952)

00:03:19.825 --> 00:03:30.625

So things that we know to be true about behavior and are really the guiding reasons for the strategies that we're suggesting we're going to talk about how to categorize behavior,

22 "Kathleen Deppeler" (3963485952)

00:03:30.895 --> 00:03:40.225

and how those categories can help us target behaviors for change. We're going to talk about coercion and punishments. Some things that we're doing that are not helpful.

23 "Kathleen Deppeler" (3963485952)

00:03:40.435 --> 00:03:48.805

I'm going to talk about the effects of those practices and when we talk about those, the effects of them, I think you'll see.

24 "Kathleen Deppeler" (3963485952)

00:03:48.930 --> 00:03:51.655

I would suggest you try to avoid coercion and punishment.

25 "Kathleen Deppeler" (3963485952)

00:03:52.225 --> 00:04:06.835

We're going to give you 10 examples of coercion that are really common and suggest that we all tried to avoid them and we're also going to share some proactive preventative skills to improve interactions and behaviors. Um.

26 "Kathleen Deppeler" (3963485952)

00:04:07.945 --> 00:04:20.005

So, you know, 1 thing that I also want to share is that the idea of stamping out is a common way that we talk about about undesirable behaviors and that we want to get rid of them.

27 "Kathleen Deppeler" (3963485952)

00:04:20.605 --> 00:04:35.335

And, you know, we're going to talk about shifting our focus. And coming up with some other strategies that we could use. So, let's talk about what we've been doing and if you could again, you guys are doing great in the chat box. So, tell me what are some common ways.

28 "Kathleen Deppeler" (3963485952)

00:04:35.335 --> 00:04:36.925

How have you tried to get rid of.

29 "Kathleen Deppeler" (3963485952)

00:04:37.140 --> 00:04:40.619

Behavior in the past, what are some things that we've tried.

30 "Kathleen Deppeler" (3963485952)

00:04:41.724 --> 00:04:55.494

What are some things that we've tried? I know my parents tried some lectures, trying to tell me all. The things that I could do.

31 "Kathleen Deppeler" (3963485952)

00:04:55.494 --> 00:05:10.434

That would that would make it better or alternative choices. I could have made a lot of well, intended lectures. What about you? Guys? What experience is you have how do you try to see about behavior? How have you tried to improve it previously? Super charged.

32 "Kathleen Deppeler" (3963485952)

00:05:10.619 --> 00:05:17.219

How it says grounding those are great examples of common ways. We tried to get rid of behavior.

33 "Kathleen Deppeler" (3963485952)

00:05:17.219 --> 00:05:32.009

And had that work Helen, when you got grounded, did you stop doing that thing offering snacks or water physical activity once you get calmed down having some discussions okay.

34 "Kathleen Deppeler" (3963485952)

00:05:33.719 --> 00:05:48.329

These are great examples guys. Thanks, Darcy. And there's some other ways that you've experienced previously, trying to get rid of undesirable behaviors or try trying to see them out.

35 "Kathleen Deppeler" (3963485952)

00:05:50.429 --> 00:05:54.389

Rewards reminders redirection. Okay.

38 "Kathleen Deppeler" (3963485952)

00:05:54.894 --> 00:06:03.024

You know, 1 thing I'll say that's encouraging here is, you know, when you see sticker charts or and rewards, you know,

39 "Kathleen Deppeler" (3963485952)

00:06:03.024 --> 00:06:13.344

that's really kind of some of the things that happen when you make that shift to looking for positive behavior. You know, if you're going to provide a reward, or if you're going to.

40 "Kathleen Deppeler" (3963485952)

00:06:15.234 --> 00:06:26.154

If you're going to have a sticker chart, you know, those things are in response to a desirable behavior. So that's really towards what we're talking about today. Quiet time grounding.

41 "Kathleen Deppeler" (3963485952)

00:06:26.154 --> 00:06:37.374

So, yeah, we have a lot of experience of using some of trying to get rid of behaviors, educating explaining by why the behavior should be avoided or considered negative.

42 "Kathleen Deppeler" (3963485952)
00:06:38.094 --> 00:06:44.364
So, yeah, we have a lot of experience trying to get rid of behavior and I'm really encouraged that. We already have some movement towards.

43 "Kathleen Deppeler" (3963485952)
00:06:44.759 --> 00:06:58.494
Some positive practices that are really framed around desire will be if we want to see versus strategies that are focused on, getting rid of that undesirable behavior, or are in response to those great job guys.

44 "Kathleen Deppeler" (3963485952)
00:06:58.794 --> 00:07:00.714
So, let's talk about what we mean about.

45 "Kathleen Deppeler" (3963485952)
00:07:00.989 --> 00:07:05.639
What is positive behavior supports? There's really a lot that goes into this. Um.

46 "Kathleen Deppeler" (3963485952)
00:07:01.019 --> 00:07:05.639
What is positive behavior supports? There's really a lot that goes into this. Um.

47 "Kathleen Deppeler" (3963485952)
00:07:05.639 --> 00:07:06.834
This definition,

48 "Kathleen Deppeler" (3963485952)
00:07:07.524 --> 00:07:22.404
the science of behavior or behavior analysis has been formally investigated and demonstrating the science of behavior since the 940 s there have been there are hundreds of thousands of studies and demonstrations of these principles and

49 "Kathleen Deppeler" (3963485952)
00:07:22.404 --> 00:07:35.394
techniques and many programs and teaching curriculums, treatment programs. Schools. Use the principals and strategies and techniques developed by the science. by the science

50 "Kathleen Deppeler" (3963485952)
00:07:35.639 --> 00:07:42.954
Behavior, so, for for positive behavior supports, we use the public health model to structure interventions.

51 "Kathleen Deppeler" (3963485952)
00:07:43.194 --> 00:07:50.724
So if you look at this triangle it down here, that's a really a good visual representation for the positive behavior support model.

52 "Kathleen Deppeler" (3963485952)
00:07:50.724 --> 00:08:05.574

So, that green base, you see at the bottom that represents the universal strategies, but the universal supports the support, the quality of life across the entire population and in a healthy population.

53 "Kathleen Deppeler" (3963485952)

00:08:05.639 --> 00:08:12.149

80 to 90% of people will need all the universal strategies in order to have a high quality of life.

54 "Kathleen Deppeler" (3963485952)

00:08:12.149 --> 00:08:22.499

Okay, so that's that green base there and then the yellow center that represents the population of people that are at risk for poor outcomes and.

55 "Kathleen Deppeler" (3963485952)

00:08:22.499 --> 00:08:31.674

Those interventions that we would provide that group of people who are at risk for poor outcomes, those interventions often look like an extra scoop or a focus,

56 "Kathleen Deppeler" (3963485952)

00:08:31.674 --> 00:08:38.004

or a targeted universal strategy that is targeted for a short period of time.

57 "Kathleen Deppeler" (3963485952)

00:08:38.004 --> 00:08:50.454

And then faded into just the typical universal strategy after the risk decreases and in a healthy population, 10 to 15% of people might need that level of support in order to have high quality of life. life

58 "Kathleen Deppeler" (3963485952)

00:08:51.864 --> 00:08:59.274

And then at the top of the triangle, there you see that red and that red represents those people in crisis,

59 "Kathleen Deppeler" (3963485952)

00:08:59.484 --> 00:09:07.554

and in need of short term intensive supports and healthy population 5 or 50% of people might need this level of support.

62 "Kathleen Deppeler" (3963485952)

00:09:07.554 --> 00:09:19.704

So it's important to consider these structured interventions in these levels of support. Because today, the strategy that we're going to talk about tools for everyone is a universal strategy.

61 "Kathleen Deppeler" (3963485952)

00:08:57.209 --> 00:09:07.554

Those people in crisis, and in need of short term intensive supports and healthy population 5 or 5% of people might need this level of support.

63 "Kathleen Deppeler" (3963485952)

00:09:19.704 --> 00:09:27.204

So these are not strategies that you use with. I told you, I work for the division. division

64 "Kathleen Deppeler" (3963485952)

00:09:20.819 --> 00:09:34.769

These are not strategies that you use with. I told you, I work for the division of developmental disabilities. These are not strategy specific to how we treat people with developmental disabilities or.

65 "Kathleen Deppeler" (3963485952)

00:09:27.209 --> 00:09:34.769

Developmental disabilities, these are not strategy specific to how we treat people with developmental disabilities or.

66 "Kathleen Deppeler" (3963485952)

00:09:35.214 --> 00:09:38.244

Strategies that are intended for any particular population.

67 "Kathleen Deppeler" (3963485952)

00:09:38.514 --> 00:09:50.694

They are what everybody in the population needs as needs for high quality of life, and they serve as the basis for any other intervention that a person might need so critically important.

68 "Kathleen Deppeler" (3963485952)

00:09:50.934 --> 00:10:04.374

And as we go through the content today, I really want you to consider the universal ness of this strategy. So, this is really something that, as we go through this content thinking about.

69 "Kathleen Deppeler" (3963485952)

00:10:04.649 --> 00:10:15.509

All the people in your life is going to be really important, because these are strategies that you can use with anybody and this can be a difficult approach for people to accept.

70 "Kathleen Deppeler" (3963485952)

00:10:15.924 --> 00:10:28.674

You know, the focus is on being kind and caring all the time and our goal is to keep our cool and not take things personally or emotionally even when they feel personal and emotional.

71 "Kathleen Deppeler" (3963485952)

00:10:29.634 --> 00:10:31.974

It's very hard. Um.

72 "Kathleen Deppeler" (3963485952)

00:10:32.664 --> 00:10:46.974

You know, oftentimes we try to get even or do things that might get even or hurt the person. And our goal is really to avoid that to avoid creating a worsening for someone providing that kind of worst.

73 "Kathleen Deppeler" (3963485952)

00:10:46.974 --> 00:11:01.854

And in consequence we want to avoid that. And that's hard because we often think that you need that we're seeing they need that punishment in order to learn. And so sometimes when we shift to a positive focus.

74 "Kathleen Deppeler" (3963485952)

00:11:02.309 --> 00:11:02.849

Hmm.

75 "Kathleen Deppeler" (3963485952)

00:11:02.849 --> 00:11:09.269

People think that you're letting someone get away with that desirable behavior when, in fact, we're really.

76 "Kathleen Deppeler" (3963485952)

00:11:09.834 --> 00:11:23.844

Maintaining our relationship, we're avoiding creating situations that can make things worse and it's hard it takes lifelong practice. I tell people it's my goal in life to avoid confusion for a whole day, because it's very difficult.

77 "Kathleen Deppeler" (3963485952)

00:11:24.204 --> 00:11:39.084

We live in a coercive society. You know, this approach is counter to much of our culture in movies or music, you know, our law enforcement system. We, we often rely heavily on.

78 "Kathleen Deppeler" (3963485952)

00:11:39.269 --> 00:11:42.359

And so this is a big, a big shift.

79 "Kathleen Deppeler" (3963485952)

00:11:42.359 --> 00:11:53.304

So, I encourage you to keep an open mind and again consider those relationships that are really important to you and think about how these interactions, how a shift in your interactions,

80 "Kathleen Deppeler" (3963485952)

00:11:53.664 --> 00:12:07.674

and using these positive practices might change your relationship and improve behavior in your environment. So, I encourage you to just really think broadly and about all the relationships that could benefit from this shift.

81 "Kathleen Deppeler" (3963485952)

00:12:07.884 --> 00:12:12.174

So, let's talk what is behavior if you had to explain behavior.

82 "Kathleen Deppeler" (3963485952)

00:12:12.359 --> 00:12:24.869

To someone who has no idea, does not speak the verbal English language. How would you explain behavior? What is behavior in the chat box? Give me your definition of behavior what is behavior.

83 "Kathleen Deppeler" (3963485952)
00:12:41.249 --> 00:12:48.089
That's great. So, Jennifer has a form of communication. Stephanie says things we do physically.

84 "Kathleen Deppeler" (3963485952)
00:12:48.089 --> 00:12:57.689
These are great. What's your definition of behavior? A reaction to emotions whenever it says activities around you, that could be positive or negative?

85 "Kathleen Deppeler" (3963485952)
00:13:13.884 --> 00:13:26.334
How we respond and activate to the things going around on around, as Kelsey says, Jessica says physical and verbal expression to give some examples. Behavior is a form of communication. There's a theme there.

86 "Kathleen Deppeler" (3963485952)
00:13:26.334 --> 00:13:30.624
We, we've seen a theme around communication 1.

87 "Kathleen Deppeler" (3963485952)
00:13:30.929 --> 00:13:36.149
Karen says, one's way to show how they are feeling. Okay.

88 "Kathleen Deppeler" (3963485952)
00:13:36.149 --> 00:13:46.739
So, express things yourself, communication seems to be a real theme and actions seem to be a theme, you know, activities.

89 "Kathleen Deppeler" (3963485952)
00:13:46.739 --> 00:13:55.439
Acting on the things around us those are some common themes. I think you guys are really, really on to something.

90 "Kathleen Deppeler" (3963485952)
00:13:55.439 --> 00:14:09.864
That's great. So, as we go forward, our definition for what is behavior is anything a person does that can be seen and counted or measured and observed.

91 "Kathleen Deppeler" (3963485952)
00:14:10.104 --> 00:14:22.614
So you guys are really onto something 11 of these comments in the chat box positive or negative. So, they're really hitting on that. Anything a person does point here.

92 "Kathleen Deppeler" (3963485952)
00:14:22.614 --> 00:14:25.284
That's really we want to expand our. our

93 "Kathleen Deppeler" (3963485952)
00:14:25.439 --> 00:14:36.119

Definition of behavior and really start considering all the things that are happening in the environment. So anything a person does that can be seen encountered as a behavior.

94 "Kathleen Deppeler" (3963485952)

00:14:36.984 --> 00:14:51.534

Whenever it says to show your approval or disapproval without actually saying anything, we are going to share some really common ways that we do that. wynford. And so I'm excited about that definition. I think you're onto something there with the.

95 "Kathleen Deppeler" (3963485952)

00:14:52.319 --> 00:14:57.389

The way we are doing things without actually coming out and saying it. Okay. So.

96 "Kathleen Deppeler" (3963485952)

00:14:57.389 --> 00:15:08.964

Behavior is anything a person does that can be seen and counted. I have a blank slide. I would like to fill this thing with behaviors so go to the chat box and just type.

97 "Kathleen Deppeler" (3963485952)

00:15:09.774 --> 00:15:14.604

Give me some behaviors, give me some behaviors and I'm gonna fill this.

98 "Kathleen Deppeler" (3963485952)

00:15:14.909 --> 00:15:22.349

Page with your answers hitting Jessica says, thank you. Oh, you guys are fast. Okay. You're going to have to.

99 "Kathleen Deppeler" (3963485952)

00:15:31.709 --> 00:15:39.149

Because they're so great. This is wonderful. I'm going to have to go back through this chat box to make sure I didn't miss anything.

100 "Kathleen Deppeler" (3963485952)

00:15:39.119 --> 00:15:42.839

Again, no, I think I did that 1.

101 "Kathleen Deppeler" (3963485952)

00:15:39.149 --> 00:15:42.839

Oh, I think I did that, right?

102 "Kathleen Deppeler" (3963485952)

00:16:03.299 --> 00:16:07.319

Okay, these are great choosing.

103 "Kathleen Deppeler" (3963485952)

00:16:07.319 --> 00:16:13.679

I know I missed a few, so I'm going to go back through if you don't see yours yet you will.

104 "Kathleen Deppeler" (3963485952)

00:16:36.659 --> 00:16:46.139

Okay, I think I got them all great job guys. Okay. Now watches the screen on the screen. I am going to start circling some things.

105 "Kathleen Deppeler" (3963485952)

00:16:46.139 --> 00:16:53.459

And as I circled these, I want you to notice the difference between what circled and what's and circled. Okay.

106 "Kathleen Deppeler" (3963485952)

00:16:53.459 --> 00:17:01.769

So, I'm going to start circling things and you're gonna think about what's the difference between.

107 "Kathleen Deppeler" (3963485952)

00:17:04.649 --> 00:17:08.669

What I'm circling and the ones that are unsold.

108 "Kathleen Deppeler" (3963485952)

00:17:21.209 --> 00:17:25.859

What's the difference? Okay, Jessica says positive versus negative.

109 "Kathleen Deppeler" (3963485952)

00:17:26.634 --> 00:17:34.944

Yeah, so you hit the nail on the head. Oh, you guys are all getting it. There you go. Okay so that's right.

110 "Kathleen Deppeler" (3963485952)

00:17:34.974 --> 00:17:46.284

I circled the things that are viewed as more like, undesirable behaviors, things that don't go over as well. And I'm really encouraged because let's see, we have 2.

111 "Kathleen Deppeler" (3963485952)

00:17:46.769 --> 00:17:49.949

We, um.

112 "Kathleen Deppeler" (3963485952)

00:17:49.949 --> 00:17:56.459

Not quite half that are positive behavior still so we're still.

113 "Kathleen Deppeler" (3963485952)

00:17:56.459 --> 00:18:10.104

Imbalanced in our in our quick thinking of of behaviors as anything a person does, but you definitely all came up with some desirable behaviors as well. So that's exciting.

114 "Kathleen Deppeler" (3963485952)

00:18:10.404 --> 00:18:19.764

We really again want to focus on expanding our definition of behavior to anything a person does that can be measured and observed. Okay.

115 "Kathleen Deppeler" (3963485952)

00:18:20.099 --> 00:18:26.639

So, start expanding that and thinking about all the different kinds of behaviors that are happening in your environment.

116 "Kathleen Deppeler" (3963485952)

00:18:26.639 --> 00:18:39.089

Okay, so now I'm going to circle behaviors and again, I want you to think about what's different between the behaviors that I'm circling and the behaviors that are not circled.

117 "Kathleen Deppeler" (3963485952)

00:18:39.089 --> 00:18:49.559

What do you notice that's different about the, uh.

118 "Kathleen Deppeler" (3963485952)

00:18:49.559 --> 00:18:53.639

Behaviors that I'm circling and those I am not.

119 "Kathleen Deppeler" (3963485952)

00:18:56.219 --> 00:18:59.279

Okay.

120 "Kathleen Deppeler" (3963485952)

00:19:02.459 --> 00:19:08.729

Jessica says cannot see, but can measure. Okay. So.

121 "Kathleen Deppeler" (3963485952)

00:19:08.729 --> 00:19:15.719

You're onto something they're verbal or non verbal. Okay verbal and physical. Okay.

122 "Kathleen Deppeler" (3963485952)

00:19:21.329 --> 00:19:35.999

Open for interpretation Jessica says yes, actually, I think that's a really spat on definition. So, um.

123 "Kathleen Deppeler" (3963485952)

00:19:37.169 --> 00:19:50.424

So, you know, cursing could really look different, depending on your threshold for what a curse word is. Right? When I was growing up shut up was a curse word. Now I don't know if it is anymore. If I did, I just said it.

124 "Kathleen Deppeler" (3963485952)

00:19:51.354 --> 00:20:04.944

So, you know, it did really depends on the environment depends on a lot of different factors. What is cursing it could look really different to everybody same thing with shouting or yelling. Really? The context of what's happening is important to those and then choosing not to speak.

125 "Kathleen Deppeler" (3963485952)

00:20:04.944 --> 00:20:06.894

There's a lot of things you can do.

126 "Kathleen Deppeler" (3963485952)

00:20:07.169 --> 00:20:17.274

Instead of choosing not to speak, that could look so very, very different. So, 1 thing we want to do when we talk about behavior is talk about it in specific terms, rather than categories.

127 "Kathleen Deppeler" (3963485952)

00:20:17.274 --> 00:20:28.944

So instead of saying, kathleen's rude, you can say Kathleen looked over at this lady, and so loudly that this person can hear her. She was like, oh, my God, why is she wearing? Can you even believe she left the house like that?

128 "Kathleen Deppeler" (3963485952)

00:20:30.059 --> 00:20:43.824

So, when you talk about the specific measurable specific things that Kathleen, did you, could you focused on how loud I was, and you focused on identified the specific things that I said, so, as time goes on and in the future,

129 "Kathleen Deppeler" (3963485952)

00:20:44.064 --> 00:20:52.194

you'll be able to see changes in kathleen's rude behavior in that. Maybe I get quieter and I whisper rude comments instead of seeing them.

130 "Kathleen Deppeler" (3963485952)

00:20:52.194 --> 00:20:59.844

So loudly people get to hear me or I say fewer, you know, in the example that I gave, I said 2, nasty things about a person and.

131 "Kathleen Deppeler" (3963485952)

00:21:00.059 --> 00:21:08.274

I, you know, over time can decrease my nasty comments to just 1 and they're quiet. Those would be improvements in my behavior.

132 "Kathleen Deppeler" (3963485952)

00:21:08.484 --> 00:21:19.644

And when we talk about behavior and measurable specific terms, in terms that can be seen and counted, then everybody's going to be able to see the change in my behavior over time. So.

133 "Kathleen Deppeler" (3963485952)

00:21:20.099 --> 00:21:34.734

It's really helpful. Another nice thing about that is, is it really takes out the judgment, you know, saying Kathleen is rude is pretty judgmental and when you just say, specifically what I did, that really takes the judgment out of that. It's just facts.

134 "Kathleen Deppeler" (3963485952)

00:21:34.764 --> 00:21:39.894

Kathleen said these things can interpret that is rude and we don't have to say it.

135 "Kathleen Deppeler" (3963485952)

00:21:40.349 --> 00:21:44.069

Okay, great job guys. So, um.

136 "Kathleen Deppeler" (3963485952)

00:21:45.024 --> 00:21:59.754

Oftentimes, we think about behaviors, though, it's a negative thing. We're going to expand our definition. You guys are already starting to do that. There were 5 behaviors that we came up with that were just okay or desirable. So we're going to expand our definition.

137 "Kathleen Deppeler" (3963485952)

00:21:59.754 --> 00:22:13.884

We're going to think about all the behaviors, everything that's happening. Anything a person does that can be seen and counted as a behavior and we're going to talk about those behaviors and measurable specific terms in terms that can be of words that can be seen and counted.

138 "Kathleen Deppeler" (3963485952)

00:22:14.069 --> 00:22:26.994

So everybody knows what behavior looks like, and we are able to see those changes over time. We're also removing the judgment. Okay. So we're gonna talk about people's behavior and measurable specific terms.

139 "Kathleen Deppeler" (3963485952)

00:22:27.054 --> 00:22:38.574

And sometimes it's helpful to categorize behavior when we start thinking about how we might respond. So, when you're talking about a person specific behavior, you're going to use measurable, specific terms.

140 "Kathleen Deppeler" (3963485952)

00:22:38.574 --> 00:22:43.974

And when you're thinking about how you might respond, these 4 categories of behavior can be really helpful.

141 "Kathleen Deppeler" (3963485952)

00:22:44.069 --> 00:22:50.724

And we're going to use them throughout the rest of this course. So, 1st, 2, here are desirable types of types of desirable behavior.

142 "Kathleen Deppeler" (3963485952)

00:22:50.724 --> 00:23:02.814

We have significant those big deal life improvement things that people started doing this, their lives would just be better. What was the significant desirable behavior for you?

143 "Kathleen Deppeler" (3963485952)

00:23:02.844 --> 00:23:14.004

What's something you're working on that if you started doing this routinely, it would be a significant improver in your life. What's a significant desirable behavior for you use the chatbot.

144 "Kathleen Deppeler" (3963485952)

00:23:14.069 --> 00:23:19.469

I have I have mind ready to go. I'm going to see if anybody's with me in the.

145 "Kathleen Deppeler" (3963485952)
00:23:19.409 --> 00:23:23.129
Listening better, whenever it says, love that.

146 "Kathleen Deppeler" (3963485952)
00:23:19.469 --> 00:23:23.129
Listening better, whenever it says, love that.

147 "Kathleen Deppeler" (3963485952)
00:23:23.129 --> 00:23:29.909
Focus, I think that this is a journey that can really help you listen better, you're in the right place for that.

148 "Kathleen Deppeler" (3963485952)
00:23:31.409 --> 00:23:43.614
That's a great example of what we want to do with those significant, desirable behaviors. We want to teach them and I'm going to model those today too. So you're in the right place when I heard positive self talk this is also great for positive self talk.

149 "Kathleen Deppeler" (3963485952)
00:23:43.614 --> 00:23:58.554
We're going to talk about, but why do we coerce ourselves to exercise? Jessica got mine that's exercise is usually my example, I love that being focused on 1 thing at a time. Jennifer says improving posture. Oh, thank you.

150 "Kathleen Deppeler" (3963485952)
00:23:58.554 --> 00:24:01.314
For that. That's a good point for me.

151 "Kathleen Deppeler" (3963485952)
00:24:01.434 --> 00:24:16.164
Jessica heading patients with others. These are great. These are significant life improvers and, you know, I feel like I'm in a really nice room because all the ones you guys came up with are just so important really? In a community as well.

152 "Kathleen Deppeler" (3963485952)
00:24:16.884 --> 00:24:18.984
There are things that can really make an environment better.

153 "Kathleen Deppeler" (3963485952)
00:24:19.764 --> 00:24:33.624
Okay, so we know the things that will make our life better. Those are significant, desirable behaviors. What are some, just okay. Behavior some things that you do every day. That are good for you as in. If you didn't do it.

154 "Kathleen Deppeler" (3963485952)
00:24:33.654 --> 00:24:46.104

It would probably, it would be problematic, but they're not something that you're getting a whole lot of, you know, recognition or reinforcement for. They're just things that are kind of expected. What are some, just okay behaviors for you guys.

155 "Kathleen Deppeler" (3963485952)

00:24:49.224 --> 00:25:00.594

Just okay. Behavior for me might be. Oh, great. Megan says going to work. Exactly. It's just okay people expect you to do that. Putting your shoes away is a great example. It's only a problem when you didn't do it.

156 "Kathleen Deppeler" (3963485952)

00:25:00.594 --> 00:25:15.504

Right and then somebody trips over them then that's a great way to think about just okay. Behavior, is that we're not often recognizing people for doing these behaviors. Megan's not getting a gold star. Every time she comes to work. She probably doesn't really need that.

157 "Kathleen Deppeler" (3963485952)

00:25:15.534 --> 00:25:18.324

And she still needs an attaboy about going to work, right?

158 "Kathleen Deppeler" (3963485952)

00:25:18.329 --> 00:25:23.969

Jessica still needs the thanks for putting your shoes away every once in a while. Um.

159 "Kathleen Deppeler" (3963485952)

00:25:23.969 --> 00:25:31.824

But there are things that just generally she does, and so I want us all to really think about these just okay.

160 "Kathleen Deppeler" (3963485952)

00:25:31.884 --> 00:25:41.904

Behaviors as an opportunity to infuse some additional positivity in our environment and help us make that shift towards focusing on desirable behavior.

161 "Kathleen Deppeler" (3963485952)

00:25:41.904 --> 00:25:53.874

We got to really start thinking about what are all the just okay behaviors that are going on in our house, you know, putting the toilet seat on washing your hands. After you go to the bathroom before you eat, what.

162 "Kathleen Deppeler" (3963485952)

00:25:53.969 --> 00:26:03.209

What are all of those desirable behaviors? Those are all opportunities for us to start engaging around desirable, positive behavior more often.

163 "Kathleen Deppeler" (3963485952)

00:26:03.774 --> 00:26:18.264

Okay, now we're going to shift over here to the undesirable section and I want you to we're going to start here at Sirius. These are things that are physically harmful to yourselves others, property or illegal.

164 "Kathleen Deppeler" (3963485952)

00:26:18.504 --> 00:26:23.754

These are things that we have to, you know, we're going to teach you a skill called stateless hot that can help.

165 "Kathleen Deppeler" (3963485952)

00:26:24.689 --> 00:26:37.949

That can help in these situations. These are things we definitely need to. Great example Jessica says hitting what are some other examples of serious behavior physically harmful to themselves others, property or illegal.

166 "Kathleen Deppeler" (3963485952)

00:26:41.999 --> 00:26:56.574

Serious behavior, just because drug use. Exact great example physically harmful disrespected the other person. Okay. So we're gonna talk about something we're going to talk next about the other kind of undesirable behavior.

167 "Kathleen Deppeler" (3963485952)

00:26:56.784 --> 00:27:03.924

That's not physically harmful to themselves. Others property very legal, but is not helpful to their relationships.

168 "Kathleen Deppeler" (3963485952)

00:27:04.374 --> 00:27:11.814

It is not helpful to the environment, and it's definitely holding people back. So I think that's a good example of the junk.

169 "Kathleen Deppeler" (3963485952)

00:27:11.814 --> 00:27:21.264

We're going to talk about next the annoying stuff that we're spending a lot of time on, but it's not physically harmful to themselves others, property or illegal.

170 "Kathleen Deppeler" (3963485952)

00:27:21.689 --> 00:27:32.009

I think we're going to have some more examples here as we go. So, let's shift into that annoying junk stuff. This is stuff that is undesirable.

171 "Kathleen Deppeler" (3963485952)

00:27:32.009 --> 00:27:36.359

Uh, we call it junk as in. It's that.

172 "Kathleen Deppeler" (3963485952)

00:27:36.359 --> 00:27:50.309

Knapsack of crap you're, you're pulling along behind you. We're really focused on it. It builds up around you. It feels kind of suffocating. You end up really focusing on all of that because it's just built up around you. Um.

173 "Kathleen Deppeler" (3963485952)

00:27:50.724 --> 00:28:04.194

So these are behaviors that are undesirable, but they're not physically harmful to themselves that there's property or legal. They're just really unhelpful to the environment bad for our relationships.

174 "Kathleen Deppeler" (3963485952)

00:28:05.004 --> 00:28:06.144

And we have a skill.

175 "Kathleen Deppeler" (3963485952)

00:28:06.509 --> 00:28:20.364

That we're going to talk about today called pivot, which is what we suggest, the responses when that kind of behavior is happening. So we have these 4 categories of behavior because based on the category of behavior you could respond in, in a certain way.

176 "Kathleen Deppeler" (3963485952)

00:28:20.364 --> 00:28:27.984

So, for significant, desirable behaviors, and just okay behaviors, we have a couple of skills. 1 is use positive consequences. So.

177 "Kathleen Deppeler" (3963485952)

00:28:28.769 --> 00:28:35.009

Uh, after that people do desirable behaviors, paid off with a positive consequence and add a boy. Um.

178 "Kathleen Deppeler" (3963485952)

00:28:35.424 --> 00:28:48.294

And then we have a skill that we're going to talk a lot about in practice today called, stay close, which is how do you build a strong relationship, and using those as just okay times and that just okay behavior. It's really going to be a good queue.

179 "Kathleen Deppeler" (3963485952)

00:28:48.294 --> 00:28:51.444

For us to start building our relationships with those skills.

180 "Kathleen Deppeler" (3963485952)

00:28:51.839 --> 00:28:55.829

Okay, so remember.

181 "Kathleen Deppeler" (3963485952)

00:28:55.829 --> 00:29:05.159

What, whether a behavior is desirable or undesirable really depends on on the context of behavior. So I'm going to use that example. Um.

182 "Kathleen Deppeler" (3963485952)

00:29:05.159 --> 00:29:12.509

Jessica, and I or I think it was Jessica, and I both said that exercise was a significant, desirable behavior for us.

183 "Kathleen Deppeler" (3963485952)

00:29:12.509 --> 00:29:26.399

So, let's take that 1 and see if we can make it go into all these different categories by changing the context of that situation. So, for Jessica and myself, going to the gym and exercising is a significant, desirable behavior.

184 "Kathleen Deppeler" (3963485952)

00:29:26.754 --> 00:29:36.174

Now, if your homes and you're like a fitness influencer, when you go to the gym, it's just okay, you do it all the time.

185 "Kathleen Deppeler" (3963485952)

00:29:36.324 --> 00:29:45.414

You still need for it every once in a while, but you don't need the kind of positive consequences. And, um.

186 "Kathleen Deppeler" (3963485952)

00:29:46.194 --> 00:29:59.964

And real impact of a good positive consequence, the way that movie exerciser needs a big pay offs after they do that. Okay. So that's just okay. Behavior. They do it all the time. She's really good at it.

187 "Kathleen Deppeler" (3963485952)

00:29:59.964 --> 00:30:04.194

It's her D***, let's take exercise over to the undesirable category.

188 "Kathleen Deppeler" (3963485952)

00:30:04.494 --> 00:30:15.624

Now, if the person who goes to the gym to exercise is only going to check people out and live with them and ask people on dates that is gross and annoying and would be.

189 "Kathleen Deppeler" (3963485952)

00:30:15.719 --> 00:30:24.779

Considered junk behavior, it's not physically harmful to themselves others, property or illegal, but it's grows. It's annoying and nobody likes it. So there.

190 "Kathleen Deppeler" (3963485952)

00:30:25.164 --> 00:30:39.444

Exercising when the only purpose is to liberate people is junk behavior so, and then let's take it to serious so serious behavior for a person who is injured, so Britney mahomes exercises,

191 "Kathleen Deppeler" (3963485952)

00:30:39.444 --> 00:30:49.674

it's just okay. She's healthy and she does it all the time. If Patrick mahomes exercises right now it's serious behavior because he's injured and he needs to lay off of it.

192 "Kathleen Deppeler" (3963485952)

00:30:49.674 --> 00:30:54.684

So a person with an injury and athlete with an injury who chooses to exercise there'll be serious.

193 "Kathleen Deppeler" (3963485952)
00:30:54.779 --> 00:31:02.094
Behavior is physically harmful to them, so we took 1 behavior and made it go in each of the categories.

194 "Kathleen Deppeler" (3963485952)
00:31:02.094 --> 00:31:11.784
So whether behavior is desirable or undesirable really depends on the context that that behavior is happening and so let's review this 1 more time significant desirable.

195 "Kathleen Deppeler" (3963485952)
00:31:11.964 --> 00:31:20.604
Those big deal things we want to teach these things when a model them, these are things we're trying to increase and that these things are the kinds of things that are going to help people be successful.

196 "Kathleen Deppeler" (3963485952)
00:31:22.374 --> 00:31:35.754
Then the just okay, things, these are the things we're taking for granted, these are our opportunities to really start influencing the environment and increasing them out of positivity that's happening. So we're going to use just okay.

197 "Kathleen Deppeler" (3963485952)
00:31:35.754 --> 00:31:45.114
Behaviors to provide positive consequences or start, stay close interactions and really start infusing the environment and enhancing it with positive interactions.

198 "Kathleen Deppeler" (3963485952)
00:31:46.014 --> 00:31:57.324
Okay, then we have the annoying junk stuff. We are probably spending a lot of time on this stuff. It is annoying and it is time consuming.

199 "Kathleen Deppeler" (3963485952)
00:31:57.354 --> 00:32:06.234
And it also, at some point, may have been age typical and somebody didn't learn the skill that they needed to do.

200 "Kathleen Deppeler" (3963485952)
00:32:06.234 --> 00:32:15.324
Instead or that they could do instead, but it's important to remember that it's undesirable, but it's not physically harmful to themselves others, property or legal and.

201 "Kathleen Deppeler" (3963485952)
00:32:15.509 --> 00:32:24.569
So, when we categorize this, we're going to categorize it and attempt to use pivot because it's not physically harmful. And so we can intervene in another way.

202 "Kathleen Deppeler" (3963485952)

00:32:25.494 --> 00:32:40.254

With a pivot skill, so let's go back to our list and check out what are some common junk behaviors and things that are not physically harmful to themselves there's property or legal, but they are not helpful to the environment.

203 "Kathleen Deppeler" (3963485952)

00:32:40.254 --> 00:32:47.514

They're not helpful for, you know, friend making threatening others. Great example. Great example. Um.

204 "Kathleen Deppeler" (3963485952)

00:32:47.879 --> 00:32:58.469

Is not physically harmful to themselves, so there's popular legal, but no way to make a friend and really it's a great way to escalate a situation. That's a really good example. Not listening.

205 "Kathleen Deppeler" (3963485952)

00:33:00.984 --> 00:33:13.584

Shouting Yep, these are great guys. Not physically harmful, but not helpful. Certainly distracting constantly taking over others and making the situation about yourself. Okay. Yeah.

206 "Kathleen Deppeler" (3963485952)

00:33:14.874 --> 00:33:16.194

Well, 1 upmanship.

207 "Kathleen Deppeler" (3963485952)

00:33:16.499 --> 00:33:22.739

Great example bad manners belching or gestures. Yes, yes. Great example.

208 "Kathleen Deppeler" (3963485952)

00:33:22.739 --> 00:33:35.849

I think that's a really good example, again of age typical behavior that didn't really get replace, you know, natural body function to to gesture and socially appropriate to say, excuse me or.

209 "Kathleen Deppeler" (3963485952)

00:33:36.989 --> 00:33:40.229

Try to hide it. These are great.

210 "Kathleen Deppeler" (3963485952)

00:33:40.254 --> 00:33:50.154

Okay, so bullying someone picking on them gossiping yet, those are really good examples of junk behavior.

211 "Kathleen Deppeler" (3963485952)

00:33:50.154 --> 00:34:04.944

Not physically harmful, but they are not helpful and they really will make it very difficult to build a relationship and can really escalate. I think bullying or picking on someone or gossiping is a great example of, you know, that's not physically harmful.

212 "Kathleen Deppeler" (3963485952)

00:34:04.944 --> 00:34:09.654

But people take it wrong. And it really can escalate a situation so great example.

213 "Kathleen Deppeler" (3963485952)

00:34:10.229 --> 00:34:15.389

To talk more about how responding to junk behavior really can, um.

214 "Kathleen Deppeler" (3963485952)

00:34:15.389 --> 00:34:22.169

Escalate situations into serious behavior and what we could do to avoid.

215 "Kathleen Deppeler" (3963485952)

00:34:22.169 --> 00:34:27.209

That comment escalation. Okay, great job. Um.

216 "Kathleen Deppeler" (3963485952)

00:34:28.649 --> 00:34:42.299

Here's some other examples I think we really came up with a lot of these. You guys did great threatening on here and Jessica came up with that 1 screening name callings, naming things. You guys really all hit these nicely.

217 "Kathleen Deppeler" (3963485952)

00:34:42.299 --> 00:34:55.499

So, let's think about why do people do it? Why, why does somebody bully another person, or, you know, saying things about them or or or threaten other people? Why do people do that stuff?

218 "Kathleen Deppeler" (3963485952)

00:34:55.499 --> 00:34:58.619

Okay.

219 "Kathleen Deppeler" (3963485952)

00:34:58.619 --> 00:35:01.739

Insecurities yeah.

220 "Kathleen Deppeler" (3963485952)

00:34:58.949 --> 00:35:05.189

Insecurities yeah Yep. People that confidence.

221 "Kathleen Deppeler" (3963485952)

00:35:01.739 --> 00:35:05.189

You know, people that confidence.

222 "Kathleen Deppeler" (3963485952)

00:35:05.189 --> 00:35:08.699

We're going to talk about, um.

223 "Kathleen Deppeler" (3963485952)

00:35:09.839 --> 00:35:23.189

1, common response to experiencing coercion is that you behave less confidently. I think that's a a really good reason. Attention. Jessica

says yeah. Learn behaviors whenever it says, I think that's great point. Yep.

224 "Kathleen Deppeler" (3963485952)

00:35:24.899 --> 00:35:31.619

Yep, people do what they, what they've learned here. Jessica says I think that's a good 1 too. Yeah.

225 "Kathleen Deppeler" (3963485952)

00:35:35.489 --> 00:35:49.134

You know, what I hear, or what I read and into it from what you're saying here is is a lot of empathy on your part for why people engage in these behaviors. You know, you can understand why a person might do these undesirable behaviors.

226 "Kathleen Deppeler" (3963485952)

00:35:49.554 --> 00:35:58.884

And I hope that, you know, that empathy can encourage you to try these other strategies that we're talking about because we can see why people do this stuff. Um.

227 "Kathleen Deppeler" (3963485952)

00:35:59.219 --> 00:36:11.639

And I hope to show you that for providing a different response, can make it less likely for these behaviors to happen in the future and, you know, really be a reflection of the empathy that you're.

228 "Kathleen Deppeler" (3963485952)

00:36:11.639 --> 00:36:17.219

That you're showing by understanding why people do these things, you know.

229 "Kathleen Deppeler" (3963485952)

00:36:17.219 --> 00:36:20.549

Okay, so.

230 "Kathleen Deppeler" (3963485952)

00:36:20.549 --> 00:36:29.669

Undesirable behaviors that are not junk are serious, you know, when you guys gave me some really good examples earlier about hitting or.

231 "Kathleen Deppeler" (3963485952)

00:36:30.084 --> 00:36:45.024

I'm trying to remember what the other 1 was, they were good examples. Drug use. Yes. So behaviors that are, that are physically harmful to themselves that there's property or illegal. We need to intervene in another way. And so I have a couple of strategies here that I want to.

232 "Kathleen Deppeler" (3963485952)

00:36:46.109 --> 00:36:52.079

Just to show you, 1st, there's the QR code on your screen so if you take your phone and your camera.

233 "Kathleen Deppeler" (3963485952)

00:36:52.104 --> 00:37:05.004

Onto this QR code, it's gonna take you to some more information about safety crisis planning, which is the best thing that we can do to prepare ourselves and make sure that everybody knows what to do in case of emergency.

234 "Kathleen Deppeler" (3963485952)

00:37:05.004 --> 00:37:18.204

So coming up with a safety crisis plan for times, when someone might be engaging in serious behavior, it's a really great way to know what to do to prevent or interrupt that once it, once it's happened, we're also going to share a skill here in a little bit called stay close,

235 "Kathleen Deppeler" (3963485952)

00:37:18.354 --> 00:37:21.984

which can really help de, escalate situations.

236 "Kathleen Deppeler" (3963485952)

00:37:22.079 --> 00:37:23.519

Serious behavior as well.

237 "Kathleen Deppeler" (3963485952)

00:37:24.354 --> 00:37:38.184

The other strategies, or the other resource that I want to share with you again, if you scan this the 2nd QR code here, it's going to take you to information about 988, which is an alternative to 901 and it's specific for people who are experiencing behavioral health crisis.

238 "Kathleen Deppeler" (3963485952)

00:37:38.184 --> 00:37:41.154

are experiencing behavioral health crisis

239 "Kathleen Deppeler" (3963485952)

00:37:41.844 --> 00:37:52.074

And can help get someone there to support. So, this is a great alternative and an opportunity to get support for someone who is experiencing a behavioral health crisis.

240 "Kathleen Deppeler" (3963485952)

00:37:52.134 --> 00:38:00.804

So, I'm trying to stall now and just keep saying more words so that you get your phone out, and you get this QR codes. So you can get some more information about 980. hundred and eighty

241 "Kathleen Deppeler" (3963485952)

00:38:01.079 --> 00:38:06.869

So, safety crisis plans in 908, that's what we want to do for serious behavior.

242 "Kathleen Deppeler" (3963485952)

00:38:01.109 --> 00:38:06.869

So, safety crisis plans in 908, that's what we want to do for serious behavior.

243 "Kathleen Deppeler" (3963485952)

00:38:07.494 --> 00:38:18.654

And here's just again a few examples, I think we really covered this, and you guys seem to demonstrate a pretty good ability to to identify behaviors based on their categories.

244 "Kathleen Deppeler" (3963485952)

00:38:18.654 --> 00:38:31.464

So, you know, some examples of significant, or they're just okay. Answering the questions saying, thank you, you know, that annoying junk stuff over here in the bottom right? Corner the cursing and spitting and burping that kind of stuff.

245 "Kathleen Deppeler" (3963485952)

00:38:31.704 --> 00:38:36.864

And then the serious, you know, the hitting, or taking your clothes off on public things like that. And we also.

246 "Kathleen Deppeler" (3963485952)

00:38:36.869 --> 00:38:51.480

Want to again acknowledge that, depending on the context of the environment, these really could go in other categories. For example, I make lots of cake. So, for me mixing ingredients for a cake would be just okay behavior. That's something that I do routinely.

247 "Kathleen Deppeler" (3963485952)

00:38:51.480 --> 00:39:05.010

Similarly, down here in the annoying junk category is spitting. If I spend on a police officer or a bus driver that is illegal and that would make it serious, undesirable behavior. So.

248 "Kathleen Deppeler" (3963485952)

00:39:05.010 --> 00:39:19.195

Context of the environment is really important as we consider this. So now we know what behavior is we've talked about when we talk about behavior of a person, we're gonna use measurable, specific terms.

249 "Kathleen Deppeler" (3963485952)

00:39:19.525 --> 00:39:31.045

When we think about that behavior, we're going to categorize it so that we can start to target our responses. And when we categorize it, we can use these 4 categories significant desirable just okay.

250 "Kathleen Deppeler" (3963485952)

00:39:31.045 --> 00:39:34.555

Desirable, annoying junk.

251 "Kathleen Deppeler" (3963485952)

00:39:35.010 --> 00:39:38.340

Terrible and serious undesirable. Okay.

252 "Kathleen Deppeler" (3963485952)

00:39:38.340 --> 00:39:47.010

So, building on that, we're gonna talk about some fundamental facts and these feed into the strategies that we're going to talk about.

253 "Kathleen Deppeler" (3963485952)
00:39:46.980 --> 00:39:55.770

As we get into the, what are the proactive preventative things that you can do? So, here are.

254 "Kathleen Deppeler" (3963485952)
00:39:47.010 --> 00:39:55.800

As we get into the, what are the proactive preventative things that you can do? So, here are.

255 "Kathleen Deppeler" (3963485952)
00:39:55.770 --> 00:39:58.920

The, the underlying.

256 "Kathleen Deppeler" (3963485952)
00:39:55.800 --> 00:39:58.920

It's the underlying.

257 "Kathleen Deppeler" (3963485952)
00:39:59.365 --> 00:40:09.025

Principles, so the behavior is always right, the environment is responsible for the behavior this means we would probably,

258 "Kathleen Deppeler" (3963485952)
00:40:09.055 --> 00:40:23.095

we would probably behave in the same way if we had the same environment and history and physiology going on as the person, and we need to make efforts to understand, but a person's not.

259 "Kathleen Deppeler" (3963485952)
00:40:25.320 --> 00:40:36.930

Doing something against us, or trying to be bad, you know, they learned the behaviors from their previous experiences. They've watched other people do them. Um.

260 "Kathleen Deppeler" (3963485952)
00:40:36.930 --> 00:40:44.880

They're trying to tell us that something in their environment isn't going. Right? And, uh.

261 "Kathleen Deppeler" (3963485952)
00:40:44.880 --> 00:40:58.290

We need to understand that we can teach and model and encourage desirable behaviors but this is the behavior of the communication that the person's learned to do to get what they need to meet those needs. Um.

262 "Kathleen Deppeler" (3963485952)
00:41:03.535 --> 00:41:15.535

Okay, so the environment is responsible for the behavior we're really going to think about how, you know, based on this person's experiences

this is the thing that should have happened, not that Sally should've hit Johnny or anything.

263 "Kathleen Deppeler" (3963485952)
00:41:15.535 --> 00:41:27.415

But based on Sally's previous experiences, the skills that she's practice, the things that she's seen, it makes sense that Sally did that. That was the baby that should occur based on her previous experiences.

264 "Kathleen Deppeler" (3963485952)
00:41:27.780 --> 00:41:32.550

The next 1 here is.

265 "Kathleen Deppeler" (3963485952)
00:41:29.430 --> 00:41:32.550

The next 1 here is.

266 "Kathleen Deppeler" (3963485952)
00:41:32.965 --> 00:41:45.385

Uh, consequence is anything that happens after behavior, and that consequence can either make the behavior stronger in that it's, it happens more often, or happens with greater intensity,

267 "Kathleen Deppeler" (3963485952)
00:41:45.895 --> 00:41:55.525

or it can make the behavior weaker as in it doesn't happen as often in the future, or it doesn't happen with such intensity in the future um.

268 "Kathleen Deppeler" (3963485952)
00:41:56.455 --> 00:42:10.465

So, usually, when we think about consequences, we just think about, you know, a negative or a punishment, but it can have no effect on behavior. It can make it happen more often or it can make it happen left often.

269 "Kathleen Deppeler" (3963485952)
00:42:10.465 --> 00:42:22.495

And we don't know the consequence of the behavior until afterwards we really don't know if it was strengthening the behavior or weakening it until we see what happens to that behavior in the future.

270 "Kathleen Deppeler" (3963485952)
00:42:22.495 --> 00:42:25.915

So, if it happens more often than we're reinforcing the behavior.

271 "Kathleen Deppeler" (3963485952)
00:42:25.920 --> 00:42:35.635

If it happens with greater intensity than we're reinforcing the behavior, it's becoming stronger. And if it happens less often or with less intensity than we're weakening that behavior or punishing it.

272 "Kathleen Deppeler" (3963485952)
00:42:35.845 --> 00:42:42.085

So, we really don't know if we provided reinforcement or a punishment until we see what happens to that behavior in the future.

273 "Kathleen Deppeler" (3963485952)

00:42:42.295 --> 00:42:55.735

And our goal is to identify what consequences are an improvement for the person and we want to provide those after desirable behavior. So, that's our goal identify what happens to.

274 "Kathleen Deppeler" (3963485952)

00:42:55.920 --> 00:43:06.510

If you're in the future and really focus on those things that people will work to get better improvements and we want to make those things happen, provide those consequences after desirable behavior occurs.

275 "Kathleen Deppeler" (3963485952)

00:43:08.095 --> 00:43:21.115

Time this one's really hard, you know, we, we expect instant behavior change and, you know, often that we think that, like, by telling somebody to stop what they're doing,

276 "Kathleen Deppeler" (3963485952)

00:43:21.115 --> 00:43:35.965

or we put a plan in place to make things different that it'll just magic wand and we'll it'll have results in the behavior change that we're looking for and it's really just not true and we need to be patient behaviors took

277 "Kathleen Deppeler" (3963485952)

00:43:35.965 --> 00:43:36.505

time to learn.

278 "Kathleen Deppeler" (3963485952)

00:43:36.510 --> 00:43:44.460

And it's going to take time for changes in the environment and changes in our focus to.

279 "Kathleen Deppeler" (3963485952)

00:43:44.460 --> 00:43:49.620

Create other behavior change, so it takes time to make changes. Um.

280 "Kathleen Deppeler" (3963485952)

00:43:49.620 --> 00:44:04.260

And 1 thing that's really important is to just be patient and consistent, and, you know, don't throw the baby out with the bathwater. Wait a couple of weeks. See, what's happening and tweak small parts of what you're doing.

281 "Kathleen Deppeler" (3963485952)

00:44:04.260 --> 00:44:10.470

There's a a nice underlying here on the screen that you see that says take data. Um.

282 "Kathleen Deppeler" (3963485952)

00:44:11.515 --> 00:44:25.825

It's really difficult to see change over time, especially when we're not looking for perfection we're looking for small improvements over time and so taking that it can help us notice those changes.

283 "Kathleen Deppeler" (3963485952)

00:44:27.120 --> 00:44:40.020

And and again, we want to try something for a couple of weeks. Look at the data, make small changes as needed and try again. We don't want to throw the whole the whole thing out. We just want to tweak.

284 "Kathleen Deppeler" (3963485952)

00:44:42.300 --> 00:44:49.710

Excuse me, past behavior is the best predictor of future behavior. This was so empowering from my perspective.

285 "Kathleen Deppeler" (3963485952)

00:44:49.710 --> 00:44:53.070

Uh, you know, if I know that, um.

286 "Kathleen Deppeler" (3963485952)

00:44:53.335 --> 00:45:05.695

You know, typically, on school days, I get a lot of pushback in the morning. That's something that I can plan for. I can anticipate that we're going to have a problem and I can put things in their environment to prevent them.

287 "Kathleen Deppeler" (3963485952)

00:45:07.165 --> 00:45:12.415

I can know that if the strategy didn't work last time, I can shift that for next time. Um.

288 "Kathleen Deppeler" (3963485952)

00:45:13.165 --> 00:45:24.685

You know, I think that this is just I find this just really empowering that when I observe the environment and I take note, I can do things to help myself in the future because past behavior is the best predictors of future behavior.

289 "Kathleen Deppeler" (3963485952)

00:45:24.685 --> 00:45:30.445

So, if that's what happened last time, unless I make changes in the environment, it's likely to happen again and I can make changes in the environment.

290 "Kathleen Deppeler" (3963485952)

00:45:30.780 --> 00:45:35.010

To help promote the, the behavior that I'm looking for.

291 "Kathleen Deppeler" (3963485952)

00:45:30.810 --> 00:45:35.010

To help promote the, the, the behavior that I'm looking for.

292 "Kathleen Deppeler" (3963485952)

00:45:35.010 --> 00:45:41.130

Number 5, I think we've kind of hit on this a little bit. Um.

293 "Kathleen Deppeler" (3963485952)

00:45:41.755 --> 00:45:54.565

But, in coercive, creating a worsening for someone, those things really might stop the behavior there in the moment. But they're really creating more problems down the road and including more undesirable behaviors.

294 "Kathleen Deppeler" (3963485952)

00:45:54.565 --> 00:46:06.145

So, our goal is really to avoid providing a negative or coercive or punitive, punishing consequences. Because I'm more likely to see those kinds of behaviors in the future.

295 "Kathleen Deppeler" (3963485952)

00:46:06.145 --> 00:46:09.685

They're not making the behavior less likely to occur in the future, which is my goal.

296 "Kathleen Deppeler" (3963485952)

00:46:11.305 --> 00:46:26.065

And the last fundamental factor here is in the long run behavior responds better to positive consequences and that's really what we're talking about here. So that's really the motivation for shifting this focus and focusing on positive, desirable behavior.

297 "Kathleen Deppeler" (3963485952)

00:46:27.660 --> 00:46:35.820

And so we're going to talk here in a few minutes about conversion and the effects of conversion, which we've all.

298 "Kathleen Deppeler" (3963485952)

00:46:36.805 --> 00:46:47.275

Really seen if you consider the way that you've responded in an environment where you're getting negative a lot of negative feedback, or an environment where you're getting a lot of positive feedback.

299 "Kathleen Deppeler" (3963485952)

00:46:47.605 --> 00:46:55.075

I wonder how, how differently you responded, have you had a negative or punitive type of boss?

300 "Kathleen Deppeler" (3963485952)

00:46:56.670 --> 00:47:02.610

How did that go? Did you work as hard as, as you could for them?

301 "Kathleen Deppeler" (3963485952)

00:47:03.720 --> 00:47:07.590

If no one's had a negative type boss I'm so excited for you.

302 "Kathleen Deppeler" (3963485952)

00:47:07.590 --> 00:47:20.880

I'm sure some, I'm sure you'll get to hear 1 of your your peers tell you about their so, have you had a negative punitive bosses focused on some undesirable behaviors? And how did you work under that?

303 "Kathleen Deppeler" (3963485952)
00:47:20.880 --> 00:47:26.970
Environment.

304 "Kathleen Deppeler" (3963485952)
00:47:26.970 --> 00:47:30.060
As little as possible, Megan says Yep.

305 "Kathleen Deppeler" (3963485952)
00:47:31.440 --> 00:47:35.730
That's pretty common anyone else have experiences like that.

306 "Kathleen Deppeler" (3963485952)
00:47:36.175 --> 00:47:51.145
Maybe more reluctant to work in support of their vision. Yep. Standard the radar quiet as the Mafia afraid to do the wrong thing. Step at a line. Yeah. That's not a great environment for, like, creativity and some problem solving.

307 "Kathleen Deppeler" (3963485952)
00:47:51.595 --> 00:47:59.515
Yeah. What about a boss that encouraged? You? Was positive really focused on the things that were going well.

308 "Kathleen Deppeler" (3963485952)
00:47:59.880 --> 00:48:12.720
What's your experience what was work like, under under a situation where the folks were? Your supervisor was focused on that positive stuff?

309 "Kathleen Deppeler" (3963485952)
00:48:15.810 --> 00:48:20.880
Do you work harder? You were able to be creative? Yep.

310 "Kathleen Deppeler" (3963485952)
00:48:15.840 --> 00:48:20.880
Do you work harder? You were able to be creative? Yep.

311 "Kathleen Deppeler" (3963485952)
00:48:20.880 --> 00:48:32.755
Yeah, yeah, whenever it's really hit me, like, you know, that it's not just how stressful it is or whatever, but it's also just like, you know, you're trying to be under the radar and quiet as a master.

312 "Kathleen Deppeler" (3963485952)
00:48:32.755 --> 00:48:44.605
You're not coming up with any kind of creative problem solving. You're just you're just pushing paper and that's not a great way to improve things. Not as stressed even under pressure.

313 "Kathleen Deppeler" (3963485952)

00:48:44.605 --> 00:48:49.465

Not not being stressed when your boss is focused on that positive and they're encouraging.

314 "Kathleen Deppeler" (3963485952)

00:48:50.880 --> 00:48:53.700

Folks are not as stressed and and.

315 "Kathleen Deppeler" (3963485952)

00:48:53.700 --> 00:49:03.690

Empowered to lead confidence. These are great things. Happier motivated call. I love that. These are those are the things you want for your staff, right?

316 "Kathleen Deppeler" (3963485952)

00:49:03.690 --> 00:49:10.405

I love that. Okay. So we know that in the long run behaviors finds better to positive consequences.

317 "Kathleen Deppeler" (3963485952)

00:49:10.645 --> 00:49:22.285

And in this shift that we're going to make that we're making, we're gonna see more desirable behavior because we are shifting and we are starting to identify desirable behavior and pay it off more.

318 "Kathleen Deppeler" (3963485952)

00:49:22.285 --> 00:49:31.075

So, we're going to provide positive consequences as often as possible, which means we really got to start looking for that desirable. Just okay stuff. Okay.

319 "Kathleen Deppeler" (3963485952)

00:49:32.005 --> 00:49:46.585

So, now we're going to shift to talking about what are some proactive things that we can do. And again, this is a universal approach and so it says here, it sets the foundation for all other interventions.

320 "Kathleen Deppeler" (3963485952)

00:49:46.585 --> 00:49:51.385

If we're not providing this universal positive environment.

321 "Kathleen Deppeler" (3963485952)

00:49:52.255 --> 00:50:06.505

But we're trying to add on all these other services and all these other interventions to try to fix the problem. We're really not addressing. What could potentially be the root of that problem. We need a positive environment where people have a high quality of life. And that's what this is about.

322 "Kathleen Deppeler" (3963485952)

00:50:06.505 --> 00:50:14.395

This is not about fixing people. It is about increasing the, the, the quality of life. So.

323 "Kathleen Deppeler" (3963485952)

00:50:18.175 --> 00:50:32.125

To effectively do this to effectively change behavior. We really need to teach desirable skills. What do people need to do? We need to start teaching that stuff. We want to see we need to look for it, observe for it and we need to pay it off.

324 "Kathleen Deppeler" (3963485952)

00:50:32.155 --> 00:50:37.555

It has got to get more attention that desirable behavior is what needs to get the attention.

325 "Kathleen Deppeler" (3963485952)

00:50:38.635 --> 00:50:52.135

So 1 way we can help shift. Our focus is by identifying some target behaviors. A lot of times, when people think about target behaviors, they think about the things they want to stamp out. But remember, we haven't had success in that stamp out life.

326 "Kathleen Deppeler" (3963485952)

00:50:52.165 --> 00:50:59.335

We're going to teach and replace behaviors and so when we think about target behaviors, we want to think about what are those things you want to see.

327 "Kathleen Deppeler" (3963485952)

00:51:01.495 --> 00:51:16.075

So, what do we want the person to do? Instead? We want to teach that alternative behavior. We want to we want to increase and strengthen the other desirable behaviors that are happening by really focusing our attention on them and providing positive consequences.

330 "Kathleen Deppeler" (3963485952)

00:51:16.405 --> 00:51:20.185

And we want to avoid, um.

329 "Kathleen Deppeler" (3963485952)

00:51:01.585 --> 00:51:16.075

So, what do we want the person to do? Instead? We want to teach that alternative behavior we want we want to increase and strengthen the other desirable behaviors that are happening by really focusing our attention on them and providing positive consequences.

331 "Kathleen Deppeler" (3963485952)

00:51:20.490 --> 00:51:28.560

A reaction to undesirable behaviors and provide as little as little reaction as possible.

332 "Kathleen Deppeler" (3963485952)

00:51:28.560 --> 00:51:31.560

When undesirable things are going on.

333 "Kathleen Deppeler" (3963485952)

00:51:32.455 --> 00:51:41.425

So, in motivating desirable behavior again, we just really have to start paying off, focusing on looking for that desirable, healthy stuff.

334 "Kathleen Deppeler" (3963485952)

00:51:41.485 --> 00:51:49.045

And when we see undesirable behavior, it is our goal to put as little emphasis on it as possible.

335 "Kathleen Deppeler" (3963485952)

00:51:50.250 --> 00:52:04.560

You know, when, when we see desirable stuff, we're gonna have big emotions, and we're gonna get excited and we're going to pay a lot of attention to it. And when undesirable stuff happens, when things aren't going as well, we're going to make sure that we're calm and that we.

336 "Kathleen Deppeler" (3963485952)

00:52:04.560 --> 00:52:12.660

You know, interrupt with as little emotion, or as attention as possible. Um.

337 "Kathleen Deppeler" (3963485952)

00:52:13.255 --> 00:52:26.245

And the goal would be to just decrease the amount of attention we're paying to that undesirable stuff. And again, we're going to talk about it still called pivot here in just a few minutes that can really help when you're dealing with those kinds of undesirable junky stuffs.

338 "Kathleen Deppeler" (3963485952)

00:52:27.505 --> 00:52:38.815

So, we're going to teach and we're going to make big improvements we're going to we're going to really look for those consequences that people will work for and provide them after desirable behavior. It's going to really help us motivate that stuff in the environment.

339 "Kathleen Deppeler" (3963485952)

00:52:40.110 --> 00:52:45.270

Our focus is all about a shift in our focus.

340 "Kathleen Deppeler" (3963485952)

00:52:40.230 --> 00:52:45.330

Our focus is all about a shift in our focus.

341 "Kathleen Deppeler" (3963485952)

00:52:46.380 --> 00:52:50.760

So, um, I, I find this like.

342 "Kathleen Deppeler" (3963485952)

00:52:51.055 --> 00:52:58.015

This empowering, and that nobody in the environment has to do anything different. Except me, I can shift my focus.

343 "Kathleen Deppeler" (3963485952)

00:52:58.015 --> 00:53:11.995

I can change the way that I'm interacting with people, and I will see changes in the environment and I know they're going to be slow and it's going to take time and I'm looking for improvement not perfection. You know, I'm looking for a decrease and undesirable behavior.

344 "Kathleen Deppeler" (3963485952)

00:53:12.205 --> 00:53:16.525

I'm looking for an increase in desirable behavior. Um.

345 "Kathleen Deppeler" (3963485952)

00:53:16.860 --> 00:53:21.480

But I'm not looking for perfection. I'm looking for improvement.

346 "Kathleen Deppeler" (3963485952)

00:53:21.480 --> 00:53:33.750

So, I told you earlier, we were going to talk about some common things that we are doing that are not helpful to the situation and we're going to label those as coercion. So, um.

347 "Kathleen Deppeler" (3963485952)

00:53:33.750 --> 00:53:47.550

You know, coercion is a way that we punish. And again, habits of punishment are common in our society. We have a very, very coercive culture. Um.

348 "Kathleen Deppeler" (3963485952)

00:53:48.025 --> 00:54:02.035

And, I mean, it's just really common. Everybody does. It, it is our habit. So, as we go through this, you know, we're not picking on anybody. This is something that we're all doing. We often don't realize that we're doing it. It's not planned. It is.

349 "Kathleen Deppeler" (3963485952)

00:54:02.305 --> 00:54:08.275

You see, here, it's a habitual reaction. These are not things that we're planning to do that.

350 "Kathleen Deppeler" (3963485952)

00:54:10.255 --> 00:54:21.895

You know, the goal here is to avoid coercion and I will, I would encourage you that you're going to see an example that speaks to you. And that's great.

351 "Kathleen Deppeler" (3963485952)

00:54:21.925 --> 00:54:36.625

Because the 1st, thing in changing your behavior is just to recognize that you're doing it. And so, when you look at the list, when we start talking about these, you're going to find 1 that you really connect to or maybe more. And the goal is for you to identify that you're doing it and we're going to make a plan to stop it.

352 "Kathleen Deppeler" (3963485952)

00:54:37.560 --> 00:54:50.520

So, you know, our society is coercive what are some examples of ways that we're, you know, what are we, what are some examples of ways that our society typically punishes people.

353 "Kathleen Deppeler" (3963485952)

00:54:50.520 --> 00:55:00.210

What what do we do and when we see behavior that we don't like, what are some examples of of coercion in our society?

354 "Kathleen Deppeler" (3963485952)

00:55:06.930 --> 00:55:17.160

Being treated poorly being an outcast. Yeah.

355 "Kathleen Deppeler" (3963485952)

00:55:17.160 --> 00:55:28.650

Definitely examples of conversion key people attention in schools. Excellent example that is a system that we set up to specifically to punish kids.

356 "Kathleen Deppeler" (3963485952)

00:55:28.650 --> 00:55:34.920

That's a great example. Yeah. Making fun of or reporting out differences yet.

357 "Kathleen Deppeler" (3963485952)

00:55:32.160 --> 00:55:40.680

Making fun of or reporting out differences yet.

358 "Kathleen Deppeler" (3963485952)

00:55:39.870 --> 00:55:45.630

About speeding speed, credit card and get a ticket.

359 "Kathleen Deppeler" (3963485952)

00:55:40.680 --> 00:55:45.630

Throughout speeding speed and get a ticket.

360 "Kathleen Deppeler" (3963485952)

00:55:45.630 --> 00:55:53.250

The way that we punish people try to get them to do the thing we want them to do, but we're really focused on the undesirable behavior. Mm. Hmm.

361 "Kathleen Deppeler" (3963485952)

00:55:56.310 --> 00:56:08.760

Prison system yes, yes, yes. Anything judging anything and everything. Fine. Yes, exactly. So many many examples in our society of ways that we punish. Um.

362 "Kathleen Deppeler" (3963485952)

00:56:08.760 --> 00:56:13.710

It's really common and so we're, we have a lot to overcome here. Um.

363 "Kathleen Deppeler" (3963485952)

00:56:15.810 --> 00:56:26.220

It's really ingrained and natural, and it takes time and that's really a lot of why it takes time is that it's just so ingrained and we've practiced it so much.

364 "Kathleen Deppeler" (3963485952)

00:56:26.220 --> 00:56:36.720

Uh, so again, this is something that we all need to work on. We all do this, um.

365 "Kathleen Deppeler" (3963485952)

00:56:40.110 --> 00:56:49.170

So trying to teach by punishing, we'll only grow your relationship. Punishment hurts your relationship. It becomes less about.

366 "Kathleen Deppeler" (3963485952)

00:56:49.170 --> 00:57:03.090

It becomes less about what the person did that was undesirable and more about the Mini who punished them. And the trouble that they got into, it becomes more about that consequence than it does about. Um.

367 "Kathleen Deppeler" (3963485952)

00:57:03.090 --> 00:57:06.420

About the person and.

368 "Kathleen Deppeler" (3963485952)

00:57:07.770 --> 00:57:13.080

So, when we think about, uh.

369 "Kathleen Deppeler" (3963485952)

00:57:13.080 --> 00:57:21.390

About discipline oftentimes, we think about discipline as a punishment. Um.

370 "Kathleen Deppeler" (3963485952)

00:57:22.105 --> 00:57:36.565

And, you know, something strict or, you know, giving negative consequences, but it's not really necessary to to discipline math as a discipline. Science is a discipline. I just wanted something that that we're taught. It's something that we teach.

371 "Kathleen Deppeler" (3963485952)

00:57:36.955 --> 00:57:40.465

And so if we're using punishment.

372 "Kathleen Deppeler" (3963485952)

00:57:41.370 --> 00:57:46.710

As our form of discipline, what are we teaching and.

373 "Kathleen Deppeler" (3963485952)

00:57:41.580 --> 00:57:46.710

As our form of discipline, what are we teaching and.

374 "Kathleen Deppeler" (3963485952)

00:57:46.710 --> 00:57:54.300

What are we modeling and what are we motivating for people? Likely exactly what we don't want.

375 "Kathleen Deppeler" (3963485952)
00:57:54.300 --> 00:58:04.495

So, we're going to look next at some examples of coercion, some common ways that we punish each other common responses to undesirable behavior. That's important.

379 "Kathleen Deppeler" (3963485952)
00:58:05.305 --> 00:58:15.145

You know, these, this list of 10 examples of coercion are things that we're often doing. When you see behavior. We don't like, as a way to tell somebody that we don't want them to do that anymore.

380 "Kathleen Deppeler" (3963485952)
00:58:15.445 --> 00:58:20.695

I want to say, Winifred at the very beginning said something really on point about.

378 "Kathleen Deppeler" (3963485952)
00:57:54.330 --> 00:58:04.495

So, we're going to look next at some examples of coercion, some common ways that we punish each other common responses to undesirable behavior. That's important.

381 "Kathleen Deppeler" (3963485952)
00:58:22.105 --> 00:58:33.955

Saying something without telling somebody something without staying it coming out and directly saying it many of these examples of coercion or ways. We're telling people that we don't like what they're doing and they need to stop.

382 "Kathleen Deppeler" (3963485952)
00:58:34.735 --> 00:58:45.265

They're just really unhelpful ways, and they're damaging to our, our, our relationship. So, again, I just want to reiterate habitual reactions not planned responses.

383 "Kathleen Deppeler" (3963485952)
00:58:45.895 --> 00:58:50.935

Our society is is coercive. These things have been.

384 "Kathleen Deppeler" (3963485952)
00:58:51.805 --> 00:59:00.175

Taught and modeled and motivated across many different environments and that's why we're good at using them. That's why they keep getting used.

385 "Kathleen Deppeler" (3963485952)
00:59:00.205 --> 00:59:13.885

And so the goal again is to just become aware of our own coercion, when to become aware of our responses when we get coerced when we experience coercion from others and we want to look for alternatives to respond.

386 "Kathleen Deppeler" (3963485952)
00:59:13.885 --> 00:59:20.785
And we'll talk about those alternatives as we go on. So I think I've given a lot of warning that again I'm about to talk about.

387 "Kathleen Deppeler" (3963485952)
00:59:21.030 --> 00:59:22.920
These bad behavior in front of them so.

388 "Kathleen Deppeler" (3963485952)
00:59:23.665 --> 00:59:37.765
Which is the very last example, here of types of words, and talking about people's bad behavior in front of them, questioning, arguing, sarcasm, or teasing, using force, threats, criticism, despair,

389 "Kathleen Deppeler" (3963485952)
00:59:37.795 --> 00:59:52.765
lecturing logic and taking away. These are our 10 common examples of coercion. These came from the power of positive parenting by Dr Glen late them, which is the book that tool of choice is based on really great resource there. And these are.

390 "Kathleen Deppeler" (3963485952)
00:59:52.920 --> 01:00:00.150
The only ways that people can be coercive, they're just really the con, the more common ways. Um.

391 "Kathleen Deppeler" (3963485952)
01:00:00.625 --> 01:00:14.065
So, not not a totally comprehensive list, but you could probably lump whatever other coercion you find out there into 1 of these questioning, asking a question that you don't want answered on this 1.

395 "Kathleen Deppeler" (3963485952)
01:00:14.065 --> 01:00:24.565
I think it's really helpful to identify that the way that people do or say these things often is part of the conversion.

396 "Kathleen Deppeler" (3963485952)
01:00:24.565 --> 01:00:30.055
So, you know, when you talk about questioning a lot of it can be about the tone of voice or.

394 "Kathleen Deppeler" (3963485952)
01:00:00.655 --> 01:00:14.065
So, not not a totally comprehensive list, but you could probably lump whatever other coercion you find out there into 1 of these questioning, asking a question that you don't want answered on this 1.

397 "Kathleen Deppeler" (3963485952)
01:00:30.120 --> 01:00:36.690
You know, the, the body language around the person saying it, for example, if I said, do you know what time it is?

398 "Kathleen Deppeler" (3963485952)

01:00:30.150 --> 01:00:36.570

You know, the, the body language around the person saying it, for example, if I said, do you know what time it is?

399 "Kathleen Deppeler" (3963485952)

01:00:36.570 --> 01:00:45.990

You know, my body language, I'm calm. My tone of voice is neutral and sounds curious if I say, do you know what time it is?

400 "Kathleen Deppeler" (3963485952)

01:00:36.690 --> 01:00:45.990

You know, my body language, I'm calling, my tone of voice is neutral and sound curious if I say, do you know what time it is?

401 "Kathleen Deppeler" (3963485952)

01:00:45.990 --> 01:00:51.810

I sound angry and judging.

402 "Kathleen Deppeler" (3963485952)

01:00:51.810 --> 01:00:57.900

I am clearly trying to tell you something without coming out and saying it, which is.

403 "Kathleen Deppeler" (3963485952)

01:00:57.900 --> 01:01:10.045

You're late you needed to be on time. I'm probably trying to really let, you know, how much has affected me and I'm doing that with my tone of voice and body language. It's not helpful.

406 "Kathleen Deppeler" (3963485952)

01:01:10.345 --> 01:01:15.025

It can hurt my relationship and can also be disrespectful to the person or put down for them.

405 "Kathleen Deppeler" (3963485952)

01:00:57.930 --> 01:01:10.045

You're late you needed to be on time. I'm probably trying to really let, you know, how much has affected me and I'm doing that with my tone of voice and body language. It's not helpful.

407 "Kathleen Deppeler" (3963485952)

01:01:15.390 --> 01:01:20.220

And again, not seeing responses really just habits.

408 "Kathleen Deppeler" (3963485952)

01:01:20.220 --> 01:01:34.680

Arguing so trying to convince someone of your point of view, you know, the back and forth is the common way that an argument looks challenging. Someone's point of view in a conversational way. Um.

409 "Kathleen Deppeler" (3963485952)

01:01:34.680 --> 01:01:42.810

Definitely put down or a disrespect coming from there. Um.

410 "Kathleen Deppeler" (3963485952)

01:01:42.810 --> 01:01:55.380

And, you know, it takes multiple people to argue. So, don't argue with me or are you arguing with me or just more parts of those arguments that are happening.

411 "Kathleen Deppeler" (3963485952)

01:01:55.795 --> 01:02:06.355

So, you know, important to consider that people are less motivated when they're experiencing this they're less likely to change their point of view.

412 "Kathleen Deppeler" (3963485952)

01:02:06.835 --> 01:02:17.365

You know, uncle bud's never going to change his point of view that conversation over the dinner table isn't going to help. It's really just likely to escalate the situation further and damage your relationship.

413 "Kathleen Deppeler" (3963485952)

01:02:18.835 --> 01:02:30.715

Sarcasm and teasing another thing we're doing, that is not helpful. Sarcasm is a really complex social skill. You're saying exactly the opposite of what you mean and that is difficult.

414 "Kathleen Deppeler" (3963485952)

01:02:30.715 --> 01:02:43.735

So, not everybody understands sarcasm is 1 reason and then with stark has been teasing both. There's a bit of that joke somewhere that joke is at someone or something's expense.

418 "Kathleen Deppeler" (3963485952)

01:02:44.065 --> 01:02:47.455

And so, even if you didn't need it to be made or.

416 "Kathleen Deppeler" (3963485952)

01:02:18.805 --> 01:02:32.245

Sarcasm and teasing another thing we're doing that is not helpful. Sarcasm is a really complex social skill. You're saying exactly. The opposite of what you mean and that is difficult. So not everybody understands.

417 "Kathleen Deppeler" (3963485952)

01:02:32.275 --> 01:02:43.735

Sarcasm is 1 reason and then with sarcasm, teasing, both there's a bit of that joke somewhere that joke is at someone or something's expense.

419 "Kathleen Deppeler" (3963485952)

01:02:48.355 --> 01:03:00.475

Playful, it's a difficult skill to to implement. So you're modeling a skill. That's probably not very helpful. And again, people just don't always understand.

422 "Kathleen Deppeler" (3963485952)

01:03:00.475 --> 01:03:06.715

So if that's somebody's expense, it's difficult to recreate and it's not helpful to your relationship.

421 "Kathleen Deppeler" (3963485952)

01:02:48.385 --> 01:03:00.475

Playful, it's a difficult skill to to implement. So you're modeling a skill. That's probably not very helpful. And again, people just don't always understand.

423 "Kathleen Deppeler" (3963485952)

01:03:09.625 --> 01:03:23.755

Force this one's usually a pretty high up there 1 in people's initial understanding of coercion. So, you know, forcing someone to do something against their will, verbal force, like, being, like, loud and close.

424 "Kathleen Deppeler" (3963485952)

01:03:26.310 --> 01:03:40.465

These are all examples of, of physical or verbal force and things that we want to avoid threats. So, telling somebody what bad things going to happen to them if they keep doing X Y or Z.

425 "Kathleen Deppeler" (3963485952)

01:03:40.945 --> 01:03:41.635

um.

426 "Kathleen Deppeler" (3963485952)

01:03:41.970 --> 01:03:52.800

You guys were quick earlier to recognize that this was a form of junk behavior that's not physically harmful to threaten someone, but it's not helpful to your relationship and it's certainly a junk behavior. So.

427 "Kathleen Deppeler" (3963485952)

01:03:53.455 --> 01:04:06.775

You know, another thing is that it's really focused on that undesirable behavior that's happening and we're trying to shift our focus to that desirable stuff. So so again reminding people of.

428 "Kathleen Deppeler" (3963485952)

01:04:07.890 --> 01:04:12.180

Of, you know, whatever positive thing they can earn, or whatever, you know.

429 "Kathleen Deppeler" (3963485952)

01:04:12.180 --> 01:04:17.550

Bad thing that could happen if they keep doing X Y, or Z. um.

430 "Kathleen Deppeler" (3963485952)

01:04:17.550 --> 01:04:23.550

Is a threat and it's not helpful to our relationship. And again, we're not trying to.

431 "Kathleen Deppeler" (3963485952)

01:04:23.755 --> 01:04:35.035

Hurt our relationships like this and, you know, I think threat is another 1 where we don't always even mean it, you know, you keep that up. I'm going to, you know, you're not going to them all this weekend.

432 "Kathleen Deppeler" (3963485952)

01:04:35.185 --> 01:04:41.785

You're probably still going to end up going to the mall, you know, these are things we often don't even follow through with. So.

433 "Kathleen Deppeler" (3963485952)

01:04:42.270 --> 01:04:52.050

It's a lot of verbal drunk here from us, and definitely not helpful to our relationship or or making desirable behavior more likely to happen.

434 "Kathleen Deppeler" (3963485952)

01:04:52.735 --> 01:05:03.025

Criticism, so this is when we have a better way, we know a good way to do something and we tell the person after they've already started the project.

435 "Kathleen Deppeler" (3963485952)

01:05:05.005 --> 01:05:19.045

You know, I think a lot of times we're trying to, like, help, you know, tell them the better way. They could do that, but in fact, it really is just be motivating to the person, because they already started to try to do the thing. And now you're telling them they're not doing it. Right? It can definitely.

436 "Kathleen Deppeler" (3963485952)

01:05:19.500 --> 01:05:23.910

Hurt the person's feelings and.

437 "Kathleen Deppeler" (3963485952)

01:05:23.910 --> 01:05:27.270

And not be helpful to our relationship. So.

438 "Kathleen Deppeler" (3963485952)

01:05:27.240 --> 01:05:30.300

Criticism and.

439 "Kathleen Deppeler" (3963485952)

01:05:27.270 --> 01:05:30.300

Criticism and.

440 "Kathleen Deppeler" (3963485952)

01:05:30.445 --> 01:05:35.485

Earlier we talked about the fundamental fact that past behavior is the best predictor of future behavior.

441 "Kathleen Deppeler" (3963485952)

01:05:35.485 --> 01:05:47.245

So 1 thing to consider is, if you really do have a better way to do something they're going to do that again, before they have the opportunity to sweep the floor around again oh,

442 "Kathleen Deppeler" (3963485952)
01:05:47.275 --> 01:06:00.235
today's the day that we're going to clean the house I am going to show Donnie, how to sleep that floor. Last time I took everything I had not to mention the destinies in the quarter. So before he has the chance to leave the destinies again.

443 "Kathleen Deppeler" (3963485952)
01:06:00.300 --> 01:06:12.270
I'm going to show them the right way to do it. So, if you're tempted into criticism, make a mental note about teaching the skill before they have the opportunity to do it wrong next time.

444 "Kathleen Deppeler" (3963485952)
01:06:13.320 --> 01:06:26.940
Despair oh, woe is me. I, this is my own personal 1 that I am actively working to reduce good examples of despair. Are.

445 "Kathleen Deppeler" (3963485952)
01:06:27.055 --> 01:06:40.135
Besides the sideways glances, or the oh, what are we going to do this time that you're, you're giving up or you're hopeless about the situation or or that?

446 "Kathleen Deppeler" (3963485952)
01:06:40.135 --> 01:06:42.715
You don't think that the person can can improve.

447 "Kathleen Deppeler" (3963485952)
01:06:26.940 --> 01:06:36.745
The size with the sideways glances or the oh, what are we going to do this time that you're,

448 "Kathleen Deppeler" (3963485952)
01:06:36.775 --> 01:06:42.715
you're giving up or you're hopeless about the situation or that you don't think that the person can can improve.

449 "Kathleen Deppeler" (3963485952)
01:06:44.365 --> 01:06:53.515
You know, really, it tends to possible messages that are unhelpful to our relationships. 1 being, you know, I don't have faith that things are going to get better.

450 "Kathleen Deppeler" (3963485952)
01:06:53.515 --> 01:07:08.125
I give up why bother trying, or I have annoyed her she is giving up and that person could be happy and satisfied with my despair. So definitely not helpful to my relationship.

451 "Kathleen Deppeler" (3963485952)
01:07:08.155 --> 01:07:12.685
Not motivating to the person to improve or get better. Um.

452 "Kathleen Deppeler" (3963485952)
01:07:13.020 --> 01:07:18.420
So, it really can also cause the person to give up on themselves as well.

453 "Kathleen Deppeler" (3963485952)
01:07:20.760 --> 01:07:34.525
And now, as we're approaching more than 10 minutes of me asking you guys a question, or engaging you in any kind of way, I am lecturing logic in you just really talking too much.

454 "Kathleen Deppeler" (3963485952)
01:07:35.035 --> 01:07:40.105
This is when, you know, the Charlie Brown teacher that want want, want wall.

455 "Kathleen Deppeler" (3963485952)
01:07:40.585 --> 01:07:50.665
So, you know, if the person, if you're repeating something, the person already knows, you know, or your telling them about what they should have done next time or.

456 "Kathleen Deppeler" (3963485952)
01:07:50.760 --> 01:07:55.680
The way you would have done it, or just really talking too much in general. Um.

457 "Kathleen Deppeler" (3963485952)
01:07:55.680 --> 01:08:07.920
This looks like lecture and logic and is not good for our relationships and really, it's just like, want want. You got tuned out. Um.

458 "Kathleen Deppeler" (3963485952)
01:08:07.920 --> 01:08:18.000
So, you know, considering that they probably heard this before they already knew it and you saying this again, it's not going to make them behave differently next time.

459 "Kathleen Deppeler" (3963485952)
01:08:18.000 --> 01:08:31.860
And and so if you find yourself that this is the 1 that you're using, take a step back and consider what the person, you know, what, what is it that you want this person to learn and consider some ways to teach that outside of the moment so.

460 "Kathleen Deppeler" (3963485952)
01:08:31.860 --> 01:08:39.570
And model model, those things that you want to see yourself versus lecturing and logic using logic about them.

461 "Kathleen Deppeler" (3963485952)
01:08:42.025 --> 01:08:55.825
Taking away, so, you know, on here, it's talking about some common things that get taken away, like TV time, or, you know, taken away the iPad or

whatever access to those kinds of things or privileges. I would also submit for consideration.

462 "Kathleen Deppeler" (3963485952)

01:08:55.825 --> 01:09:08.905

That's something we take away is our attention and so, you know, if timeouts getting used, that's an example of taking away in someone's opportunity for attention. Definitely damaging to our relationship.

463 "Kathleen Deppeler" (3963485952)

01:09:08.935 --> 01:09:11.635

Not helpful to encouraging that desirable behavior that we.

464 "Kathleen Deppeler" (3963485952)

01:09:11.700 --> 01:09:18.270

Want to see and really again can really escalate a situation.

465 "Kathleen Deppeler" (3963485952)

01:09:19.105 --> 01:09:27.295

And cause someone to want to get even and the last example of conversion here is talking about a person's bad behavior in front of them.

466 "Kathleen Deppeler" (3963485952)

01:09:28.855 --> 01:09:39.985

There are times when this happens, if you support a person and a doctor, or, you know, if you pick a kid up from school or, you know.

467 "Kathleen Deppeler" (3963485952)

01:09:41.190 --> 01:09:44.340

If you're in a meeting and, um.

468 "Kathleen Deppeler" (3963485952)

01:09:44.340 --> 01:09:52.590

You know, there's a common problem that's been happening in your office, and it gets addressed in a huge meeting. Um.

469 "Kathleen Deppeler" (3963485952)

01:09:52.590 --> 01:10:07.045

You know, those are things we're talking about people's bad behavior in front of them. It's really just empowering and it's focused on that. What? That person is doing undesirable behavior instead of shifting our focus and really thinking about all the things.

470 "Kathleen Deppeler" (3963485952)

01:10:07.045 --> 01:10:11.785

People do. Um, and and looking for that desirable behavior.

471 "Kathleen Deppeler" (3963485952)

01:10:12.240 --> 01:10:17.430

So, you know, I think depending on on.

472 "Kathleen Deppeler" (3963485952)

01:10:17.430 --> 01:10:27.540

If you're a parent, or if you work in a social service system or something, there are alternative ways to share communication and we should consider those. So, you know.

473 "Kathleen Deppeler" (3963485952)

01:10:27.540 --> 01:10:35.790

Emails sharing information before a doctor's appointment so that things don't have to be talked about negatively in front of the person.

474 "Kathleen Deppeler" (3963485952)

01:10:35.790 --> 01:10:41.940

Okay, so I give you 10 common examples of of.

475 "Kathleen Deppeler" (3963485952)

01:10:41.940 --> 01:10:50.700

Coercive of our own junk behavior of coercive stuff that we often do to try to solve problems. And I told you that, um.

476 "Kathleen Deppeler" (3963485952)

01:10:51.205 --> 01:11:04.465

After we explained coercion and the effects of origin you're going to understand why we suggest that you stop it. So here are those effects of coercion. So what happens when we argue, and we question, we use threats, use logic, what is that person experienced?

477 "Kathleen Deppeler" (3963485952)

01:11:04.765 --> 01:11:14.995

Or when we experienced people doing those things to us, what happens when we say that it conversion ages you so we have avoid get even an escape. So.

478 "Kathleen Deppeler" (3963485952)

01:11:15.540 --> 01:11:23.640

When we say that conversion that, that the avoid part, that's something that kind of happens. Um.

479 "Kathleen Deppeler" (3963485952)

01:11:24.115 --> 01:11:37.345

Not necessarily in that moment, but over time, so, you know, over time, if every time you go to Thanksgiving dinner, you and uncle Bob get into that conversation, you might start avoiding Thanksgiving dinner or opportunities where you might see uncle.

482 "Kathleen Deppeler" (3963485952)

01:11:37.345 --> 01:11:45.055

Bye because every time we get in this coercive argument, back and forth, I just, I'm going to avoid that. I'm not going this year.

481 "Kathleen Deppeler" (3963485952)

01:11:24.145 --> 01:11:37.345

Not necessarily in that moment, but over time, so, you know, over time, if every time you go to Thanksgiving dinner, you and uncle about getting to that conversation, you might start avoiding Thanksgiving dinner or opportunities where you might see uncle.

483 "Kathleen Deppeler" (3963485952)

01:11:45.600 --> 01:11:55.830

Another common response to coercion could be to get even and so we say that coercion meets coercion. And so we talked earlier about how.

484 "Kathleen Deppeler" (3963485952)

01:11:55.830 --> 01:12:07.860

You know, escalate a situation drunk, you know, those coercive behavior is getting respond to you're really motivating that kind of conversion. So.

485 "Kathleen Deppeler" (3963485952)

01:12:08.515 --> 01:12:22.765

So, if I criticize the way, if I would have mentioned the desk pennies on the floor and criticize that, as they were sweeping, I could have motivated that person to get even with me and be like, well, you left a bunch of stuff in the bathroom.

486 "Kathleen Deppeler" (3963485952)

01:12:22.765 --> 01:12:35.485

And I couldn't even sweep in there and then now, here we are starting an argument back and forth. So, coercion meets coercion. We are motivating that kind of coercive response in return.

487 "Kathleen Deppeler" (3963485952)

01:12:36.625 --> 01:12:49.495

The other common response or effective coercion is escape. So I just can't deal with the situation I got to get out of here. I got to get out of here. I, I, I can't deal with any more of this course of stuff I got to go.

490 "Kathleen Deppeler" (3963485952)

01:12:50.875 --> 01:12:56.095

So, we're motivating people to avoid us to get even with us and to escape our our.

489 "Kathleen Deppeler" (3963485952)

01:12:36.420 --> 01:12:49.495

The other common response or effective conversion is escape. So I just can't deal with the situation I got to get out of here. I got to get out of here. I, I, I can't deal with any more of this course of stuff I got to go.

491 "Kathleen Deppeler" (3963485952)

01:12:57.960 --> 01:13:06.210

Interactions when we use coercion, there's 3 down here below that are also really important and common effects of coercion.

492 "Kathleen Deppeler" (3963485952)

01:13:06.210 --> 01:13:20.850

Learn coercive behavior, we're modeling exactly what we don't want to see and so people learn coercive behavior. That's how it happened to all of

us. We learned coercive behavior. It was modeled for us. It's common in our environments and so that's why we use it.

493 "Kathleen Deppeler" (3963485952)

01:13:20.850 --> 01:13:25.950

So, people are more likely to use coercion when they exist in that kind of coercive environment.

494 "Kathleen Deppeler" (3963485952)

01:13:25.950 --> 01:13:37.080

They also are going to behave less confidently and we talked about this earlier as well when we were talking about in the chat box that people.

495 "Kathleen Deppeler" (3963485952)

01:13:37.080 --> 01:13:40.320

I might feel insecure or, um.

496 "Kathleen Deppeler" (3963485952)

01:13:40.320 --> 01:13:47.730

Or not be confident in a situation and so the example I like to give about this 1, is.

497 "Kathleen Deppeler" (3963485952)

01:13:47.700 --> 01:13:59.400

From Seinfeld, there's a classic Seinfeld episode, the soup Nazi, and this may end Seinfeld you can get up in front of the.

498 "Kathleen Deppeler" (3963485952)

01:13:47.730 --> 01:13:59.400

From Seinfeld, there's a classic Seinfeld episode, the soup Nazi, and this may end Seinfeld you can get up in front of the.

499 "Kathleen Deppeler" (3963485952)

01:13:59.400 --> 01:14:03.360

People in crack jokes and work a room.

500 "Kathleen Deppeler" (3963485952)

01:14:03.360 --> 01:14:07.110

Is is in this Super restaurant and he is.

501 "Kathleen Deppeler" (3963485952)

01:14:07.110 --> 01:14:12.085

His eyes are on the ground and he's holding his tray and he's just trying to not exist.

502 "Kathleen Deppeler" (3963485952)

01:14:12.115 --> 01:14:24.595

He is just trying to get to get by and not have anybody notice him because the, the person, the restaurant is very coerced and if you step on a line, you're not gonna get any soup from him.

503 "Kathleen Deppeler" (3963485952)

01:14:25.015 --> 01:14:36.775

And so, you know, this very confident Seinfeld is just like, cowering trying to make sure he doesn't step out of line. Because when people are fairly are in coercive environments, when they are experiencing.

504 "Kathleen Deppeler" (3963485952)

01:14:07.140 --> 01:14:16.825

His eyes are on the ground and he's holding his tray and he's just trying to not exist. He is just trying to get to get by and not have anybody notice him?

505 "Kathleen Deppeler" (3963485952)

01:14:17.125 --> 01:14:32.065

Because the, the person, the, the, the restaurant is very coerced, and if you step on a line, you're not going to get any soup from him. And so, you know, this very confident Seinfeld is just like, cowering trying to make sure he doesn't step out of line.

506 "Kathleen Deppeler" (3963485952)

01:14:32.395 --> 01:14:37.135

Because when people are fairly are in coercive environments, when they are experiencing coercion.

507 "Kathleen Deppeler" (3963485952)

01:14:37.110 --> 01:14:50.160

They behave less confidently. We want people to feel confident. Competent people make better decisions. So another common effect is behaving less confidently. And then this last 1 is.

508 "Kathleen Deppeler" (3963485952)

01:14:37.140 --> 01:14:50.160

And they behave less confidently we want people to feel confident. Competent people make better decisions. So another common effect is behaving less confidently. And then this last 1 is.

509 "Kathleen Deppeler" (3963485952)

01:14:50.160 --> 01:14:59.790

They receive attention for undesirable behavior. The interaction is totally focused around undesirable behavior. And when you look at all these examples that we gave.

510 "Kathleen Deppeler" (3963485952)

01:15:00.595 --> 01:15:11.245

Of when you look at this list of conversions, these are things we're doing in response to people's undesirable behaviors, you know, after we see good stuff. That's not when we're like, why did you do that?

511 "Kathleen Deppeler" (3963485952)

01:15:11.995 --> 01:15:22.915

You know, we do this stuff in response to undesirable behavior and so when we use these kinds of responses, when we use conversion, we are giving people attention for undesirable behavior.

512 "Kathleen Deppeler" (3963485952)

01:15:22.915 --> 01:15:29.605

We are focused on that undesirable behavior and we know from 1 of our, from the.

513 "Kathleen Deppeler" (3963485952)

01:15:29.790 --> 01:15:41.995

The mental facts that behavior responds better to positive consequences. So we are going to avoid using coercion. We're going to avoid providing those negative coercive consequences and focus on the desirable stuff.

514 "Kathleen Deppeler" (3963485952)

01:15:42.025 --> 01:15:53.245

So, let's think about, I told you that the goal is to recognize when you're doing it. And so, let's think about, when are we commonly being coercive?

515 "Kathleen Deppeler" (3963485952)

01:15:53.245 --> 01:15:59.695

We say, hey, hungry, hungry, angry, lonely, tired you know, what are some reasons that.

516 "Kathleen Deppeler" (3963485952)

01:15:59.790 --> 01:16:10.680

People might be coercive, they're getting coerced themselves. We are used to using a form of coercion and environment because that's what we practice.

517 "Kathleen Deppeler" (3963485952)

01:16:11.275 --> 01:16:25.825

You know, these are things that we can consider and start making a plan to avoid them ourselves. If you get hungry in the afternoon, having this deck with you is a great way to avoid experiencing that trigger of common conversion.

518 "Kathleen Deppeler" (3963485952)

01:16:28.225 --> 01:16:39.115

So again, conversion, we use coercion because it works it produces short term compliance, but in the long run, it just causes more problems.

519 "Kathleen Deppeler" (3963485952)

01:16:39.115 --> 01:16:51.655

So, you know, in the moment we are coercive and the person may stop their undesirable behavior. And that is really reinforcing our use of coercion. And so it's hard.

520 "Kathleen Deppeler" (3963485952)

01:16:51.895 --> 01:16:56.185

And again, we need to take data and start thinking about paying attention to how.

521 "Kathleen Deppeler" (3963485952)

01:16:56.190 --> 01:17:08.790

That behavior responds in the long run, because coercion produces short term compliance, but long term problems, it does not make that behavior less likely to happen in the future. It only hurts our relationship.

522 "Kathleen Deppeler" (3963485952)
01:17:08.790 --> 01:17:12.690
Okay, so.

523 "Kathleen Deppeler" (3963485952)
01:17:12.690 --> 01:17:18.120
If we're not going to be coercive, what are we going to do? Instead?
We're really going to ask ourselves some questions.

524 "Kathleen Deppeler" (3963485952)
01:17:18.595 --> 01:17:33.595
And we're going to think about are there what triggered the undesirable
behavior what happened before the undesirable behavior happens let's
start recognizing some of those triggers and seeing what we could

525 "Kathleen Deppeler" (3963485952)
01:17:33.595 --> 01:17:47.155
do to reduce the likelihood of the trigger happening in the 1st place.
So, we're going to think about those triggers what's happening 1st, going
to think about what, what's the person getting out of this undesirable
behavior? What kind of pay off are they getting out of this undesirable
behavior?

526 "Kathleen Deppeler" (3963485952)
01:17:48.685 --> 01:18:03.415
And we're going to think about, in some situations, when the person
experience this trigger, that typically causes the undesirable behavior,
do they always do that or just sometimes they do a desirable thing what
is that desirable thing?

527 "Kathleen Deppeler" (3963485952)
01:18:03.750 --> 01:18:13.230
And then, how are we paying it off? Is it getting the kind of reaction?
Is it getting to the kind of positive consequence that it ought to, as
that replacement behavior?

528 "Kathleen Deppeler" (3963485952)
01:18:13.230 --> 01:18:19.800
And then we should think about what is the person need to learn to do
instead and we want to teach them.

529 "Kathleen Deppeler" (3963485952)
01:18:20.970 --> 01:18:33.330
And when we think about these questions, we can really use our answers to
target and prevent undesirable behaviors based on the environment. We can
targets.

530 "Kathleen Deppeler" (3963485952)
01:18:33.330 --> 01:18:41.850
Some environmental supports to avoid those triggers happening in the 1st
place. We can have some.

531 "Kathleen Deppeler" (3963485952)

01:18:41.850 --> 01:18:48.030
Environmental cues to help us remember to.

532 "Kathleen Deppeler" (3963485952)
01:18:48.030 --> 01:18:53.340
Attend to the desirable behavior to pay off the desirable behavior. Um.

533 "Kathleen Deppeler" (3963485952)
01:18:54.660 --> 01:18:58.230
And just start shifting our focus to the positive.

534 "Kathleen Deppeler" (3963485952)
01:18:58.230 --> 01:19:12.030
We can also build a relationship and so we're going to shift now into some practice of some skills that going forward can improve your relationship and make desirable behavior more likely to occur.

535 "Kathleen Deppeler" (3963485952)
01:19:12.030 --> 01:19:24.030
So, the 1st, 1 is a great relationship building tool called stay close and the steps here are move towards the person pretty difficult to have a meaningful conversation from across the room.

536 "Kathleen Deppeler" (3963485952)
01:19:25.465 --> 01:19:37.735
We're going to touch if appropriate. So this bump elbow pump, yellow, pop, high, 5, whatever you're comfortable with. It was appropriate and then I'm going to love 3 and 4 here together.

537 "Kathleen Deppeler" (3963485952)
01:19:37.735 --> 01:19:43.705
So, you know, the non verbal communication I'm going to be mindful of my body language.

538 "Kathleen Deppeler" (3963485952)
01:19:43.705 --> 01:19:54.025
My tone of voice, my facial expressions, I am saying much more with the way that I say things than I am with exactly the words coming out of my.

539 "Kathleen Deppeler" (3963485952)
01:19:54.030 --> 01:20:02.730
Now, so it'd be really mindful of my body language and tone of voice. I'm going to ask open ended questions so that I can learn more information.

540 "Kathleen Deppeler" (3963485952)
01:20:03.205 --> 01:20:16.885
I'm also going to use empathy to tell the person that they see how they're feeling and or that. I could see how the situation makes them feel how that situation is and then encouragement.

541 "Kathleen Deppeler" (3963485952)
01:20:16.885 --> 01:20:30.475
I'm going to identify something that's happening right now. Not something that person could do that would make things great or whatever, but

something the person is doing right now, that would be good for them to continue and tell them what that means for them in the future.

542 "Kathleen Deppeler" (3963485952)
01:20:30.535 --> 01:20:32.725
So I'm going to encourage.

543 "Kathleen Deppeler" (3963485952)
01:20:32.730 --> 01:20:37.650
Bridge them that good things will continue to happen based on this thing. You're, they're doing right now.

544 "Kathleen Deppeler" (3963485952)
01:20:37.650 --> 01:20:51.960
And then I'm going to listen as they talk, because I want to talk less than a person. I'm trying to show my interest my caring. And then again, I'm going to lump these last 2 together as well because.

545 "Kathleen Deppeler" (3963485952)
01:20:53.695 --> 01:21:02.275
Not reacting to junk behavior, do not react to drunk behavior and then to avoid coercion because the ways we tend to respond to junk behavior with some form of coercion.

546 "Kathleen Deppeler" (3963485952)
01:21:02.275 --> 01:21:15.175
So, if drunk behavior occurs, while I'm engaged in this conversation, I'm going to focus on the steps of this interaction, and I'm going to avoid reacting to that junk behavior and that's gonna help me avoid coercion. So.

547 "Kathleen Deppeler" (3963485952)
01:21:15.570 --> 01:21:29.040
Empathy is taking the perspective of another person in Italian than that. So you identify the emotions or their point of view and you tell them that you see that.

548 "Kathleen Deppeler" (3963485952)
01:21:30.480 --> 01:21:34.140
And then encouragement again is.

549 "Kathleen Deppeler" (3963485952)
01:21:34.140 --> 01:21:48.000
Telling the person you say, something to let them know that you believe they can behave, or they're doing these things right now that show that they're able to do that and identify improvements that, that that their behavior has made.

550 "Kathleen Deppeler" (3963485952)
01:21:48.625 --> 01:21:54.715
So, let's practice this great relationship building with awesome. Alex.

551 "Kathleen Deppeler" (3963485952)
01:21:54.745 --> 01:22:07.855

He is super poverty is walking down the hall and he comes to you, and he's waving his some paper around because Alex just passed his GD and he is very pumped.

552 "Kathleen Deppeler" (3963485952)

01:22:08.125 --> 01:22:17.695

He studied for hours to prepare for this. So, tell me what's an empathy statement that you can give Alex how does Alex feel? You're going to tell Alex? You see how he feels.

553 "Kathleen Deppeler" (3963485952)

01:22:18.420 --> 01:22:22.170

How will you tell Alex that you see how he feels? Tell me in the chat box?

554 "Kathleen Deppeler" (3963485952)

01:22:22.170 --> 01:22:31.410

It's that empathy statement for Alex, he studied for hours.

555 "Kathleen Deppeler" (3963485952)

01:22:32.275 --> 01:22:33.925

How does he feel?

556 "Kathleen Deppeler" (3963485952)

01:22:48.265 --> 01:22:50.515

How can you tell, Alex? You see how he feels.

557 "Kathleen Deppeler" (3963485952)

01:22:53.070 --> 01:23:00.120

Alex worked so hard to accomplish your goal. You should be so proud. Yes.

558 "Kathleen Deppeler" (3963485952)

01:23:01.530 --> 01:23:05.190

How does Alex feel.

559 "Kathleen Deppeler" (3963485952)

01:23:05.190 --> 01:23:10.410

You're going to tell him how he see how he appears to you.

560 "Kathleen Deppeler" (3963485952)

01:23:11.940 --> 01:23:26.485

What emotion is he feeling? You see that he's so excited. He looks happy and proud. Yes. Yes. You guys are.

561 "Kathleen Deppeler" (3963485952)

01:23:26.515 --> 01:23:36.325

That's great. You're focused on his emotion. How he feels he worked hard for this. Love that. Okay, so we told Alex.

562 "Kathleen Deppeler" (3963485952)

01:23:36.325 --> 01:23:41.845

We see how stoked happy is how excited he is how proud you should be of himself. He.

563 "Kathleen Deppeler" (3963485952)

01:23:41.940 --> 01:23:56.635

So, hard, I can tell how proud and excited you are all your hard work and studying paid off high 5. you took us right there into the next step, which is encouragement. So, what does it mean Alex study for hours for this?

564 "Kathleen Deppeler" (3963485952)

01:23:56.635 --> 01:24:01.315

He passed his. What does that mean about him? What does that mean for him? In the future?

565 "Kathleen Deppeler" (3963485952)

01:24:01.740 --> 01:24:06.510

What kind of encouragement can we get them? He's done this. He's accomplished this.

566 "Kathleen Deppeler" (3963485952)

01:24:09.900 --> 01:24:24.865

What's the encouragement we can get him work hard and focus you can accomplish

567 "Kathleen Deppeler" (3963485952)

01:24:24.895 --> 01:24:39.805

anything in life. Yes that's a great example. When you see, you can do anything you set your mind to and work towards you work so hard for this. That's great. And the better, you know, Alex, the more specific you can be about those things, you know, our.

568 "Kathleen Deppeler" (3963485952)

01:24:39.900 --> 01:24:46.920

His next goals, the next things that, you know, Alex wants to work for great job. Let's talk about Co worker Carl.

569 "Kathleen Deppeler" (3963485952)

01:24:48.355 --> 01:25:01.015

You walked into the break room and Carl smiled at you and you said hello? And he moves and paper so you could sit down and you were, like, hey, Carl, what's up and Carl says I just finished.

570 "Kathleen Deppeler" (3963485952)

01:25:01.675 --> 01:25:11.755

I just finished my weekly numbers. I just finished my weekly numbers. What kind of empathy can you get Carl about?

571 "Kathleen Deppeler" (3963485952)

01:25:12.060 --> 01:25:18.120

His day and his work, he finished his weekly numbers, he's moved over, so you could sit down.

572 "Kathleen Deppeler" (3963485952)

01:25:18.120 --> 01:25:21.990

Kind of the empathy can you give them how many? How many Carl feel.

573 "Kathleen Deppeler" (3963485952)

01:25:23.910 --> 01:25:27.300

And I tell him, you see how he feels how can you say that?

574 "Kathleen Deppeler" (3963485952)

01:25:27.300 --> 01:25:32.100

Okay.

575 "Kathleen Deppeler" (3963485952)

01:25:52.350 --> 01:25:54.025

Seem like you're having a good day.

576 "Kathleen Deppeler" (3963485952)

01:26:08.335 --> 01:26:13.405

Sometimes it can be hard on these just routine everyday situations to put your finger on.

577 "Kathleen Deppeler" (3963485952)

01:26:14.880 --> 01:26:23.790

How someone feels oh, I like that. You seem relaxed like a weights lifted? Yeah, I got all those numbers done. Um.

578 "Kathleen Deppeler" (3963485952)

01:26:25.800 --> 01:26:30.510

Okay, and then, you know, when for those are those are 2 really good. Um.

579 "Kathleen Deppeler" (3963485952)

01:26:30.715 --> 01:26:41.035

Open ended questions and then they require more than just a couple words to answer you know, if you ask me what's up, how you doing? I can't just say yes.

580 "Kathleen Deppeler" (3963485952)

01:26:41.035 --> 01:26:48.895

Or, no, or or blue or whatever and that's the goal that that open ended questions to keep that conversation going. Um.

581 "Kathleen Deppeler" (3963485952)

01:26:49.200 --> 01:26:53.310

That's great. Okay. So, um.

582 "Kathleen Deppeler" (3963485952)

01:26:55.500 --> 01:27:02.190

You guys did well, let's look I want to go over 1 more so you seem relaxed. Um.

583 "Kathleen Deppeler" (3963485952)

01:27:03.265 --> 01:27:17.005

And and the weight off the shoulders of getting that those numbers done I think those are great. Okay. So we're using more opportunities to build our relationship.

584 "Kathleen Deppeler" (3963485952)

01:27:17.275 --> 01:27:32.185

And when we use this group of skills, when we use this stay close interaction, this interaction increases the value of our interaction because there's really good conversation relationship, building skills happening in here open ended questions.

585 "Kathleen Deppeler" (3963485952)
01:27:32.190 --> 01:27:34.050
The empathy and encouragement.

586 "Kathleen Deppeler" (3963485952)
01:27:34.050 --> 01:27:46.170
Okay, so we're going to use opportunities to build our relationship and we're going to use this group of skills when we have those interactions, because they're going to increase the value of our interaction.

587 "Kathleen Deppeler" (3963485952)
01:27:47.280 --> 01:27:53.460
The other thing that we can do is avoid reacting when junk happens and.

588 "Kathleen Deppeler" (3963485952)
01:27:53.460 --> 01:28:01.440
The skill that we're going to talk now about is called pivot and so this is, how do you avoid reacting when undesirable behavior is happening?

589 "Kathleen Deppeler" (3963485952)
01:28:01.440 --> 01:28:15.780
And the 1st thing we want to do is consider what the person's getting from a, what's the pay off? And you guys did a great job earlier when you talked about, what do people get out of doing this undesirable junkie stuff? You know, attention or.

590 "Kathleen Deppeler" (3963485952)
01:28:17.245 --> 01:28:25.915
Or getting you to comfort them or react getting you to go away or leave them alone delay, just making it.

591 "Kathleen Deppeler" (3963485952)
01:28:25.915 --> 01:28:36.865
So, it's longer until they have to do that and preferred thing, you know, these are some of the common pay offs and so we really want to think about what's the person getting out of this? Um.

592 "Kathleen Deppeler" (3963485952)
01:28:38.280 --> 01:28:41.310
And then we also want to recognize that.

593 "Kathleen Deppeler" (3963485952)
01:28:42.145 --> 01:28:56.125
Serious behavior often stems out of junk behavior, getting reacted to an escalating into that serious behavior. I think we've given several examples today about how that can happen. So here's what we can consider doing instead.

594 "Kathleen Deppeler" (3963485952)

01:28:56.125 --> 01:29:03.385

1st step to do how to pivot is to avoid reacting. Think about your facial expression the reaction of the.

595 "Kathleen Deppeler" (3963485952)

01:29:04.140 --> 01:29:09.055

You know, all the things you say, with your face with your tone of voice, your body language,

596 "Kathleen Deppeler" (3963485952)

01:29:09.085 --> 01:29:22.855

and we're going to avoid providing those responses and we're going to instead focus on I have 3 options here of things that you can try to focus on instead of reacting with your tone of voice or body language,

597 "Kathleen Deppeler" (3963485952)

01:29:22.855 --> 01:29:27.625

or providing 1 of those coercive responses. So the 1st option would be.

598 "Kathleen Deppeler" (3963485952)

01:29:27.930 --> 01:29:35.610

To subtly pivot to another person. I think this works really well if you walk into a room and you have.

599 "Kathleen Deppeler" (3963485952)

01:29:35.610 --> 01:29:41.640

You have 2 people and 1 of them is on task and 1 of them is off task.

600 "Kathleen Deppeler" (3963485952)

01:29:42.835 --> 01:29:57.445

Our typical response might be to focus on that off task person and get them back on track. A pivot would look like, let's focus on this person who is on task. This person is doing the thing, the desirable behavior and we're going to focus on desirable behavior.

601 "Kathleen Deppeler" (3963485952)

01:29:57.625 --> 01:30:01.975

We're going to focus on their desirable behavior and not in a comparison way. So.

602 "Kathleen Deppeler" (3963485952)

01:30:03.300 --> 01:30:10.320

But, Justin, this is the kind of thing we're going to focus on. This is what gets our attention. So, you know, um.

603 "Kathleen Deppeler" (3963485952)

01:30:10.885 --> 01:30:15.355

Andy, and Matt are sit at the table and Andy is off task and Matt is on task.

604 "Kathleen Deppeler" (3963485952)

01:30:15.505 --> 01:30:24.985

I'm talking to Matt, I'm focusing on Matt, and when Andy picks up his pen or Andy shifts, that insurance starts looking at his paper,

605 "Kathleen Deppeler" (3963485952)

01:30:25.195 --> 01:30:34.255

then that's going to be my queue to move to number 3 to step 3 here and pivot back to the person and engage them oh, Andy. What are you working on?

606 "Kathleen Deppeler" (3963485952)

01:30:34.590 --> 01:30:47.580

Um, so pivot back, then the other option that I could use is something to focus myself on. Instead of responding to this undesirable behavior would be to focus on on my own activity.

607 "Kathleen Deppeler" (3963485952)

01:30:48.055 --> 01:30:56.095

So I'm focusing here, I'm typing my email or dusting this, or, you know, I'm in the environment and I'm just,

608 "Kathleen Deppeler" (3963485952)

01:30:56.395 --> 01:31:09.235

I'm just really focused on doing this my own activity and in the corner of my eye, I am watching for the junk behavior to stop, or for desirable behavior to start,

609 "Kathleen Deppeler" (3963485952)

01:31:09.715 --> 01:31:17.365

and after about 10 seconds of the junk stopping or the desirable behavior starting, then I can put it back to the person.

610 "Kathleen Deppeler" (3963485952)

01:31:17.580 --> 01:31:31.765

So, focus on my own activity and the last option here is pivot on the person and that means you just continue talking and engaging with the person as though they weren't engaged in that undesirable behavior. And in that case, I don't need to move to number 3.

611 "Kathleen Deppeler" (3963485952)

01:31:31.765 --> 01:31:39.835

because I'm just doing it, I'm just still talking to the person, you know, that's when I think about when I think about somebody costing, as they're talking.

612 "Kathleen Deppeler" (3963485952)

01:31:39.835 --> 01:31:47.485

I'm just going to translate their the emphasis of their swear word on onto what they're trying to communicate and focus on the message.

613 "Kathleen Deppeler" (3963485952)

01:31:49.980 --> 01:32:00.779

So, step 4 here is to repeat, repeat as much as necessary. Again. People have been doing these junk behaviors for a very long time. It's unlikely that I pivot.

614 "Kathleen Deppeler" (3963485952)

01:32:00.779 --> 01:32:07.019

Or even 1 type of pivot is going to have them totally shift. Um.

615 "Kathleen Deppeler" (3963485952)

01:32:07.019 --> 01:32:15.569

Out of the end is our, we'll behavior permanently. We're probably going to have to use these more than more than more often and repeat as much as necessary. Um.

616 "Kathleen Deppeler" (3963485952)

01:32:16.829 --> 01:32:26.604

The goal is to maintain our relationship to avoid reacting to the undesirable behavior. Because, because the way that we were likely to respond to it was going to be some kind of coercive.

617 "Kathleen Deppeler" (3963485952)

01:32:26.664 --> 01:32:40.974

So, how is this different than ignoring you know, and why not just ignore it? Ignoring can be coerced if it's taking away attention. We talked about that as 1 of the examples of coercion. It can also be super reinforcing for that behavior.

618 "Kathleen Deppeler" (3963485952)

01:32:41.754 --> 01:32:45.024

Oh, perfect. You, you don't see this. I'm just going to keep doing it.

619 "Kathleen Deppeler" (3963485952)

01:32:46.049 --> 01:32:58.649

The other thing that I can do is called the behavior burst, so oh, you don't see this you don't see me doing this watch this and the behavior gets much much bigger. Um.

620 "Kathleen Deppeler" (3963485952)

01:32:58.974 --> 01:33:13.044

So those are problems with just ignoring it and to shift to thinking about pivot that can increase desirable behavior because that's what we're focused on. We're focused on the on task we're focused on looking for desirable behaviors.

621 "Kathleen Deppeler" (3963485952)

01:33:13.044 --> 01:33:18.084

That's what's going to get our attention. And so we're motivating desirable behavior because that's what we're looking for.

622 "Kathleen Deppeler" (3963485952)

01:33:18.479 --> 01:33:30.659

Well, so, the weekend undesirable behaviors, because we're going to avoid providing that typical consequence that we have been, we're going to avoid providing that coercion that hasn't made the behavior less likely to happen in the future.

623 "Kathleen Deppeler" (3963485952)

01:33:32.094 --> 01:33:45.744

It can also prevent a behavior verse, because we're not just ignoring it. Pivot is a very active tool that requires a lot of focus and observation and really looking for those desirable behavior. So it can really prevent a behavior verse because there's no ignoring here. I see.

624 "Kathleen Deppeler" (3963485952)

01:33:45.744 --> 01:33:50.544

You you don't need to do anything bigger to tell me what's going on.

625 "Kathleen Deppeler" (3963485952)

01:33:51.534 --> 01:34:04.164

And it can also prevent an escalation to serious behavior because again, we know that much of the series behavior that occurs stems out of junk behavior getting reacted to responded to an escalating into a much more difficult situation.

626 "Kathleen Deppeler" (3963485952)

01:34:04.284 --> 01:34:10.044

So those are some advantages to pivot and some reasons why we don't want to just ignore undesirable behavior.

627 "Kathleen Deppeler" (3963485952)

01:34:10.379 --> 01:34:13.739

So, let's practice again. We have annoying.

628 "Kathleen Deppeler" (3963485952)

01:34:13.739 --> 01:34:17.099

And, um, I'm typing my email.

629 "Kathleen Deppeler" (3963485952)

01:34:17.099 --> 01:34:31.409

I'm typing my email and Addy is telling me excited me about a package that she got and she has got her nose just that are bigger. Just like straight up her nose. She is picking that knows. And, and I'm focused on my typing.

630 "Kathleen Deppeler" (3963485952)

01:34:31.409 --> 01:34:38.369

And she's telling me about the package, and I'm not trying to ignore her. So I'm giving her some and some head nods and.

631 "Kathleen Deppeler" (3963485952)

01:34:38.369 --> 01:34:48.389

There's a quarter of my, I, what am I looking for? What's going to be my cue to pivot back to Addie? I'm focused on in my own activity of typing.

632 "Kathleen Deppeler" (3963485952)

01:34:48.389 --> 01:34:56.189

Given some random tell me in the chat box what am I looking for? From Addy? How am I going to know when it's time to pivot back.

633 "Kathleen Deppeler" (3963485952)

01:34:56.189 --> 01:35:00.059

I'm typing how will I know.

634 "Kathleen Deppeler" (3963485952)

01:35:00.059 --> 01:35:12.449

When she stops when she stops picking her nose. Yeah. And she stops picking her nose. Exactly. Or, you know, miraculously, she worked to grab a tissue that would be, um.

635 "Kathleen Deppeler" (3963485952)

01:35:12.924 --> 01:35:27.024

A big queue, so I'm looking for her to stop that behavior and when she does oh, seriously. That is a cool package. I keep an exciting time to get that shipped to you. How cool. I am turning and I am really paying that that interaction off.

636 "Kathleen Deppeler" (3963485952)

01:35:27.024 --> 01:35:30.294

I want her to know that I care and I'm interested so.

637 "Kathleen Deppeler" (3963485952)

01:35:30.749 --> 01:35:43.739

Great job guys when Addy stops speaking her nose, that's my queue to pivot back until. Then I'm focused on my email and I'm providing a couple responses to her. Just not emotionally.

638 "Kathleen Deppeler" (3963485952)

01:35:43.739 --> 01:35:55.464

So, that I'm not ignoring. Okay. Let's talk about Ali, Sally, and all here at the table. And it is so hard whenever it is so hard. So hard not to offer tissue.

639 "Kathleen Deppeler" (3963485952)

01:35:55.464 --> 01:36:08.544

It's so hard, especially because it's kind of gross. That's a hard 1. okay. Over at the table and Sally is working hard and she's just kind of human, but she's, she's focused.

640 "Kathleen Deppeler" (3963485952)

01:36:08.544 --> 01:36:13.104

She's working hard and all of her is Sharon. I'm going to say.

641 "Kathleen Deppeler" (3963485952)

01:36:13.739 --> 01:36:18.749

Stupid, I'm going to tell this.

642 "Kathleen Deppeler" (3963485952)

01:36:18.749 --> 01:36:23.729

Hey, and I am going to do what, who am I going to focus on? 1st.

643 "Kathleen Deppeler" (3963485952)

01:36:23.729 --> 01:36:38.009

Where am I starting Oliver's off task? Sally's on task ask Sallie about the song she's home and that's exactly right. I am going to engage with Sally. She's on task. She's doing desirable behavior and that's where our attention goes, right?

644 "Kathleen Deppeler" (3963485952)
01:36:38.009 --> 01:36:51.899
Okay, that's great. So, Sally's on task and I'm going to focus on her.
What I'm looking for from all of our, how will I know when it's time to
pivot back to all of her.

645 "Kathleen Deppeler" (3963485952)
01:36:51.899 --> 01:36:56.579
How will I know when it's time to pivot back to all of our what I'm
looking for.

646 "Kathleen Deppeler" (3963485952)
01:36:56.579 --> 01:37:11.549
What am I looking for from Oliver? How will I know it is time to give it
back to him.

647 "Kathleen Deppeler" (3963485952)
01:37:14.219 --> 01:37:25.229
Making if you start making positive consequences comments excuse me
positive comments or resume working on this project yeah. Um.

648 "Kathleen Deppeler" (3963485952)
01:37:25.229 --> 01:37:28.319
Picks up his work, um.

649 "Kathleen Deppeler" (3963485952)
01:37:28.704 --> 01:37:43.644
Yeah, great. So he starts working picks up husband. He looks at his paper
on the 1 of those signs that he's starting to work again and I'm going to
pivot back to Ali. What's up? Ali? You've got you got a lot of work on
over here too like Sally what's up?

650 "Kathleen Deppeler" (3963485952)
01:37:44.094 --> 01:37:44.784
What's working on?

651 "Kathleen Deppeler" (3963485952)
01:37:45.744 --> 01:37:58.914
And I'm going to really beef up my engagement once. He starts on that
desirable behavior. Great job guys. Okay. I really want to again
acknowledge that. This is a very difficult skill.

652 "Kathleen Deppeler" (3963485952)
01:37:58.944 --> 01:38:03.384
We are really practiced at responding to these kinds of things in a very
different way.

653 "Kathleen Deppeler" (3963485952)
01:38:03.774 --> 01:38:14.574
And so start recognizing ways that you commonly are responding to this
and start shifting that focus towards desirable behaviors and see what
that sh, that.

654 "Kathleen Deppeler" (3963485952)
01:38:14.849 --> 01:38:28.014
Focus shift gets you. Okay. The last skill that I want to share with you is for those more serious behaviors, or there's difficult times when things are not going. Well, tell me in the chat box.

655 "Kathleen Deppeler" (3963485952)
01:38:28.014 --> 01:38:37.104
What's an example of a hot situation for you or someone that you care about? What what's an example of a hot situation? Something that's a worsening for them.

656 "Kathleen Deppeler" (3963485952)
01:38:37.409 --> 01:38:45.029
For yourself tough time, this is a hot situation. Things are not going well, what are some examples of those.

657 "Kathleen Deppeler" (3963485952)
01:38:45.029 --> 01:38:48.779
We're going to think about some opportunities we have to use this skill.

658 "Kathleen Deppeler" (3963485952)
01:38:58.439 --> 01:39:01.589
Okay.

659 "Kathleen Deppeler" (3963485952)
01:39:08.939 --> 01:39:12.929
The hot situation for you, or someone you care about.

660 "Kathleen Deppeler" (3963485952)
01:39:12.929 --> 01:39:18.209
Avoided a hot situation this morning drop off was.

661 "Kathleen Deppeler" (3963485952)
01:39:18.209 --> 01:39:28.109
Was stressful or just getting everybody out the door. So I could be on time that that pressure to be on time is a common escalator into a stay close hot.

662 "Kathleen Deppeler" (3963485952)
01:39:28.109 --> 01:39:40.589
Getting interrupted, or someone trying to challenge your point of view in that argument back and forth. That's a great example. When occurred. Yep. Those are stateless thoughts for a lot of people.

663 "Kathleen Deppeler" (3963485952)
01:39:44.369 --> 01:39:50.339
What are some other situations that you're thinking about, as you think about the difficult times that you're going to help.

664 "Kathleen Deppeler" (3963485952)
01:39:50.339 --> 01:39:54.299
Tell people escalate.

665 "Kathleen Deppeler" (3963485952)
01:39:56.009 --> 01:40:09.474
Yourself to escalate somebody getting blamed for something yet I didn't do that somebody comes home and at a bad day,

666 "Kathleen Deppeler" (3963485952)
01:40:09.474 --> 01:40:21.954
and got accused of something at work or whatever. That's a great example of stay close hot things got worse for them. So, he gets in a car accident, I'm going to get the ticket changes in routine. Oh, yes. Oh, yes.

667 "Kathleen Deppeler" (3963485952)
01:40:22.019 --> 01:40:25.709
That can be a definite hot for people.

668 "Kathleen Deppeler" (3963485952)
01:40:27.149 --> 01:40:31.589
You do not like the way that looks. So is this is not what you expected today. Those are.

669 "Kathleen Deppeler" (3963485952)
01:40:32.064 --> 01:40:46.794
These are great examples. So, in a time, when things are not going well, when someone's experienced to change in their routine, or somebody's getting blamed for something that they didn't do things got worse for a person what can we do to help people de escalate? And, um.

670 "Kathleen Deppeler" (3963485952)
01:40:47.129 --> 01:40:58.854
Being control and and deal with these difficult situations. This is really similar to that same relationship building tool that we just looked at of the stay close interaction.

671 "Kathleen Deppeler" (3963485952)
01:40:58.854 --> 01:41:09.774
This is how to do it in a hard time, super encouraging, because you can practice this skill anytime and you need to you really need to practice the skill in the good times.

672 "Kathleen Deppeler" (3963485952)
01:41:09.774 --> 01:41:16.944
Not just in the difficult times, because it's going to help you maintain and build your relationship and you don't want your relationships totally be based around.

673 "Kathleen Deppeler" (3963485952)
01:41:17.129 --> 01:41:29.124
Difficult situation, so consider using these skills all the time, and those other stakeholders interactions to build your relationship. And in a hard time, they're going to be there for you, and they're going to be things that you've practiced you're gonna be better at it.

674 "Kathleen Deppeler" (3963485952)

01:41:29.574 --> 01:41:42.144

So, the 1st step is avoid reacting to junk and that's the 1st step here because some junk is probably happening whatever queued you that. This is a stateless high is probably some kind of undesirable behavior.

675 "Kathleen Deppeler" (3963485952)

01:41:42.954 --> 01:41:49.344

And you're like, oh, I need to do a stateless hot. So the 1st step is avoid reacting to that drunk move towards the person again.

676 "Kathleen Deppeler" (3963485952)

01:41:49.344 --> 01:41:59.334

It's difficult to have a meaningful conversation from across the room, consider safety in that, depending on how escalated the situation is get attached with appropriate to the situation.

677 "Kathleen Deppeler" (3963485952)

01:41:59.639 --> 01:42:06.389

You're also going to ask open ended questions again. Remember the.

678 "Kathleen Deppeler" (3963485952)

01:42:06.624 --> 01:42:20.274

Intention of the open ended question. It's to learn more information. So if you're dealing with this kind of stay close, hot situation, where somebody's telling you a whole bunch of things, like, you know, I got blamed at work for doing all this.

679 "Kathleen Deppeler" (3963485952)

01:42:20.274 --> 01:42:29.574

And I didn't do any of it and blah, blah, blah, blah, blah, blah that's not the time. The purpose of an open ended question is to keep the conversation going. So use it that way.

680 "Kathleen Deppeler" (3963485952)

01:42:29.574 --> 01:42:36.294

If the person's already telling you a lot of things you might not use as many open ended questions, because it might take you into problem solving, which is not.

681 "Kathleen Deppeler" (3963485952)

01:42:36.389 --> 01:42:45.329

Goal of this, this interaction, the goal of this interaction is to help everybody maintain their safety and de escalate. The situation is not to fix it.

682 "Kathleen Deppeler" (3963485952)

01:42:46.014 --> 01:42:57.564

So we're going to avoid problem solving ask open ended questions to keep the situation just keep the conversation going listen, when the person is talking, we're not going to use problem solving. We're not going to use logic.

683 "Kathleen Deppeler" (3963485952)

01:42:58.104 --> 01:43:02.574

We are going to talk less than the person and stay on topic.

684 "Kathleen Deppeler" (3963485952)

01:43:04.314 --> 01:43:11.994

We're going to use empathy, we're going to tell the person that we see how they feel and we're going to use a good emotion where that reflects the gravity of the situation.

685 "Kathleen Deppeler" (3963485952)

01:43:11.994 --> 01:43:23.184

You know, people are more than mad and sad, you know, they're furious or heartbroken using a word that really reflects the gravity of the situation can help the person.

686 "Kathleen Deppeler" (3963485952)

01:43:23.184 --> 01:43:32.844

Really understand that know that you understand how they are feeling and they don't have to show you any other way how they're feeling, or how the situation is affecting them because you understand them.

687 "Kathleen Deppeler" (3963485952)

01:43:32.909 --> 01:43:43.644

And you're going to use an empathy statement, you're going to say, oh, my gosh, you seem heartbroken. It's really a difficult situation and you're going to reflect that that empathy to them.

688 "Kathleen Deppeler" (3963485952)

01:43:44.304 --> 01:43:58.884

You're also going to use encouraging statements and these can be harder to find in the difficult in a difficult stakeholder that situation. So, when I'm in a stakeholder situation, I'm looking for any kind of a deep breath to occur because I'm going to provide some encouragement around there.

689 "Kathleen Deppeler" (3963485952)

01:43:59.064 --> 01:44:02.784

I'm going to think about times when the person's been successful previously and I'm going to.

690 "Kathleen Deppeler" (3963485952)

01:44:02.909 --> 01:44:07.499

To them, you know, you've been through tough times before I know.

691 "Kathleen Deppeler" (3963485952)

01:44:07.794 --> 01:44:18.024

You know, you've had hard days at work and you've come home and had talked about them and you, you've made it through this stuff before. And I know that you can do it again. Now you're already talking about it.

692 "Kathleen Deppeler" (3963485952)

01:44:18.834 --> 01:44:26.634

So, I'm looking for anything desirable that the person is doing right now, like taking deep breaths or or even just telling me about the situation.

693 "Kathleen Deppeler" (3963485952)

01:44:26.844 --> 01:44:36.294

And I'm also thinking about what are sometimes when this person's been successful before, and I'm going to encourage them that they could do that again that they've done this before. And they can do this again.

694 "Kathleen Deppeler" (3963485952)

01:44:37.914 --> 01:44:52.614

I'm going to repeat those steps until they're ready for the next step and I'll know that there might be ready for the next step because I've seen signs that the situation is de escalating and that they're feeling better that, um.

695 "Kathleen Deppeler" (3963485952)

01:44:54.294 --> 01:45:03.384

But the empathy and encouragement is making up is having a positive effect, and things are getting calm and when I think that that might be the case, I'm going to move to step number 9,

696 "Kathleen Deppeler" (3963485952)

01:45:03.384 --> 01:45:12.564

which is to direct to an alternative behavior or coping skill or maybe problem solving, if if the person wants that, um.

697 "Kathleen Deppeler" (3963485952)

01:45:12.929 --> 01:45:20.069

And then I'm going to continue to provide positive reinforcement.

698 "Kathleen Deppeler" (3963485952)

01:45:20.069 --> 01:45:34.859

For a long period of time after this difficult situation, has it has happened and make sure that I'm really focused on the desirable behavior that's happening. So I can encourage and continue that it can and encourage that. It continues.

699 "Kathleen Deppeler" (3963485952)

01:45:37.374 --> 01:45:51.474

Okay, so let's let's remind ourselves 1 more time about empathy it's taking the perspective of another person and telling them you're identifying the emotion that they're experiencing, or their point of view and you're telling them what you see.

700 "Kathleen Deppeler" (3963485952)

01:45:52.104 --> 01:45:53.244

So let's practice.

701 "Kathleen Deppeler" (3963485952)

01:45:55.104 --> 01:46:07.464

You got a call from Sam and she is that oftentimes when she's essentially isn't that for hours and hours and just cries. But today she's texted you and she told you about this fight.

702 "Kathleen Deppeler" (3963485952)

01:46:07.464 --> 01:46:21.384

She had with her, her roommate, and she's like, oh, I am so over this, I'm not going to take their crap anymore. That's what she says. So, what's an empathy statement that you can give to Sam? What can you text her back?

703 "Kathleen Deppeler" (3963485952)

01:46:22.524 --> 01:46:23.334

What kind of emotion.

704 "Kathleen Deppeler" (3963485952)

01:46:23.339 --> 01:46:33.149

Is she expressing you're going to name that emotion? You're going to connect for her tell her that you see her by giving her an empathy statement. What's your empathy statement for Sam?

705 "Kathleen Deppeler" (3963485952)

01:46:35.789 --> 01:46:38.999

You seem frustrated yeah. Yeah.

706 "Kathleen Deppeler" (3963485952)

01:46:38.999 --> 01:46:42.539

That's a great emotion word.

707 "Kathleen Deppeler" (3963485952)

01:46:44.759 --> 01:46:47.849

What are their emotion words come to your mind when you think about.

708 "Kathleen Deppeler" (3963485952)

01:46:47.849 --> 01:46:53.099

What else could you say seem frustrated?

709 "Kathleen Deppeler" (3963485952)

01:46:54.509 --> 01:46:59.789

Upset angry. Yeah.

710 "Kathleen Deppeler" (3963485952)

01:47:00.144 --> 01:47:07.224

Yeah, great job guys. So you're going to tell her how she seems you're going to give her that empathy statement. You're so sad.

711 "Kathleen Deppeler" (3963485952)

01:47:07.254 --> 01:47:19.884

You're going to recognize this for her that's going to be this connector between you and Sam that you understand how she feels that can really help a person de escalate and stay home knowing that someone else understands them. Great job guys. Okay.

712 "Kathleen Deppeler" (3963485952)

01:47:19.884 --> 01:47:26.904

Now, let's think about encouragement usually been better for hours crying and today she's laying in bed, but she texted you.

713 "Kathleen Deppeler" (3963485952)

01:47:28.889 --> 01:47:40.349

What kind of encouragement can you give Sam would be good for Sam to continue doing? Would be helpful.

714 "Kathleen Deppeler" (3963485952)

01:47:50.609 --> 01:47:59.129

Continuing to express yourself. This is a difficult situation. You're already telling me about it. You're already telling me how you feel.

715 "Kathleen Deppeler" (3963485952)

01:47:59.129 --> 01:48:03.089

You're already expressing yourself. That's a great thing to encourage.

716 "Kathleen Deppeler" (3963485952)

01:48:10.404 --> 01:48:17.334

Since you're not in the room with her, and your texting that really probably is the best thing that you can do is encourage her that she's already talking about the situation.

717 "Kathleen Deppeler" (3963485952)

01:48:17.544 --> 01:48:31.644

If you know, if you know, Sam and her roommate, and, you know, about some of the fights they've gotten in, maybe you can also think about doing that reminding Sam that they've been through you,

718 "Kathleen Deppeler" (3963485952)

01:48:31.644 --> 01:48:35.814

you and your roommate I've really had some tough times before and I know, you guys have talked about it and made it through so.

719 "Kathleen Deppeler" (3963485952)

01:48:36.414 --> 01:48:50.814

That's also a good thing to remind her and then after we've done this, and we think Sam, you know, maybe they slow down in their text. So they start being more positive or encouraging in their text. It'd be a cue for you to direct to that alternative safer behavior. And so I love that.

720 "Kathleen Deppeler" (3963485952)

01:48:50.814 --> 01:49:01.434

Jessica suggestion about talking more over coffee once once Sam has shown some signs that she's starting to handle this situation that she's starting to get past it a bit feeling. A little bit better.

721 "Kathleen Deppeler" (3963485952)

01:49:01.769 --> 01:49:10.769

I love that suggestion of getting together for some coffee. That's great. And then you have an opportunity, hopefully to use this skill in a more positive environment.

722 "Kathleen Deppeler" (3963485952)

01:49:11.574 --> 01:49:19.584

That stateless interaction. Okay, let's do 1 more practice. We're going to talk about single Steve.

723 "Kathleen Deppeler" (3963485952)
01:49:20.394 --> 01:49:28.044
You see him sitting in his chair and his head is hanging in his hands and you say.

724 "Kathleen Deppeler" (3963485952)
01:49:28.349 --> 01:49:36.149
You you look down and see what's up and then you learn that Steve just got dumped after 2 year relationship.

725 "Kathleen Deppeler" (3963485952)
01:49:36.149 --> 01:49:42.839
What's your empathy statement for Steve? How's he feeling you're going to tell him that you see how he feels? How are you going to tell him.

726 "Kathleen Deppeler" (3963485952)
01:49:42.839 --> 01:49:57.834
It's your empathy statement for Steve that

727 "Kathleen Deppeler" (3963485952)
01:49:57.834 --> 01:50:03.624
sucks for real. That's a great response. You recognize the difficulty of the situation.

728 "Kathleen Deppeler" (3963485952)
01:50:03.899 --> 01:50:07.889
You're upset. Oh, Steve. You're so upset. Yeah.

729 "Kathleen Deppeler" (3963485952)
01:50:07.889 --> 01:50:15.449
You devastated yeah, you seem devastated. Perfect. These are great guys. Um.

730 "Kathleen Deppeler" (3963485952)
01:50:15.774 --> 01:50:28.134
You know, and I think we also have something that's that is that I should mention here, which is, that's not an easy predicament. Okay. There's a couple of examples here of people using empathy about the difficulty of the situation.

731 "Kathleen Deppeler" (3963485952)
01:50:28.284 --> 01:50:35.394
And then there's a couple of examples about people using empathy to help Steve, recognize his feelings. I think those are great.

732 "Kathleen Deppeler" (3963485952)
01:50:35.669 --> 01:50:45.059
And, you know, that's not an easy predicament. Okay. And then, let's think about some encouragement for Steve, um.

733 "Kathleen Deppeler" (3963485952)
01:50:45.059 --> 01:50:56.699

So, what are we looking for from Steve, or what are the things that we could look to encourage Steve about? He's, he is going through a tough time. Um.

734 "Kathleen Deppeler" (3963485952)

01:50:56.699 --> 01:51:11.009

And we can't fix it, you know, there's not more efficient. The, they were the 1 how are we going to encourage Steve? There's nothing we can do. He's, he's at a loss. Um.

735 "Kathleen Deppeler" (3963485952)

01:51:11.009 --> 01:51:15.809

We really just need to focus on what he's doing right now, because we can't fix this.

736 "Kathleen Deppeler" (3963485952)

01:51:15.809 --> 01:51:18.839

What kind of encouragement can we give him?

737 "Kathleen Deppeler" (3963485952)

01:51:18.839 --> 01:51:22.499

Once you do it now, that would be good for him to continue.

738 "Kathleen Deppeler" (3963485952)

01:51:26.969 --> 01:51:39.509

Okay, so once we see that Steve is showing some signs of de escalating taking a walk. That's a great strategy listening to him. Yep.

739 "Kathleen Deppeler" (3963485952)

01:51:39.509 --> 01:51:44.339

Quiet and relax.

740 "Kathleen Deppeler" (3963485952)

01:51:46.049 --> 01:51:55.499

He's already talking about it that might be something that we could encourage. It seems like you're taking some time to yourself to think about things. You're in a tough spot Steve.

741 "Kathleen Deppeler" (3963485952)

01:51:58.764 --> 01:52:10.914

And then, yeah, you guys are ready. It looks like. So once we see that that our interaction with Steve that he is, we've provided him open ended questions. So we learned what was happening. That's what we did here.

742 "Kathleen Deppeler" (3963485952)

01:52:10.914 --> 01:52:17.604

And we said, we immediately started with, you look down Steve, we gave him some empathy. I see how you're feeling. And then we said what's up.

743 "Kathleen Deppeler" (3963485952)

01:52:18.414 --> 01:52:29.904

We've learned what happened and then we gave him some empathy in a tough position. That's a bad predicament. That's not an easy predicament.

744 "Kathleen Deppeler" (3963485952)

01:52:30.384 --> 01:52:38.514

We've told him that we provided him some encouragement and you're in a tough spot you're already talking about. It looks like you're taking some time to yourself to think about things.

745 "Kathleen Deppeler" (3963485952)

01:52:39.864 --> 01:52:47.454

So we've given him some encouragement that there's some things that he's doing right now that are good and then we can be ready to transition to that next.

746 "Kathleen Deppeler" (3963485952)

01:52:47.879 --> 01:52:52.049

Problem solving activity, you know, Steve I know sometimes, um.

747 "Kathleen Deppeler" (3963485952)

01:52:53.219 --> 01:52:58.859

You know, taking a walk helps when you're having a tough time or, you know, just sitting here together.

748 "Kathleen Deppeler" (3963485952)

01:52:58.859 --> 01:53:01.889

You know, is that something that might help you? Um.

749 "Kathleen Deppeler" (3963485952)

01:53:01.889 --> 01:53:08.249

And we can suggest that shift to a alternative or coping skill behavior.

750 "Kathleen Deppeler" (3963485952)

01:53:10.584 --> 01:53:23.874

Great job you guys have finished the tools for everyone you've learned about what behavior is we've talked about when we talk about people's behavior, we're gonna use specific measurable terms.

751 "Kathleen Deppeler" (3963485952)

01:53:24.114 --> 01:53:36.774

We think about targeting our responses. We can categorize behavior to those 4 categories of behavior and that's going to help us target, target our responses. Um.

752 "Kathleen Deppeler" (3963485952)

01:53:37.704 --> 01:53:48.894

We've talked about some fundamental facts of behavior, so the, the base of the strategies that we're suggesting, and why we're suggesting positive practices,

753 "Kathleen Deppeler" (3963485952)

01:53:49.224 --> 01:54:00.984

and we've talked about in practiced positive practices of stay close interactions. So, interactions that really help build and strengthen our relationship, make our interactions more valuable.

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01:54:01.644 --> 01:54:07.194

We've talked about how to avoid reacting when undesirable stuff is happening. Especially that stuff.

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01:54:07.229 --> 01:54:11.189

That really sucks up a lot of our attention.

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01:54:12.414 --> 01:54:17.064

And then we talked about what to do in a difficult time when when someone's experiencing a worsening,

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01:54:17.274 --> 01:54:32.154

how do we avoid the common lecture logic trying to fix it kind of things that we do when people are experiencing a difficult time and now I just want to finish our time together by sharing a couple of resources with you again.

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01:54:32.154 --> 01:54:41.094

So I have 3 QR codes to show you if you want to get your phone out. So you can scan and get these websites. The 1st resource.

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01:54:41.189 --> 01:54:46.289

I want to share with you as a podcast series. There are 10 episodes here.

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01:54:46.289 --> 01:54:56.069

And 1, for each form of coercion example of coercion that we gave, and these are just really great short. They're like, less than 5 minutes apiece. Um.

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01:54:56.069 --> 01:55:07.349

It's about each type of coercion and then if this is the kind of coercion that you're using, it also provides a good suggestion about what you might consider doing. Instead.

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01:55:07.349 --> 01:55:14.609

So, there's the 1st resource that I want to give you 10 common coercion podcasts.

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01:55:17.129 --> 01:55:29.519

The next resource that I want to give you is the link to register for the full tools of choice class. So this is an overview of the philosophy and a couple of the positive practices that we teach them the tools of choice class. Um.

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01:55:29.519 --> 01:55:35.909

In the full course is a wonderful experience. It's a.

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01:55:35.909 --> 01:55:50.454

It's a hybrid course, so there's content that you watch and learn before you come to class and then you come to class and have the opportunity to work with a consultant like myself, who practices the skills with you and gives you feedback about your performance. Really great class.

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01:55:50.724 --> 01:55:56.574

Very interactive that QR code right? There will take you to the registration for tools of choice.

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01:55:56.879 --> 01:56:00.299

So, if you want more, there's another good spot.

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01:56:01.974 --> 01:56:16.674

And lastly, the family coaching workshops, this QR code will take you to our flyer and the link to join these. We have them twice a month and these are opportunities for family caregivers for families themselves.

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01:56:16.704 --> 01:56:24.684

Everybody we've had a mom and a teenager, and we've had siblings come so.

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01:56:25.109 --> 01:56:40.014

These are opportunities where we break down the tools of choice skills into small sections in 8 week series and we just focus on small components and practicing those skills and being a resource

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01:56:40.584 --> 01:56:44.334

for parents, caregivers, family members. Um.

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01:56:44.669 --> 01:56:53.399

In family, coaching workshops, so another great opportunity to immerse yourself in these skills and get some get some support.

773 "Kathleen Deppeler" (3963485952)

01:56:54.324 --> 01:57:08.874

And I'm just going to leave this on the screen. That is the end of our presentation today. I really appreciate your time. I hope to see you in there in 1 of these other resources that we have available for you and I hope you have a great day. Thank you for being here.