

WEBVTT

1 "Katherine Earll" (1489318400)

00:00:00.000 --> 00:00:12.989

All right good morning everyone Thank you so much for being here. I'm so glad we have some people joining us this morning for our for our tools for everyone.

2 "Katherine Earll" (1489318400)

00:00:13.614 --> 00:00:23.994

Okay, so I'll go ahead and introduce myself. I'm Catherine. Earl, I am the positive support consultant lead for the eastern region, and I'm here in Jefferson City this morning.

3 "Katherine Earll" (1489318400)

00:00:24.474 --> 00:00:32.814

Um, if you guys who are on, wouldn't mind putting in the chat, maybe where you're from, or what agency or, you know, what organization you work.

4 "Katherine Earll" (1489318400)

00:00:32.989 --> 00:00:38.700

If any sort of thing like that, where you're from, might might be the most fun, because we might be from all over the state.

5 "Katherine Earll" (1489318400)

00:00:38.700 --> 00:00:49.290

Or country, I know we have some people sharing and some people have joined us from Texas. I believe we have a good variety here.

6 "Katherine Earll" (1489318400)

00:00:49.290 --> 00:00:57.750

But that's a good it'll be a good start for us. Um, this is an interactive class we do ask for your participation some throughout the.

7 "Katherine Earll" (1489318400)

00:00:57.750 --> 00:01:08.220

Throughout this little workshop this morning so getting to know our chat box is going to be a good help for us as we go forward.

8 "Katherine Earll" (1489318400)

00:01:08.220 --> 00:01:13.620

From independence awesome. St Louis, regional office.

9 "Katherine Earll" (1489318400)

00:01:13.620 --> 00:01:19.500

Kansas City a teacher. Awesome.

10 "Katherine Earll" (1489318400)

00:01:19.500 --> 00:01:24.120

We've got a good variety. I like that. Okay.

11 "Katherine Earll" (1489318400)

00:01:24.120 --> 00:01:30.420

Well, we will keep this short and sweet and get us moving here on a Monday morning.

12 "Katherine Earll" (1489318400)

00:01:30.420 --> 00:01:43.050

So, we'll go ahead. Okay. And I kind of went over this before, um, chat box were going to use that some throughout our class. So, or I keep calling it class workshop.

13 "Katherine Earll" (1489318400)

00:01:43.050 --> 00:01:51.750

Presentation notes might be helpful. Hopefully hopefully, there's something you take away from this this morning.

14 "Katherine Earll" (1489318400)

00:01:52.615 --> 00:02:06.055

So, onto our next, okay, today we're going to go over a whole bunch of things. There's a lot to cover in our 2 hours together. Positive behavior supports talking about behavior.

15 "Katherine Earll" (1489318400)

00:02:06.205 --> 00:02:11.515

We're really going to go over, like the fundamentals and the backgrounds of behavior and the way we interact with people.

16 "Katherine Earll" (1489318400)

00:02:11.750 --> 00:02:17.370

Um, before we get to some of the tools that we have, um, in our.

17 "Katherine Earll" (1489318400)

00:02:17.370 --> 00:02:20.490

A toolbox here, um.

18 "Katherine Earll" (1489318400)

00:02:20.490 --> 00:02:26.670

So, talking some about coercion, that's always a fun conversation. And.

19 "Katherine Earll" (1489318400)

00:02:26.670 --> 00:02:32.940

Really it's about our improving interactions and improving behaviors.

20 "Katherine Earll" (1489318400)

00:02:39.180 --> 00:02:48.180

Okay, so we'll start out with kind of the background or positive behavior support are positive behavior, support strategies.

21 "Katherine Earll" (1489318400)

00:02:48.180 --> 00:02:59.460

At the end of the day, it's really about improving the quality of life through every single 1 of the people that we interact with. It doesn't have to be.

22 "Katherine Earll" (1489318400)

00:02:59.460 --> 00:03:09.120

The 1 thing, or another, whether it's individuals and adults with disabilities, or it's people we work with our coworkers, or it's, um.

23 "Katherine Earll" (1489318400)
00:03:09.120 --> 00:03:23.610

Family members or people that we just interact with at the checkout line it's really improving everyone's quality of life and your interactions, but it's through the science of behavior. So, behavior analysis hopefully you guys have heard of it and, um.

24 "Katherine Earll" (1489318400)
00:03:23.610 --> 00:03:35.425

It's not a completely foreign term, but it's been around for generations and they are evidence based practices to help improve, um, you know,

25 "Katherine Earll" (1489318400)
00:03:35.635 --> 00:03:39.805

behaviors and analyze what's going on. And.

26 "Katherine Earll" (1489318400)
00:03:40.680 --> 00:03:50.220

So, our passive behavior supports strategy, uses those, the science of behavior, and we kind of go on this tiered model here. Our pyramid.

27 "Katherine Earll" (1489318400)
00:03:50.220 --> 00:03:58.500

So, we are going to talk about everything today in this green, the green part, the, the foundation, the base level.

28 "Katherine Earll" (1489318400)
00:03:58.500 --> 00:04:04.650

Of behavior things, um, so the green is our universal strategies. It is.

29 "Katherine Earll" (1489318400)
00:04:04.765 --> 00:04:19.435

Just something that every single person can benefit from, and in a healthy population, or really any, the general population, 80 to 90% of people will have their will fall in this green triangle.

30 "Katherine Earll" (1489318400)
00:04:19.525 --> 00:04:22.075

The universal strategies. strategies

31 "Katherine Earll" (1489318400)
00:04:22.350 --> 00:04:25.530

We'll give them high quality of life.

32 "Katherine Earll" (1489318400)
00:04:25.530 --> 00:04:35.725

But then we kind of we do have more people who might need a little bit of a higher higher level of support. And that's our yellow here. The next level they're at risk for poor outcomes.

33 "Katherine Earll" (1489318400)

00:04:36.085 --> 00:04:43.255

Um, it's kind of an extra scoop of support that we can do some strategies that we can do here for people who might.

34 "Katherine Earll" (1489318400)

00:04:43.589 --> 00:04:47.729

You know, who are more at risk and.

35 "Katherine Earll" (1489318400)

00:04:47.729 --> 00:04:59.099

And our red is our super short term, both yellow and red are meant to be short term strategies being used for these people to hopefully bring them back into this green section.

36 "Katherine Earll" (1489318400)

00:04:59.099 --> 00:05:08.429

But we do have a, you know, a small portion of our population that needs, you know, short term intensive strategies, behavior, analyst, jumping in there, and creating a plan.

37 "Katherine Earll" (1489318400)

00:05:08.429 --> 00:05:14.669

To help them bring them back down into our, you know, yellow and green. Um.

38 "Katherine Earll" (1489318400)

00:05:14.669 --> 00:05:20.069

Yeah, yellow and green sections and it's really kind of a.

39 "Katherine Earll" (1489318400)

00:05:20.069 --> 00:05:25.619

We see this model more often than we might think we see this model.

40 "Katherine Earll" (1489318400)

00:05:25.619 --> 00:05:29.609

In the health care or a setting, so.

41 "Katherine Earll" (1489318400)

00:05:29.609 --> 00:05:38.279

We think about the health care setting and, you know, in the dental world. So.

42 "Katherine Earll" (1489318400)

00:05:38.279 --> 00:05:47.909

Every single person, we're, you know, at risk for getting cavities, we all have teams where at risk for getting cavities. Something that we do is.

43 "Katherine Earll" (1489318400)

00:05:47.909 --> 00:05:53.159

To work on addressing those at a universal level strategy that's put in place is.

44 "Katherine Earll" (1489318400)

00:05:53.159 --> 00:06:08.064

Florida, I'm putting forward in our water that's going to address and cover most people to universe strategy, Universal strategy everyone can benefit from but we know that there are some people who are at a higher risk for getting cavities.

45 "Katherine Earll" (1489318400)

00:06:08.454 --> 00:06:12.984

So then, you know, people who are at risk for getting cavities kids.

46 "Katherine Earll" (1489318400)

00:06:13.159 --> 00:06:26.879

That's a really big population at risk for getting cavities. So they do check ins at school and that's the 2nd level of support. Here's a, Here's a way we can go about and support the people who are at a higher risk. Um.

47 "Katherine Earll" (1489318400)

00:06:26.879 --> 00:06:40.739

And then the top level here is going to the dentist and getting those cavity cavities filled. So certainly not every single person needs to go get their cavities. So, every single time, or, you know, frequently.

48 "Katherine Earll" (1489318400)

00:06:40.739 --> 00:06:45.299

But if we stop this green level, that universal level strategy.

49 "Katherine Earll" (1489318400)

00:06:45.299 --> 00:06:57.594

We're going to spend a lot more of our time up here and a higher escalated more people are going to have higher needs if we don't do our foundational strategies, like fluoride and that works the same for our behavioral model.

50 "Katherine Earll" (1489318400)

00:06:57.594 --> 00:07:04.194

And that's what we're talking about here today is our foundational strategies that we should spend most of our time and energy in.

51 "Katherine Earll" (1489318400)

00:07:07.679 --> 00:07:18.929

Okay, so I'll go ahead and keep this move in.

52 "Katherine Earll" (1489318400)

00:07:22.139 --> 00:07:28.709

Okay, this is a really difficult strategy sometimes for people to accept.

53 "Katherine Earll" (1489318400)

00:07:29.544 --> 00:07:44.064

It's hard for people to kind of be on board with our universal and positive strategies, because it's, it's being kind it's really our focus is building relationships and being kinds of people, and the world really isn't, you know,

54 "Katherine Earll" (1489318400)

00:07:44.064 --> 00:07:48.684

set up for that. That's not the way a lot of our world works unfortunately.

55 "Katherine Earll" (1489318400)

00:07:48.709 --> 00:07:56.909

Um, we often think that people are getting away with things, um, or.

56 "Katherine Earll" (1489318400)

00:07:56.909 --> 00:08:07.919

If we don't directly respond and give attention to some of those behaviors, and we think that there must be like our 3rd bullet point here. There must be a worsening.

57 "Katherine Earll" (1489318400)

00:08:07.919 --> 00:08:13.709

Or, you know, consequences and.

58 "Katherine Earll" (1489318400)

00:08:13.709 --> 00:08:19.644

You know, really, it's about our universal strategies here are about playing the long game.

59 "Katherine Earll" (1489318400)

00:08:19.644 --> 00:08:33.444

How can we build our relationships and just so there's some difficulties and sometimes people might be questioning this and I encourage you to have questions and think critically about this, but be.

60 "Katherine Earll" (1489318400)

00:08:33.709 --> 00:08:39.359

Into the suggestions and discussions as we go along because.

61 "Katherine Earll" (1489318400)

00:08:39.654 --> 00:08:54.564

They are valuable. Okay. So, if you guys could put into our chat box here, why your definition is of behavior? What is behavior for you guys? What does it mean to you?

62 "Katherine Earll" (1489318400)

00:09:13.469 --> 00:09:17.759

Yeah, we can put it in the chat box. You'd like, um.

63 "Katherine Earll" (1489318400)

00:09:23.369 --> 00:09:32.399

Have we always get a good variety I might throw out some examples behavior. Sometimes we see. Behavior is, you know, communication or behavior is.

64 "Katherine Earll" (1489318400)

00:09:32.399 --> 00:09:39.599

Actions or outburst or response to stimuli. Yeah, thank you.

65 "Katherine Earll" (1489318400)
00:09:39.599 --> 00:09:43.319
Actions feelings everything we do.

66 "Katherine Earll" (1489318400)
00:09:59.784 --> 00:10:01.314
There we go, I was getting bye. Bye.

67 "Katherine Earll" (1489318400)
00:10:01.619 --> 00:10:06.809
Typing tool out here, um.

68 "Katherine Earll" (1489318400)
00:10:06.809 --> 00:10:10.409
Thank you guys, I really appreciate jumping in here.

69 "Katherine Earll" (1489318400)
00:10:10.409 --> 00:10:18.779
Here.

70 "Katherine Earll" (1489318400)
00:10:18.779 --> 00:10:22.739
Right.

71 "Katherine Earll" (1489318400)
00:10:22.739 --> 00:10:28.319
Action.

72 "Katherine Earll" (1489318400)
00:10:28.319 --> 00:10:32.819
Feelings.

73 "Katherine Earll" (1489318400)
00:10:32.819 --> 00:10:37.139
Awesome. Okay.

74 "Katherine Earll" (1489318400)
00:10:37.139 --> 00:10:44.279
Perfect you guys, thank you so much for jumping in here. So you guys are on the right track. So our.

75 "Katherine Earll" (1489318400)
00:10:44.279 --> 00:10:53.399
Our definition here is behaviors anything a person does that can be seen in counted. So we are definitely on the right track with a lot of those. Um.

76 "Katherine Earll" (1489318400)
00:10:53.399 --> 00:11:00.959
Just absolutely anything a person does that can be seen and counted.

77 "Katherine Earll" (1489318400)
00:11:00.959 --> 00:11:07.139
It's not limited to, you know, categories or.

78 "Katherine Earll" (1489318400)

00:11:07.139 --> 00:11:16.559

Good or bad things, or, you know, only things that we see in the behavioral field for her. Um.

79 "Katherine Earll" (1489318400)

00:11:16.559 --> 00:11:29.579

Absolutely, anything in person does that can be seen encountered. Sometimes you might have heard maybe the phrase measured and observed. We like to keep it short and simple, but, you know, pretty much the same as that in the scene and counted.

80 "Katherine Earll" (1489318400)

00:11:29.579 --> 00:11:34.169

So, using that, we're going to jump off and go into.

81 "Katherine Earll" (1489318400)

00:11:34.169 --> 00:11:45.119

Can you guys give me some examples of behaviors that you commonly see what behaviors are things that you, you know, you interact with, or observe or.

82 "Katherine Earll" (1489318400)

00:11:45.119 --> 00:11:49.379

Um, come across in your day to day just a few examples in our, our chat box here.

83 "Katherine Earll" (1489318400)

00:11:49.379 --> 00:11:59.279

Yeah.

84 "Katherine Earll" (1489318400)

00:11:59.279 --> 00:12:06.299

Awesome.

85 "Katherine Earll" (1489318400)

00:12:06.774 --> 00:12:07.524

Oh.

86 "Katherine Earll" (1489318400)

00:12:22.349 --> 00:12:29.129

I'm not quite sure I know. Is stumping stomping maybe it.

87 "Katherine Earll" (1489318400)

00:12:29.129 --> 00:12:42.989

All right, we've got quite a bit of examples here. I'm gonna throw in maybe another. Oh, yeah.

88 "Katherine Earll" (1489318400)

00:12:42.989 --> 00:12:52.559

Wants to, I'll throw in on making breakfast maybe or.

89 "Katherine Earll" (1489318400)

00:12:52.559 --> 00:13:05.999
Breaking car when she own T. V.

90 "Katherine Earll" (1489318400)
00:13:05.999 --> 00:13:09.809
Morning.

91 "Katherine Earll" (1489318400)
00:13:10.254 --> 00:13:22.434
Oh, man, you guys are going fast now. Okay. Amazing hand. Okay.

92 "Katherine Earll" (1489318400)
00:13:25.169 --> 00:13:30.869
So, with our awesome list here, let me make sure I think I've got everything scratching manipulation.

93 "Katherine Earll" (1489318400)
00:13:30.869 --> 00:13:38.639
Okay, we'll call that. Good. Thank you. Guys to keep up here. Okay.

94 "Katherine Earll" (1489318400)
00:13:38.639 --> 00:13:43.619
So, we've got our list here, a whole bunch of behaviors. Um.

95 "Katherine Earll" (1489318400)
00:13:43.619 --> 00:13:48.329
And I'm going to start making a, you know.

96 "Katherine Earll" (1489318400)
00:13:48.329 --> 00:13:58.229
Pointing out a couple of these and changing some of the colors and let's see if we can notice any patterns.

97 "Katherine Earll" (1489318400)
00:13:58.229 --> 00:14:04.259
Oh, there it is. Okay.

98 "Katherine Earll" (1489318400)
00:14:11.189 --> 00:14:23.519
Oh, no. Okay. What's not changing as easy as I thought it was so let's if I look at yelling.

99 "Katherine Earll" (1489318400)
00:14:23.519 --> 00:14:32.909
Or crying or a tantrums or lists here? Yeah. Okay. Yelling crying tantrums, refusal silence dumping.

100 "Katherine Earll" (1489318400)
00:14:32.909 --> 00:14:45.239
That 1 was supposed to be raising hand on the underneath that or so we can kind of skip that raising hand next up. We've got scratching manipulation violins.

101 "Katherine Earll" (1489318400)

00:14:45.239 --> 00:14:48.869
Skip down to the breaking the car windshield.

102 "Katherine Earll" (1489318400)
00:14:48.869 --> 00:14:55.859
Skip down to self harm, or pulling hair gaslighting. Um.

103 "Katherine Earll" (1489318400)
00:14:55.859 --> 00:15:03.689
What things that do we have in common with those? So hopefully we kind of see the pattern that, um.

104 "Katherine Earll" (1489318400)
00:15:03.689 --> 00:15:08.219
Most of the things we listed here are, uh.

105 "Katherine Earll" (1489318400)
00:15:08.219 --> 00:15:16.619
Undesirable and this is typical, you know, not just in our group, but in the general population and all all groups together.

106 "Katherine Earll" (1489318400)
00:15:16.619 --> 00:15:27.419
When we come up with our list of behaviors, we typically deal with. Yeah, thank you. Christina. All represent negative behaviors. Yeah, so much of our time in our list here it looks like I mean.

107 "Katherine Earll" (1489318400)
00:15:27.419 --> 00:15:32.789
Very rough estimation is usually like, 80, 90% of of time.

108 "Katherine Earll" (1489318400)
00:15:32.789 --> 00:15:36.569
Um, our list is almost completely negative here.

109 "Katherine Earll" (1489318400)
00:15:36.569 --> 00:15:39.569
Um, so.

110 "Katherine Earll" (1489318400)
00:15:39.569 --> 00:15:47.669
We've got yeah, quite a bit of desirable to undesirable. Um.

111 "Katherine Earll" (1489318400)
00:15:53.969 --> 00:16:05.279
And so we're, we're just going to use that as a baseline because that's the way we talk about behaviors. Most of the time it is more of those undesirable. That's kind of where we're focusing most of our attention.

112 "Katherine Earll" (1489318400)
00:16:08.994 --> 00:16:23.964
Okay, and again it's best to talk about behavior in specific actions, rather than those categories. And we saw some of them are bigger bigger

categories is what we call them here in the positive support world here at.

113 "Katherine Earll" (1489318400)

00:16:25.279 --> 00:16:32.219

Categories it's best to talk about them in specifics because if we look at our list, um.

114 "Katherine Earll" (1489318400)

00:16:32.219 --> 00:16:43.979

No tantrums or refusal or manipulation what does that really look like and our example here instead of saying rude.

115 "Katherine Earll" (1489318400)

00:16:44.694 --> 00:16:48.894

What could we possibly, you know, that could be misconstrued to anything?

116 "Katherine Earll" (1489318400)

00:16:48.894 --> 00:17:00.354

If my definition of rude is, you know, maybe they cut me off in traffic, but somebody else's definition was making mean comments about me while we're waiting in line.

117 "Katherine Earll" (1489318400)

00:17:01.829 --> 00:17:08.039

So really, you can see why that would be, um.

118 "Katherine Earll" (1489318400)

00:17:08.039 --> 00:17:11.309

It's hard to tell what's going what's really going on for.

119 "Katherine Earll" (1489318400)

00:17:11.309 --> 00:17:18.299

Someone if we talk about it in big categories, but if we say specifics, everybody knows what's going on. Um.

120 "Katherine Earll" (1489318400)

00:17:18.299 --> 00:17:30.269

And it's clear, and we can work on having an effective strategy to work on addressing that behavior because we know specifically what's happening.

121 "Katherine Earll" (1489318400)

00:17:30.269 --> 00:17:36.149

And we can be consistent, you know, if we're in a service industry that, you know.

122 "Katherine Earll" (1489318400)

00:17:36.149 --> 00:17:49.169

Us or the next person in shift or someone. I know we have got, you know, a teacher here, a substitute teacher or somebody else who's observing the classroom or, um.

123 "Katherine Earll" (1489318400)

00:17:49.169 --> 00:17:55.289

Yeah, someone who might be implementing the next round of therapy for someone.

124 "Katherine Earll" (1489318400)

00:17:55.289 --> 00:18:03.599

They all we all can address things the same. If we have the same language going forward.

125 "Katherine Earll" (1489318400)

00:18:03.684 --> 00:18:08.814

Okay, so we like to I know, I just said we'd like to use specifics,

126 "Katherine Earll" (1489318400)

00:18:09.024 --> 00:18:20.454

but categorizing it also helps categorizing our behavior helps us know what to focus on and where we are spending our time focusing on our.

127 "Katherine Earll" (1489318400)

00:18:20.849 --> 00:18:30.089

We've got 2 bigger categories of desirable and desirable. So some of our behaviors are desirable and the others are undesirable. Um.

128 "Katherine Earll" (1489318400)

00:18:30.089 --> 00:18:43.289

So, we consistently will use this these categories and the 2 within are desirable, are significant behaviors and just okay. Behaviors that are desirable.

129 "Katherine Earll" (1489318400)

00:18:43.289 --> 00:18:52.169

So, significant behaviors, those are ones that we really want to.

130 "Katherine Earll" (1489318400)

00:18:52.169 --> 00:18:59.699

We're working on seeing more of and that person is maybe learning and doesn't do all the time. So we want to make sure we're giving, you know.

131 "Katherine Earll" (1489318400)

00:18:59.699 --> 00:19:03.569

Good praise for, for getting those things done.

132 "Katherine Earll" (1489318400)

00:19:03.569 --> 00:19:10.259

And that really just depends on contexts really depends person to person. Um.

133 "Katherine Earll" (1489318400)

00:19:11.244 --> 00:19:23.214

If it's, you know, maybe it's closing the door when you leave the house or, you know, some of our younger kids might need support in tying their shoes.

134 "Katherine Earll" (1489318400)

00:19:23.244 --> 00:19:28.134

And that's a significant behavior that we should be giving lots of shout outs for. But if it's our.

135 "Katherine Earll" (1489318400)

00:19:29.039 --> 00:19:35.609

Another way we look at our desirable behaviors, those behaviors that are that we want to see, they could be just okay.

136 "Katherine Earll" (1489318400)

00:19:35.609 --> 00:19:44.999

So, you know, at this point in my life, closing the front door, is it just okay behavior? I've certainly got it master and I am good to go with it.

137 "Katherine Earll" (1489318400)

00:19:44.999 --> 00:19:54.239

Um, they don't mean praise for closing the door when I leave the house, but if I stopped doing it, it might be a problem.

138 "Katherine Earll" (1489318400)

00:19:54.239 --> 00:20:01.829

Um, and that's where we are just okay behaviors are there are 1 of the mill. Good. Um, but it's a problem if we stop.

139 "Katherine Earll" (1489318400)

00:20:01.829 --> 00:20:15.149

So, then we go over into our serious, our undesirable behaviors, our serious and our junk behaviors.

140 "Katherine Earll" (1489318400)

00:20:15.149 --> 00:20:25.764

So, we are serious is and we'll go over and a little bit more detail, anything harmful self, others illegal. That's our serious behaviors. Those happen.

141 "Katherine Earll" (1489318400)

00:20:25.764 --> 00:20:31.824

And we need to come up with a plan and be prepared for what those, how that looks but our junk behavior.

142 "Katherine Earll" (1489318400)

00:20:32.099 --> 00:20:37.289

Is annoying and it gets under our skin, but it's not inherently harmful.

143 "Katherine Earll" (1489318400)

00:20:37.289 --> 00:20:40.349

Huh so.

144 "Katherine Earll" (1489318400)

00:20:40.349 --> 00:20:50.009

You know, those are the ones that we don't love to see, but, you know, really, at the end of the day, they're not they're not hurting anybody. They're just things that are maybe are pet peeves.

145 "Katherine Earll" (1489318400)
00:20:50.009 --> 00:20:53.459
And we'll get into more detail here.

146 "Katherine Earll" (1489318400)
00:20:53.459 --> 00:21:01.739
So, if it's desirable or undesirable, it really kind of depends on the context. Um.

147 "Katherine Earll" (1489318400)
00:21:01.739 --> 00:21:05.099
So, I think about one's.

148 "Katherine Earll" (1489318400)
00:21:05.099 --> 00:21:11.159
Behaviors like, um, going to the gym that 1.

149 "Katherine Earll" (1489318400)
00:21:11.159 --> 00:21:25.949
For me, it would definitely be desirable. That it would be R, I'll go back to our our little grid here. It would be a significant desirable. I would need lots of praise and shout outs. It doesn't happen all the time. Um, it's something I'm working on. Um, but.

150 "Katherine Earll" (1489318400)
00:21:25.949 --> 00:21:30.779
Working out, we're going to the gym, it falls under that just okay for.

151 "Katherine Earll" (1489318400)
00:21:30.779 --> 00:21:41.909
I think our professional athletes here that is they go every day, probably multiple times a day in the height of the season. Um.

152 "Katherine Earll" (1489318400)
00:21:41.909 --> 00:21:55.944
They don't need a shout out for, you know, I'm thinking of our professional cardinals players, like Adam Wayne, right? Probably doesn't need reinforcements for going to the gym. Maybe if you got, you know, a personal record. But that would be up there in the significant.

153 "Katherine Earll" (1489318400)
00:21:56.304 --> 00:21:58.253
But his day in day out, it's just okay.

154 "Katherine Earll" (1489318400)
00:21:58.589 --> 00:22:03.959
But if we stopped going, it'd be a problem. People would notice.

155 "Katherine Earll" (1489318400)
00:22:03.959 --> 00:22:07.109
Um, it could follow.

156 "Katherine Earll" (1489318400)

00:22:07.109 --> 00:22:19.944

And fall into that annoying junk category for those, maybe those gym, or the people who go and are just looking or the 1 that gets me as the people who are sitting on the equipment and they just don't do anything with it.

157 "Katherine Earll" (1489318400)

00:22:19.944 --> 00:22:24.594

They're just sitting there that's junk behavior. It's not actually harmful, but.

158 "Katherine Earll" (1489318400)

00:22:24.989 --> 00:22:28.859

It's annoying. I don't like to deal with it. Um.

159 "Katherine Earll" (1489318400)

00:22:28.859 --> 00:22:36.539

And going to the gym could fall under that undesirable and serious category. If someone has had a surgery and is not recovered.

160 "Katherine Earll" (1489318400)

00:22:36.539 --> 00:22:42.599

Fully and not cleared from their doctor uh, that would be serious, but they're.

161 "Katherine Earll" (1489318400)

00:22:42.599 --> 00:22:46.109

Doing that, and it could be harmful to themselves.

162 "Katherine Earll" (1489318400)

00:22:46.109 --> 00:22:53.489

Okay, so just so we remember it's talking about, you know, the context in a specific person. Um.

163 "Katherine Earll" (1489318400)

00:22:54.504 --> 00:23:03.984

If a child is learning to brush their teeth, and they spit out the toothpaste into the sink that's definitely when it would fall into a significant desirable.

164 "Katherine Earll" (1489318400)

00:23:04.704 --> 00:23:11.724

But for me, when somebody spits on the sidewalk, as they're as they're walking down the street, that's junk behavior for me.

165 "Katherine Earll" (1489318400)

00:23:13.199 --> 00:23:20.639

So, flips back and forth really? Depending on what's going on in the environment and for that person.

166 "Katherine Earll" (1489318400)

00:23:24.719 --> 00:23:34.739

Okay, so, as I kind of got into a little bit before our significant desirable behaviors are behaviors that we're trying to increase. We want to see more of those. Um.

167 "Katherine Earll" (1489318400)

00:23:34.739 --> 00:23:43.229

These are ones that are going to help set people up for success in their environment, whether it's, you know.

168 "Katherine Earll" (1489318400)

00:23:43.229 --> 00:23:57.209

Your spouse in the household, putting the toilet seat down, or it is learning a new skill that, you know, maybe around the house, or maybe learning a skill out in the community.

169 "Katherine Earll" (1489318400)

00:23:57.209 --> 00:24:11.849

All sorts of significant, desirable behaviors. We see, we see them all the time. A lot of times they might be goals for somebody. Maybe it's on their or ISP. Um.

170 "Katherine Earll" (1489318400)

00:24:11.849 --> 00:24:16.049

Lots of things like that. Um.

171 "Katherine Earll" (1489318400)

00:24:16.049 --> 00:24:28.769

So are just okay behaviors. Like I said, they are common really overlooked. We take them for granted. We don't notice, but we notice when they don't happen.

172 "Katherine Earll" (1489318400)

00:24:28.769 --> 00:24:41.964

Uh, going to work is a great example someone showing up every day for their job that is just okay. Behavior. I don't know you, at this point, they probably don't need, you know, that we're not working on building that behavior.

173 "Katherine Earll" (1489318400)

00:24:42.264 --> 00:24:45.054

They do it every day and it's totally fine, but.

174 "Katherine Earll" (1489318400)

00:24:45.299 --> 00:24:54.869

If you were to stop showing up to work, if I were to stop showing up for work, my boss would certainly notice and it would certainly start to be a problem. Um.

175 "Katherine Earll" (1489318400)

00:24:54.869 --> 00:24:59.039

You know, there's lots of other ones that are.

176 "Katherine Earll" (1489318400)

00:24:59.039 --> 00:25:05.879

Just okay, behavior is using nice manner saying, thank you.

177 "Katherine Earll" (1489318400)

00:25:05.879 --> 00:25:16.019

Walking down the hallway, using inside voices, all sorts of just common everyday things are just okay behaviors.

178 "Katherine Earll" (1489318400)

00:25:21.624 --> 00:25:35.904

Next up junk behaviors, what are some if you guys can put in the chat box? What are some behaviors that are junk for? You? Those behaviors that really just get under our skin? They're annoying. They're frustrating.

179 "Katherine Earll" (1489318400)

00:25:36.019 --> 00:25:39.119

Uh, they're not harmful, but there.

180 "Katherine Earll" (1489318400)

00:25:39.119 --> 00:25:45.899

It's certainly not our favorite thing to interact with a lot of times. That's, I think about one's like.

181 "Katherine Earll" (1489318400)

00:25:45.899 --> 00:25:52.019

People picking their nose or shouting or spitting yeah.

182 "Katherine Earll" (1489318400)

00:25:55.799 --> 00:26:07.049

Sometimes in meetings, I know people have, like, you know, the clicking pen really gets under people's skin. It. I had a former person I shared a workspace with who could not stand it when I clicked to the pen.

183 "Katherine Earll" (1489318400)

00:26:07.049 --> 00:26:12.299

So, my, my clicking, the pen constantly was joke behavior for them.

184 "Katherine Earll" (1489318400)

00:26:12.299 --> 00:26:22.439

Yeah, screaming passive, aggressive actions, smearing feces, all sorts of examples here of junk behaviors.

185 "Katherine Earll" (1489318400)

00:26:22.439 --> 00:26:34.409

Really, we're spending we spend, and if I think about our list that we came up, with example, behaviors we work with, we spend most of our time there in our, um.

186 "Katherine Earll" (1489318400)

00:26:34.409 --> 00:26:43.769

In our junk behavior lands there of things that are annoying, not really technically harmful to ourselves or others.

187 "Katherine Earll" (1489318400)

00:26:43.769 --> 00:26:57.269

Um, but that's where we, as a society, not just individuals, but most people spend our, our focus there spend most most of our time interacting with people.

188 "Katherine Earll" (1489318400)
00:26:57.269 --> 00:27:03.179
In the term in light of their junk behaviors.

189 "Katherine Earll" (1489318400)
00:27:03.179 --> 00:27:12.659
So, it's undesirable, um, not physically harmful to ourself or others.
Um.

190 "Katherine Earll" (1489318400)
00:27:12.659 --> 00:27:20.489
Yeah, I don't you don't necessarily have to agree with it or think it's something that we should work on increasing, but it's definitely.

191 "Katherine Earll" (1489318400)
00:27:20.489 --> 00:27:24.779
Not something that's harmful to herself for others.

192 "Katherine Earll" (1489318400)
00:27:24.779 --> 00:27:31.169
Okay.

193 "Katherine Earll" (1489318400)
00:27:31.914 --> 00:27:45.954
So we like to have this category of drunk behavior, because it helps us prioritize and really think about categorize in our heads. Okay. This is junk behavior. This is the land that I'm spending most of my time in here.

194 "Katherine Earll" (1489318400)
00:27:48.689 --> 00:28:00.864
So, if it's something that we'd like to work on changing, we can work on a more long term teaching strategy, as opposed to just constantly responding in the moment that drunk behavior, which is typically what happens.

195 "Katherine Earll" (1489318400)
00:28:04.259 --> 00:28:07.499
Mm, hmm and then we have, um.

196 "Katherine Earll" (1489318400)
00:28:07.499 --> 00:28:19.289
We went over some of those chunks that we already saw constant requests for things. Sometimes. I know I've heard the asking the same question over and over and over again.

197 "Katherine Earll" (1489318400)
00:28:19.289 --> 00:28:24.659
That one's a good junk behavior that gets that gets to people frequently.

198 "Katherine Earll" (1489318400)
00:28:27.899 --> 00:28:33.209
Okay, so thank you everyone for your list. I got ahead of myself there.
So, um.

199 "Katherine Earll" (1489318400)
00:28:33.209 --> 00:28:42.719
So, here's some more of our examples of junk, but you guys had great
examples as well. And some of them are an overlap here that some
screaming, um.

200 "Katherine Earll" (1489318400)
00:28:42.719 --> 00:28:49.469
Cursing respectful. Some of those.

201 "Katherine Earll" (1489318400)
00:28:49.469 --> 00:28:52.469
Things we're working on.

202 "Katherine Earll" (1489318400)
00:28:52.469 --> 00:29:01.469
Looking at those that are kind of just they're annoying and the more you
look at it, unless you're like yeah that gets under my skin too. Yep.
Yep. Yep. Um.

203 "Katherine Earll" (1489318400)
00:29:01.469 --> 00:29:08.789
And so we like to make sure that we talk about.

204 "Katherine Earll" (1489318400)
00:29:08.789 --> 00:29:20.909
You know, the absence of things, so not going to work not being
respectful. A lot of times we have to work on. Okay. What do we need to
teach them in that moment? Um.

205 "Katherine Earll" (1489318400)
00:29:20.909 --> 00:29:29.669
You know, instead of they're not doing this, they're not doing that, you
know, they're not walking, but specific specifically it's under your it's
junk behavior when it's.

206 "Katherine Earll" (1489318400)
00:29:29.669 --> 00:29:33.449
You know, they're skipping down the hallway or they're, you know.

207 "Katherine Earll" (1489318400)
00:29:33.449 --> 00:29:41.549
Doing something that you want to do, but we're getting that you don't
want to do, but we want to be specific about what's happening again. Um.

208 "Katherine Earll" (1489318400)
00:29:41.549 --> 00:29:45.479
Just to help clear things up and work on our specific strategies for the
future.

209 "Katherine Earll" (1489318400)

00:29:45.479 --> 00:29:56.369

We think about our junk behaviors why people are doing those junk behaviors. Um, why do people, um.

210 "Katherine Earll" (1489318400)

00:29:56.369 --> 00:30:06.959

Why might someone curse at somebody else and feel free to put these in the chat box of why do you think people do these drug behaviors? Why are they, you know, causing somebody.

211 "Katherine Earll" (1489318400)

00:30:10.559 --> 00:30:15.119

Let's see, I mean, I think.

212 "Katherine Earll" (1489318400)

00:30:15.119 --> 00:30:24.449

People Kirsten another person, because they're frustrated, or they don't know how to communicate more effectively. Yeah. Thanks, Amy. Um.

213 "Katherine Earll" (1489318400)

00:30:24.449 --> 00:30:35.219

An unmet need. Yeah. Maybe they weren't to ever taught that that was wrong or something. That might be frustrating to another person. That's the way that other people have interacted with them.

214 "Katherine Earll" (1489318400)

00:30:35.219 --> 00:30:47.909

Maybe they know it's gotten attention for that to them in the past. So they're, they're hoping for attention for that and that kind of.

215 "Katherine Earll" (1489318400)

00:30:47.909 --> 00:30:52.799

It was along the lines there. Christine Christine is an unmet need.

216 "Katherine Earll" (1489318400)

00:30:54.444 --> 00:31:07.914

Or avoidance yeah, thank you for those examples. Avoidance. Deflection projection. Denial yeah. Maybe they're trying to delay a task. Um.

217 "Katherine Earll" (1489318400)

00:31:08.249 --> 00:31:16.649

That's maybe they do some of those drunk beavers because they're trying to get out of a task because they're trying to delay it or do get somebody else to do it.

218 "Katherine Earll" (1489318400)

00:31:16.649 --> 00:31:29.219

Um, so we think about the reasons that people are doing these junk behaviors.

219 "Katherine Earll" (1489318400)

00:31:29.219 --> 00:31:36.779

And a lot of times, it's just yeah, like Jessica said, there's a lot going on.

220 "Katherine Earll" (1489318400)
00:31:36.779 --> 00:31:42.389
And they're trying to get a meeting that.

221 "Katherine Earll" (1489318400)
00:31:45.569 --> 00:31:52.859
So, what we'll go ahead and jump on. So, those are the reasons why someone might curse, you know, similar.

222 "Katherine Earll" (1489318400)
00:31:52.859 --> 00:32:05.489
In some regards to the, why do people complain or slam doors? Maybe they don't know better. Maybe they're frustrated. Maybe that's the only way they don't have to communicate about what's going on in their world.

223 "Katherine Earll" (1489318400)
00:32:05.489 --> 00:32:13.379
So the reasons why people do the junk behaviors often are frequently very similar, even though the drunk behaviors are different.

224 "Katherine Earll" (1489318400)
00:32:17.034 --> 00:32:30.144
So, we also want to make sure we're addressing undesirable isn't junk behavior when it goes up into that serious category. So, we, the series undesirable behaviors are very real, they happen.

225 "Katherine Earll" (1489318400)
00:32:30.804 --> 00:32:33.294
It could it causes or could cause.

226 "Katherine Earll" (1489318400)
00:32:33.379 --> 00:32:43.139
Um, physical damage fund to South or others, property damage or is it illegal? Those things they happen? Um.

227 "Katherine Earll" (1489318400)
00:32:43.139 --> 00:32:54.689
The self harm ones I know that were mentioned at the beginning of our lists here of behaviors. They're not they're not junk behaviors. They are real and.

228 "Katherine Earll" (1489318400)
00:32:54.689 --> 00:33:02.639
That person's safety and the people around us are our 1st priority.

229 "Katherine Earll" (1489318400)
00:33:02.934 --> 00:33:15.354
Okay and so there is a difference between, you know, junk and then up into our Sirius, what happens when the serious behavior is happening about to happen, you know, it's, you know, you're in that realm. We want to prevent we want to interrupt.

230 "Katherine Earll" (1489318400)

00:33:15.354 --> 00:33:22.554

We want to do what we can so an option here is our safety crisis plan and this QR code will take you to.

231 "Katherine Earll" (1489318400)

00:33:22.639 --> 00:33:33.449

A, you know, the dmhc website, which has, uh, more information about safety crisis plans, a plan that you can come up with and put into place um.

232 "Katherine Earll" (1489318400)

00:33:33.449 --> 00:33:41.939

To, uh, you know, to work on addressing some of those things.

233 "Katherine Earll" (1489318400)

00:33:41.939 --> 00:33:51.539

Next we also have a slide about our 908. um, hopefully you guys have heard about app or 980.

234 "Katherine Earll" (1489318400)

00:33:51.539 --> 00:33:56.609

It is a glow or a country wide.

235 "Katherine Earll" (1489318400)

00:33:56.609 --> 00:34:05.099

Hotline number that you can call instead of calling 901. if somebody's having a mental health crisis, we can call 988.

236 "Katherine Earll" (1489318400)

00:34:06.354 --> 00:34:19.824

They, you'll speak with them, you know, a trained professional to work with mental health because so many times when our police officers are deployed, it's to someone who's having a mental health crisis and they may not have that information going into that interaction.

237 "Katherine Earll" (1489318400)

00:34:22.949 --> 00:34:26.099

908 might be a better option. Yeah.

238 "Katherine Earll" (1489318400)

00:34:26.099 --> 00:34:30.839

I would recommend scanning that learning more about it. I.

239 "Katherine Earll" (1489318400)

00:34:30.839 --> 00:34:37.199

Yeah, I think it's a really wonderful resource and people are still learning more about it.

240 "Katherine Earll" (1489318400)

00:34:37.199 --> 00:34:45.299

Okay, so Here's some more examples of our desirable and undesirable behaviors.

241 "Katherine Earll" (1489318400)
00:34:45.299 --> 00:34:57.779
Some of them, what we're working on these behaviors, so those significant desirable behaviors we're working on seeing more of and working on teaching and learning.

242 "Katherine Earll" (1489318400)
00:34:57.779 --> 00:35:06.029
They're going to work on giving skills for that person for, you know, positive skills for their quality of life.

243 "Katherine Earll" (1489318400)
00:35:06.029 --> 00:35:10.559
Um, and again, just okay behaviors.

244 "Katherine Earll" (1489318400)
00:35:10.559 --> 00:35:16.049
You know, responding to you or dancing, or saying, thank you.

245 "Katherine Earll" (1489318400)
00:35:16.049 --> 00:35:20.789
You know, we talked about it depends on context, but those are some examples.

246 "Katherine Earll" (1489318400)
00:35:20.789 --> 00:35:27.599
Also, some of our serious, you know, hitting and taking clothes off in public.

247 "Katherine Earll" (1489318400)
00:35:27.599 --> 00:35:37.139
Those are, those are serious, and they need to be addressed and we will work on a safety crisis plan or a plan to be put in place.

248 "Katherine Earll" (1489318400)
00:35:37.139 --> 00:35:52.109
And are just okay behaviors they're often hard for us to see we get annoyed by them, but they're often hard for us to work with because we've come to kind of expect them and be frustrated with them and respond automatically as opposed to, um.

249 "Katherine Earll" (1489318400)
00:35:52.109 --> 00:35:58.919
You know, coming up with a specific plan or thoughts to address them.

250 "Katherine Earll" (1489318400)
00:35:58.919 --> 00:36:02.189
Okay, so next, so we've kind of a.

251 "Katherine Earll" (1489318400)
00:36:02.189 --> 00:36:11.369

We 1st, we've covered our foundations, our categories of behavior. What behavior is and then we've got a few more fundamental facts to build off of from there.

252 "Katherine Earll" (1489318400)
00:36:11.369 --> 00:36:14.459
So, this 1, I'll behaviors.

253 "Katherine Earll" (1489318400)
00:36:14.459 --> 00:36:20.069
Behavior is right given the person's environment or their history. So.

254 "Katherine Earll" (1489318400)
00:36:20.964 --> 00:36:34.764
This 1 is always interesting for people to hear, and it kind of takes a little bit more of explaining, because it's set up to almost cause that kind of controversy. So our behavior is always right given the person's environment. It doesn't mean we have to agree with it.

255 "Katherine Earll" (1489318400)
00:36:34.854 --> 00:36:40.044
It doesn't mean it has to be something we even want to see more of but given that person.

256 "Katherine Earll" (1489318400)
00:36:40.069 --> 00:36:45.209
History their learning environment, they're trauma history. They're.

257 "Katherine Earll" (1489318400)
00:36:45.209 --> 00:36:50.399
Physiology, they're the, you know, the current environment in the room um.

258 "Katherine Earll" (1489318400)
00:36:50.399 --> 00:36:55.349
That is the behavior that they know how to get their needs that.

259 "Katherine Earll" (1489318400)
00:36:55.349 --> 00:37:06.059
Um, so it doesn't mean that we necessarily have to agree with somebody hitting somebody else or prying.

260 "Katherine Earll" (1489318400)
00:37:06.059 --> 00:37:14.489
But that's what they know how to do given their environment, given their learning history, everything going on in their background. Um.

261 "Katherine Earll" (1489318400)
00:37:17.939 --> 00:37:29.724
So, and this can be changed, it can like, our 3rd point here says our behavior can be changed with the right consequences and setting up the right things for that person to follow.

262 "Katherine Earll" (1489318400)

00:37:30.114 --> 00:37:35.994

We can work on teaching those and changing what their behavior is given the scenario.

263 "Katherine Earll" (1489318400)

00:37:40.979 --> 00:37:45.299

Okay, so hopefully you guys understand that it.

264 "Katherine Earll" (1489318400)

00:37:45.299 --> 00:37:53.369

The behavior makes sense for that person being put in that environment, but it doesn't necessarily mean that it is 1 that we agree with.

265 "Katherine Earll" (1489318400)

00:37:53.369 --> 00:37:58.349

Um, but we can see where they're coming from in that behavior.

266 "Katherine Earll" (1489318400)

00:37:58.464 --> 00:38:06.744

Okay, another fundamental fact consequences or anything that occurs after behavior I can strengthen or weekend.

267 "Katherine Earll" (1489318400)

00:38:07.614 --> 00:38:18.324

Consequences aren't necessarily just the things that are weakening or, um, the only way to know if a consequence something that happens after behavior. Because, by what happens to that behavior in the future.

268 "Katherine Earll" (1489318400)

00:38:18.349 --> 00:38:25.890

Sure, um, if we see that behavior increase, it means that consequence with strengthening if we see that behavior. Um.

269 "Katherine Earll" (1489318400)

00:38:25.890 --> 00:38:32.730

And decreasing we know a consequence was weakening it.

270 "Katherine Earll" (1489318400)

00:38:32.730 --> 00:38:36.390

So.

271 "Katherine Earll" (1489318400)

00:38:36.390 --> 00:38:46.260

Usually we think about consequences and we think about negative, um, and we think about, you know, punishments and those kinds of things but consequences are just anything that's happening after behavior.

272 "Katherine Earll" (1489318400)

00:38:46.260 --> 00:38:56.190

Our next 1, um, it takes time, um.

273 "Katherine Earll" (1489318400)

00:38:56.190 --> 00:39:00.660

For changes in the environment to change behavior it takes.

274 "Katherine Earll" (1489318400)

00:39:00.660 --> 00:39:06.660

You know, if we make a change and we start working towards the change in behavior, it's not going to happen overnight.

275 "Katherine Earll" (1489318400)

00:39:06.660 --> 00:39:21.090

That it takes a while for that person's environment to change, remember, the environment is not just that situation they're in right there. In the moment it's everything about that person their makeup. Um.

276 "Katherine Earll" (1489318400)

00:39:21.090 --> 00:39:26.820

So, it takes being patient and is definitely being consistent and.

277 "Katherine Earll" (1489318400)

00:39:26.820 --> 00:39:33.660

Waiting, you know, this has at least 2 weeks to see how that behavior changes and changes and they're.

278 "Katherine Earll" (1489318400)

00:39:33.660 --> 00:39:41.970

Their response changes we like to take data. We like to see, you know, is it really changing? Are we able to be as.

279 "Katherine Earll" (1489318400)

00:39:41.970 --> 00:39:54.150

You know, objective I think that's the right word as objective as, as opposed to subjective as possible. Are we able to see this is actually changing and it's not just, you know, our perception of what's happening.

280 "Katherine Earll" (1489318400)

00:39:54.150 --> 00:40:04.350

And then if it's, um, you know, we can, we can keep making changes. We can, we can make tweaks but it takes time. So don't give up after, you know.

281 "Katherine Earll" (1489318400)

00:40:04.350 --> 00:40:07.980

1 day or her 1 approach.

282 "Katherine Earll" (1489318400)

00:40:11.310 --> 00:40:20.160

So, our next 1, the past behavior is the best predictor of future behavior all other things being equal.

283 "Katherine Earll" (1489318400)

00:40:20.160 --> 00:40:23.670

And I think a lot about this about, you know.

284 "Katherine Earll" (1489318400)

00:40:23.670 --> 00:40:28.680

People come to expect.

285 "Katherine Earll" (1489318400)

00:40:28.765 --> 00:40:34.315

Things from us, or you can come to expect that's the last thing.

286 "Katherine Earll" (1489318400)

00:40:34.345 --> 00:40:44.995

The last way a person did something is probably going to be the way that they do it the next time unless something else has been acted on unless we put a strategy.

287 "Katherine Earll" (1489318400)

00:40:45.330 --> 00:40:54.355

Um, but using this knowledge, we can anticipate a problem, you know, anticipate the next time this happens.

288 "Katherine Earll" (1489318400)

00:40:54.505 --> 00:41:02.095

This is, you know, this is going to be the scenario we can work on, you know, anticipating and preventing some of those behaviors.

289 "Katherine Earll" (1489318400)

00:41:05.335 --> 00:41:19.315

Our next step is that giving negative or coercive we'll talk about conversions a little bit more in a few in a little bit here, but giving negative coercive, punishing consequences results in many problems.

290 "Katherine Earll" (1489318400)

00:41:19.345 --> 00:41:25.135

Usually it increases or, you know, we'll see more undesirable behaviors. Um.

291 "Katherine Earll" (1489318400)

00:41:26.265 --> 00:41:30.375

And we're gonna get into this 1 quite a bit more. You're coming up soon.

292 "Katherine Earll" (1489318400)

00:41:30.375 --> 00:41:42.165

So, but usually those negative are punishing weakens our relationships and we'll probably see more negatives out of that person as we go forward. So.

293 "Katherine Earll" (1489318400)

00:41:42.750 --> 00:41:48.420

Just keep that in mind. Um, our goal is to avoid using conversions. That's the goal.

294 "Katherine Earll" (1489318400)

00:41:53.670 --> 00:41:56.730

Okay or next fundamental fact here.

295 "Katherine Earll" (1489318400)

00:41:56.730 --> 00:42:03.540

Is in the long run behavior responds better to positive consequences.

296 "Katherine Earll" (1489318400)
00:42:03.540 --> 00:42:11.910
And we'll see this again, we'll go into these a little bit more and more.
These are just our fundamentals to kind of build our.

297 "Katherine Earll" (1489318400)
00:42:11.910 --> 00:42:23.850
Our base before we dive too deep into it. Um, but I think about having a
boss, not my current boss, a previous boss for the record a previous
boss.

298 "Katherine Earll" (1489318400)
00:42:23.850 --> 00:42:29.460
Is it continue to come up to you with negatives and.

299 "Katherine Earll" (1489318400)
00:42:29.460 --> 00:42:34.680
This is wrong. That's wrong. They're always, you know, something's always
wrong. Um.

300 "Katherine Earll" (1489318400)
00:42:35.635 --> 00:42:47.935
I'm not really that's not really motivating me to change my behaviors
that much. It's not really motivating me to change what's going on.
People don't you know, you don't typically like interacting with that
negative boss.

301 "Katherine Earll" (1489318400)
00:42:47.935 --> 00:42:51.715
I would imagine, you know, you come to expect that from them.

302 "Katherine Earll" (1489318400)
00:42:52.050 --> 00:42:58.950
And it doesn't help necessarily change that behavior.

303 "Katherine Earll" (1489318400)
00:42:58.950 --> 00:43:02.400
So, we really want to work on, um.

304 "Katherine Earll" (1489318400)
00:43:02.400 --> 00:43:15.090
You know, those positives we want to think about the positives. If you
think about a boss who is right there with you and positive, and was
giving you lots of that encouragements and.

305 "Katherine Earll" (1489318400)
00:43:15.090 --> 00:43:20.460
Positive interactions, I'm way more willing to have, you know,
discussions with them and to.

306 "Katherine Earll" (1489318400)
00:43:20.460 --> 00:43:24.300
Get projects done quicker for them and, um.

307 "Katherine Earll" (1489318400)

00:43:25.195 --> 00:43:33.955

Just generally be happier interacting with them. So knowing this, we really want to recognize the desirable behaviors that are going on.

308 "Katherine Earll" (1489318400)

00:43:33.955 --> 00:43:42.535

Like, what are those desirable is going on so that we can provide more and more of those positive consequences as often as we can. So that we can be.

309 "Katherine Earll" (1489318400)

00:43:43.380 --> 00:43:47.550

You know, that positive boss for people in our environment.

310 "Katherine Earll" (1489318400)

00:43:47.550 --> 00:44:00.600

Okay, and this leads us into our just universal positive approach is what sets the foundation for just all of our interventions setting that.

311 "Katherine Earll" (1489318400)

00:44:00.600 --> 00:44:05.400

That positive, it's just.

312 "Katherine Earll" (1489318400)

00:44:05.400 --> 00:44:13.110

It's about the quality of life it's not about fixing what's wrong or fixing the negatives or the, the.

313 "Katherine Earll" (1489318400)

00:44:13.110 --> 00:44:23.670

You know, things that maybe need improvement, but it's about increasing the quality of life and focusing on those positives. And how can we build those that more.

314 "Katherine Earll" (1489318400)

00:44:23.670 --> 00:44:30.925

So, we need to find a way to teach and defined and pay more attention to those desirable behaviors.

315 "Katherine Earll" (1489318400)

00:44:31.315 --> 00:44:39.805

And that's going to be the way that we as staff or or family members, or teachers or, um.

316 "Katherine Earll" (1489318400)

00:44:40.140 --> 00:44:45.330

Just people in that in the community, that's the way we change behaviors.

317 "Katherine Earll" (1489318400)

00:44:45.330 --> 00:44:56.010

So, what are our target behaviors? Those are the behaviors we are wanting to teach and increase replace.

318 "Katherine Earll" (1489318400)
00:44:56.010 --> 00:45:01.860
So, it's so important to recognize the universal strategies and thinking about these.

319 "Katherine Earll" (1489318400)
00:45:01.860 --> 00:45:05.790
Because it's universal categories, so we can.

320 "Katherine Earll" (1489318400)
00:45:05.790 --> 00:45:17.670
Apply them to all sorts of people, and we can work on desirable behaviors across the board not just for the 1 or 2 people who are demonstrating with 1 or 2 negative behaviors. Um.

321 "Katherine Earll" (1489318400)
00:45:17.670 --> 00:45:23.580
Okay.

322 "Katherine Earll" (1489318400)
00:45:23.580 --> 00:45:26.760
So, we are going to work on motivating our desirable behavior.

323 "Katherine Earll" (1489318400)
00:45:26.760 --> 00:45:39.240
We're going to put our attention on those healthy and desirable behaviors if we spend most of if we spend our time shifting our energy and our thoughts into our desirable behaviors. Um.

324 "Katherine Earll" (1489318400)
00:45:39.240 --> 00:45:46.770
Also by doing that, that minimizes the emphasis that are put on some, those undesirable and junk behaviors.

325 "Katherine Earll" (1489318400)
00:45:46.770 --> 00:45:54.000
And we can work on teaching the, you know, how can we work on teaching and increasing those desirable ones um.

326 "Katherine Earll" (1489318400)
00:45:58.200 --> 00:46:12.145
So, that's that's the foundation of it is motivating and finding ways for a person to engage with more and more of those positives. And that could look like, associating those desirable behaviors with improvements.

327 "Katherine Earll" (1489318400)
00:46:13.590 --> 00:46:23.130
You know, those positive kind of consequences that we can for on, for those desirable behaviors that we want to see an increase.

328 "Katherine Earll" (1489318400)
00:46:23.275 --> 00:46:33.535

Okay, so we're going to try our hardest fundamentally we're going to try our hardest not to focus on our undesirable and inappropriate behaviors that you do want the person to stop.

329 "Katherine Earll" (1489318400)

00:46:33.535 --> 00:46:38.485

In fairness you, that doesn't mean we're just letting them be and, um.

330 "Katherine Earll" (1489318400)

00:46:38.790 --> 00:46:46.410

So we want to focus on the desirable or the healthy behaviors that you want a person to do.

331 "Katherine Earll" (1489318400)

00:46:46.410 --> 00:46:50.190

And we want to make sure that we see that.

332 "Katherine Earll" (1489318400)

00:46:50.190 --> 00:47:00.960

Because you can't focus on do you can't teach a person what they want not to do, but only what to do. So, if you are telling somebody, if, you know, a kid is.

333 "Katherine Earll" (1489318400)

00:47:00.960 --> 00:47:05.100

Running down the hallway and you tell them to not do that.

334 "Katherine Earll" (1489318400)

00:47:05.100 --> 00:47:14.340

They might do anything else. Kids are creative. People are creative. They're going to come up with any other thing possible when really you might have meant walk.

335 "Katherine Earll" (1489318400)

00:47:14.340 --> 00:47:22.920

It's going to set them up for success and you up for success for those positives. If you specifically tell them in terms of what you would like them to do.

336 "Katherine Earll" (1489318400)

00:47:22.920 --> 00:47:29.160

Okay.

337 "Katherine Earll" (1489318400)

00:47:29.160 --> 00:47:33.000

So, it was changing people's behaviors, um.

338 "Katherine Earll" (1489318400)

00:47:33.000 --> 00:47:38.700

Is going to require a change in what you're focusing on while interacting with them.

339 "Katherine Earll" (1489318400)

00:47:38.700 --> 00:47:51.810

And it's going to take time, and we say that a couple of times changes may happen slowly or not all the time and be patients. This is kind of double up in my mind. Like, it just be patient. And here.

340 "Katherine Earll" (1489318400)

00:47:52.435 --> 00:48:02.545

Fact of changing behaviors is we're looking for improvement, not perfection the day after you implement something or you work on something it's not going to be a night and day difference,

341 "Katherine Earll" (1489318400)

00:48:02.545 --> 00:48:11.275

but we are going to see improvements and working on changing your focus to the positive is going to also help you see more of those improvements and positives.

342 "Katherine Earll" (1489318400)

00:48:11.810 --> 00:48:21.120

So, in any area that we can see improvements, we also want to make sure we're paying attention to those.

343 "Katherine Earll" (1489318400)

00:48:21.120 --> 00:48:31.860

Okay, we're going to start talking about coercion and some of its effects. So our conversion is a way that we punish our interaction.

344 "Katherine Earll" (1489318400)

00:48:31.860 --> 00:48:35.160

You know, it's a caution is something that we do.

345 "Katherine Earll" (1489318400)

00:48:35.160 --> 00:48:46.440

To get somebody to stop doing something, it's our message to them that we don't like what they're doing and we want them to change, but we're not doing it and maybe the best or healthiest way here.

346 "Katherine Earll" (1489318400)

00:48:46.440 --> 00:48:50.490

So, um.

347 "Katherine Earll" (1489318400)

00:48:50.490 --> 00:49:02.640

We have a very cohesive culture, and just society in general just uses all sorts of punishments and threatening and all sorts of, you know.

348 "Katherine Earll" (1489318400)

00:49:02.640 --> 00:49:05.670

Instant habitual reactions.

349 "Katherine Earll" (1489318400)

00:49:05.670 --> 00:49:11.490

2 interactions that are a weakening of your relationship.

350 "Katherine Earll" (1489318400)

00:49:11.490 --> 00:49:15.510

It's just a way of controlling somebody else's behavior.

351 "Katherine Earll" (1489318400)

00:49:15.595 --> 00:49:29.425

And, um, happens all the time we like to say our goal is to avoid coercion. Um, it would be a dream come true. If you could avoid coercion for a whole day. It is darn near impossible. Honestly it is hard.

352 "Katherine Earll" (1489318400)

00:49:30.055 --> 00:49:31.524

So much of this is.

353 "Katherine Earll" (1489318400)

00:49:31.620 --> 00:49:36.270

Habitual, it's the way society functions. Um.

354 "Katherine Earll" (1489318400)

00:49:36.270 --> 00:49:39.630

All sorts of things every single person does this.

355 "Katherine Earll" (1489318400)

00:49:39.630 --> 00:49:47.880

So, I'm going to go on to a list here and you might see.

356 "Katherine Earll" (1489318400)

00:49:47.880 --> 00:49:56.130

See yourself in some things, you might see people that you interact in some of these examples. Every person every human does it.

357 "Katherine Earll" (1489318400)

00:49:56.130 --> 00:50:00.990

So, here we go.

358 "Katherine Earll" (1489318400)

00:50:00.990 --> 00:50:10.200

1 more slide. Sorry guys teaching. I'm trying to teach someone and working on changing behaviors by punishing that person.

359 "Katherine Earll" (1489318400)

00:50:10.200 --> 00:50:14.670

Is really only gonna corrode or just leaking your relationship.

360 "Katherine Earll" (1489318400)

00:50:14.670 --> 00:50:22.470

And remember, our relationship is, is the long game that's, you know, the foundation of our interactions. If we have a good interaction.

361 "Katherine Earll" (1489318400)

00:50:22.470 --> 00:50:27.900

Or a good relationship, it's going to be a lot easier to work on changing our behaviors in the future.

362 "Katherine Earll" (1489318400)

00:50:27.900 --> 00:50:34.770

Um, and if we're using, you know, those punishing interactions, those coerced interactions.

363 "Katherine Earll" (1489318400)

00:50:34.770 --> 00:50:37.920

We're not really teaching them what to do.

364 "Katherine Earll" (1489318400)

00:50:37.920 --> 00:50:43.470

We're just pointing out negatives for them, and we're certainly not modeling.

365 "Katherine Earll" (1489318400)

00:50:43.470 --> 00:50:55.345

What good interactions and healthy interactions are for that person we're showing a lot of what we don't want. So, be aware of that, as we think about our, all of our coercion conversions to that.

366 "Katherine Earll" (1489318400)

00:50:59.665 --> 00:51:09.625

So and we want to also clarify the term discipline discipline is just, you know, learning and following a teacher. So learning a knowledge base.

367 "Katherine Earll" (1489318400)

00:51:09.625 --> 00:51:18.685

A lot of times, you know, a discipline if we think about even, like, learning the discipline of math or a lot of our trades and society are disciplined.

368 "Katherine Earll" (1489318400)

00:51:18.710 --> 00:51:28.620

And so thinking about making sure we're using our term discipline correctly and really understanding what's going on behind it.

369 "Katherine Earll" (1489318400)

00:51:28.620 --> 00:51:35.190

We're modeling and teaching.

370 "Katherine Earll" (1489318400)

00:51:37.525 --> 00:51:48.475

So, we have 10 examples of common conversions. It's certainly not an exhaustive list. It is not the end all be all, but here's the 10 ones that we frequently see a lot in society.

371 "Katherine Earll" (1489318400)

00:51:51.030 --> 00:51:57.780

These are found Dr Glen wisdom in his book, the power of positive parenting.

372 "Katherine Earll" (1489318400)

00:51:57.780 --> 00:52:02.970

We, uh, we get a lot of the, these from that book and, um.

373 "Katherine Earll" (1489318400)

00:52:02.970 --> 00:52:08.730

So, we're going to go on to each 1 of our examples and talk a little bit more about what each 1 looks at. Oh.

374 "Katherine Earll" (1489318400)

00:52:08.730 --> 00:52:20.670

Okay, so 1st, step is questioning so questioning is our, when we're using questioning as a caution in our interactions, it's really just asking that question that you don't want answered.

375 "Katherine Earll" (1489318400)

00:52:20.670 --> 00:52:24.180

There's rhetorical questions and I think.

376 "Katherine Earll" (1489318400)

00:52:24.180 --> 00:52:27.540

You know, examples off the top of my head are like.

377 "Katherine Earll" (1489318400)

00:52:27.540 --> 00:52:33.180

If someone's coming in late from curfew or late to a meeting, and you say, do you know what time it is?

378 "Katherine Earll" (1489318400)

00:52:34.105 --> 00:52:42.745

You really don't want to answer the answer to that because, you know what time it is you already know you're asking if they know, and they probably do as well,

379 "Katherine Earll" (1489318400)

00:52:43.375 --> 00:52:53.155

but it's really kind of meant to make that other person feel bad feel bad for showing up late and kind of showing them that you don't necessarily respect them. I think.

380 "Katherine Earll" (1489318400)

00:52:53.180 --> 00:53:03.000

And that 2nd point there that it's kind of put down as a show of disrespect that respect that what was going on in your world.

381 "Katherine Earll" (1489318400)

00:53:03.000 --> 00:53:11.370

A lot of times, you know, it's unplanned it's kind of the way maybe you're used to hearing people interact with you and, um.

382 "Katherine Earll" (1489318400)

00:53:12.445 --> 00:53:27.355

Or it's the way you are raised, that's a 1 a lot of those things, you know, it was modeled for you and whether it was your boss or a coworker or your parents, that's what was the model for you and you're used to that. So, asking those those questions, you know, what were you thinking?

383 "Katherine Earll" (1489318400)

00:53:27.745 --> 00:53:30.355
That's another great coercive 1 because that's.

384 "Katherine Earll" (1489318400)
00:53:30.660 --> 00:53:43.135
When you say it like, that, you really probably aren't wondering what they were thinking, you're kind of meeting to put them down and put them into a place and asking those questions when you think about what that other person is getting out of that interaction.

385 "Katherine Earll" (1489318400)
00:53:43.195 --> 00:53:46.255
They're, it's certainly not going to strengthen your relationship.

386 "Katherine Earll" (1489318400)
00:53:48.090 --> 00:54:02.970
Okay, our next step arguing, it takes 2 to argue. So it takes you responding back to that person and joining them in that argument for it to really be an argument.

387 "Katherine Earll" (1489318400)
00:54:02.970 --> 00:54:08.100
And arguments when 2 people are involved, it's just.

388 "Katherine Earll" (1489318400)
00:54:08.100 --> 00:54:15.870
No, 1 wins even when somebody technically wins no, 1 really wins. The winner doesn't really feel better. Um.

389 "Katherine Earll" (1489318400)
00:54:15.870 --> 00:54:20.970
And it's, you know, it's just challenging their point of view.

390 "Katherine Earll" (1489318400)
00:54:20.970 --> 00:54:35.040
Um, but not in a way of, like, of respect and wanting to learn more and find out more and dig in it's the, you're wrong and you need to do something different. You need to have a different opinion. You need to have a different viewpoint, or.

391 "Katherine Earll" (1489318400)
00:54:38.395 --> 00:54:53.095
Yeah, in our last, like, our last point here says they usually don't resolve in agreement or, you know, that person isn't usually walking away from the argument like oh, okay. I see your point of view. We're good to go. I changed my mind. I'm happy to be here.

392 "Katherine Earll" (1489318400)
00:54:53.430 --> 00:54:57.720
That's usually it's just not how arguments go. Um.

393 "Katherine Earll" (1489318400)
00:54:57.720 --> 00:55:03.900
It's definitely a worsening of your relationship and it says here there.

394 "Katherine Earll" (1489318400)

00:55:03.900 --> 00:55:11.220

There usually reacts reactions jumping into that argument. You really probably did not plan to go into an interaction with them and argue.

395 "Katherine Earll" (1489318400)

00:55:11.220 --> 00:55:17.550

Um, okay, our next up here is Kevin and teasing.

396 "Katherine Earll" (1489318400)

00:55:17.550 --> 00:55:22.890

So that 1, it's difficult.

397 "Katherine Earll" (1489318400)

00:55:24.625 --> 00:55:38.065

But I think about sarcasm teasing, it's really kind of like that inside joke and it's usually it's the expense of somebody, you know, even if it's said playfully or it's said in a lighthearted tone, it's usually, you know.

398 "Katherine Earll" (1489318400)

00:55:38.730 --> 00:55:48.180

Pointing out a negative or something else in somebody's for somebody and.

399 "Katherine Earll" (1489318400)

00:55:48.180 --> 00:55:51.690

It's not, it just doesn't feel good. A lot of it, um.

400 "Katherine Earll" (1489318400)

00:55:51.690 --> 00:56:06.540

That tone of voice kind of is misleading, and it's a really difficult thing as sarcasm teasing. Maybe some people, it's a really difficult skill to learn. So, maybe if it's people that we support or kids.

401 "Katherine Earll" (1489318400)

00:56:06.540 --> 00:56:09.990

It's, it's pretty high level and.

402 "Katherine Earll" (1489318400)

00:56:09.990 --> 00:56:18.840

And then, I think about the times too, if it comes off in the wrong way, and that person doesn't understand that you were joking.

403 "Katherine Earll" (1489318400)

00:56:18.840 --> 00:56:23.040

You know, sometimes if it's your spouse or a coworker, and, you know, you make a joke.

404 "Katherine Earll" (1489318400)

00:56:23.040 --> 00:56:37.380

And they don't get it and it lands wrong. That person really has a weakening of their relationship with you. They, it really kind of looks

like you're a mean person when you say that, like, oh, yeah we're going to have a great shift today. Um.

405 "Katherine Earll" (1489318400)

00:56:37.380 --> 00:56:49.560

You handle it come off as a mean person if that person doesn't know you or, you know, is taking your your joke in the wrong way. So it can be a weakening of your relationship.

406 "Katherine Earll" (1489318400)

00:56:49.560 --> 00:56:58.380

Yeah, that's the biggest thing is confusing. It could it just really easily confused or misunderstood.

407 "Katherine Earll" (1489318400)

00:56:58.380 --> 00:57:01.860

So, yes, sometimes we joke around with people, but being aware that.

408 "Katherine Earll" (1489318400)

00:57:01.860 --> 00:57:06.720

That person could have taken it in a negative way and you don't know about that.

409 "Katherine Earll" (1489318400)

00:57:06.720 --> 00:57:10.170

So that's 1 way that we can be coercive.

410 "Katherine Earll" (1489318400)

00:57:13.680 --> 00:57:16.770

Another 1, um, is our force.

411 "Katherine Earll" (1489318400)

00:57:16.770 --> 00:57:20.040

Physical aggression.

412 "Katherine Earll" (1489318400)

00:57:20.040 --> 00:57:24.600

So, we're verbal aggression, um.

413 "Katherine Earll" (1489318400)

00:57:25.465 --> 00:57:39.835

It's making somebody do something with big actions so it's making you physically making somebody do something or that yelling at them or just it's using that

414 "Katherine Earll" (1489318400)

00:57:39.835 --> 00:57:44.575

force to do something different saying, stop what you're.

415 "Katherine Earll" (1489318400)

00:57:44.600 --> 00:57:52.050

Doing I want you to do my thing instead.

416 "Katherine Earll" (1489318400)

00:57:52.050 --> 00:58:05.250

So, that's certainly going to a week in your relationship. That's certainly a power of positioning that you're trying to say. I'm my way is better. And your way needs to change.

417 "Katherine Earll" (1489318400)

00:58:05.250 --> 00:58:19.920

Threatening kind of in the same line of that verbal aggression, but it's you pointing out the bad events that's going to happen is that undesirable behavior continues. You know, if you keep doing that, then.

418 "Katherine Earll" (1489318400)

00:58:19.920 --> 00:58:33.180

Um, or even the, the, just wait till your father comes home, those kind of threatening of something that's happening. If you if you are doing what you're doing right now something that's gonna happen. Um.

419 "Katherine Earll" (1489318400)

00:58:33.180 --> 00:58:37.620

And it doesn't make that person feel.

420 "Katherine Earll" (1489318400)

00:58:37.620 --> 00:58:42.660

You know, secure, they stop what they're doing, or change what they're doing because.

421 "Katherine Earll" (1489318400)

00:58:42.660 --> 00:58:50.670

Not because they're learning the correct skill, but because they're scared of what's gonna happen, they're scared of that threat. Um.

422 "Katherine Earll" (1489318400)

00:58:54.300 --> 00:58:59.340

And, like I said, too, those there often a reaction.

423 "Katherine Earll" (1489318400)

00:58:59.340 --> 00:59:09.930

They're often, you know, the instant that's, you know, your brain, like, oh, watch out like you're going to, um, but it doesn't feel good for that person hearing. That does not feel good.

424 "Katherine Earll" (1489318400)

00:59:09.930 --> 00:59:20.610

A lot of times it can't be followed through with sometimes we're, you know, I hear a lot of the parents, like, oh, I'm never taking you back to this store again.

425 "Katherine Earll" (1489318400)

00:59:20.610 --> 00:59:23.880

That was probably unplanned.

426 "Katherine Earll" (1489318400)

00:59:23.880 --> 00:59:31.620

And probably can't follow through with that either. So, we have to think about that too. A lot of times our threats are those, the snap.

427 "Katherine Earll" (1489318400)

00:59:31.620 --> 00:59:37.380

Phrases that come out of our heads that we really can't follow through with. And it's, um.

428 "Katherine Earll" (1489318400)

00:59:40.440 --> 00:59:53.965

Yeah, so those are our threats criticisms so you don't like what someone is doing or how they're doing it. And I think about like.

429 "Katherine Earll" (1489318400)

00:59:56.160 --> 01:00:02.400

It's really big. Our tone of voice in buy language is a really big key here, too.

430 "Katherine Earll" (1489318400)

01:00:02.400 --> 01:00:08.970

But thinking about, like, doing specific things and you're going to point out that Nope you're not doing it, right? Like.

431 "Katherine Earll" (1489318400)

01:00:08.970 --> 01:00:17.370

Look at the things, you've all done wrong when you're trying to work on this project or this task look at all that that's wrong.

432 "Katherine Earll" (1489318400)

01:00:17.370 --> 01:00:28.530

And it's, it's not helpful if that person's working on that project and they just, you know, you point out the 5 things that have gone wrong or that they're doing wrong.

433 "Katherine Earll" (1489318400)

01:00:28.530 --> 01:00:33.660

That doesn't feel good for them. It weakens your relationship. Um.

434 "Katherine Earll" (1489318400)

01:00:33.660 --> 01:00:43.410

And it shows them that you probably don't trust them or respect them respect their decisions and process.

435 "Katherine Earll" (1489318400)

01:00:43.410 --> 01:00:54.475

You know, pointing that out and maybe nicer way, we're having a, you know, making sure your tone of voice and questions are sincere and meaningful is a better way to go about it.

436 "Katherine Earll" (1489318400)

01:00:55.195 --> 01:01:03.085

But at the end of the day, it's, you know, if they're sweeping the floor wrong and you're talking about you miss this, you miss this, you didn't do this, right? Switch your hands. Um.

437 "Katherine Earll" (1489318400)

01:01:03.390 --> 01:01:09.960

It's not going to help the task get better, get done better in the moment. Um.

438 "Katherine Earll" (1489318400)

01:01:09.960 --> 01:01:24.870

But we're going to think about, before they have a chance to do this next time, we're going to create a plan before they do this again I'm going to work with them and work on that but pointing this out in the moment is just writing them down um, it's just hurting them.

439 "Katherine Earll" (1489318400)

01:01:24.870 --> 01:01:28.320

Okay, so despair is.

440 "Katherine Earll" (1489318400)

01:01:28.320 --> 01:01:32.160

If you giving up, it's you giving up, um.

441 "Katherine Earll" (1489318400)

01:01:32.160 --> 01:01:35.910

I think that those deep sighs.

442 "Katherine Earll" (1489318400)

01:01:35.910 --> 01:01:45.000

And that hadn't your hands and just well, I guess we're never going to get out of here on time or I guess we're never going to.

443 "Katherine Earll" (1489318400)

01:01:45.000 --> 01:01:51.420

Oh, if you're giving up on them.

444 "Katherine Earll" (1489318400)

01:01:52.495 --> 01:02:06.535

What else do they have to keep for themselves of being able to accomplish the task or whatever it is? The thing is in question they're trusted person whether it's a spouse or a parent or a CO worker, or boss is giving up on them.

445 "Katherine Earll" (1489318400)

01:02:08.400 --> 01:02:15.480

They probably, it's going through. Maybe they should actually give up too. So it's not helpful.

446 "Katherine Earll" (1489318400)

01:02:15.480 --> 01:02:19.320

Um, and those deep size, the.

447 "Katherine Earll" (1489318400)

01:02:19.320 --> 01:02:26.700

That's almost guaranteed a reaction, rather than a plain response to what's going on. Um.

448 "Katherine Earll" (1489318400)
01:02:26.700 --> 01:02:39.660
Okay, our next 1, our lecture in logic, so electron logic I find myself living in this coercive land a lot. This is 1 of my good old go twos.

449 "Katherine Earll" (1489318400)
01:02:39.660 --> 01:02:44.490
So, we're going to talk about we're talking about what a person.

450 "Katherine Earll" (1489318400)
01:02:44.490 --> 01:02:51.030
Should be done instead of talking too much, like, repeating the information that they already know.

451 "Katherine Earll" (1489318400)
01:02:51.030 --> 01:03:04.290
If you're just creating a worsening, think about that, Charlie Brown, Charlie Brown teacher, like like a person's probably tuning you out at that point. Um.

452 "Katherine Earll" (1489318400)
01:03:04.290 --> 01:03:13.710
And or an example, like, you know, with my husband, if he takes the, if he drives down the road and he.

453 "Katherine Earll" (1489318400)
01:03:13.710 --> 01:03:21.090
You know, chooses 1 way that we know has construction and it's 5 o'clock and it's going to be backed up and we're going to be stuck in traffic. We get there.

454 "Katherine Earll" (1489318400)
01:03:21.090 --> 01:03:32.100
And I point all those things out to him. Like, why did you choose that road? It has, you know, it has construction and we're going to be stuck here forever now and.

455 "Katherine Earll" (1489318400)
01:03:32.100 --> 01:03:35.400
He already knows those things. Um.

456 "Katherine Earll" (1489318400)
01:03:35.400 --> 01:03:38.730
It's, you know, it's putting him down, um.

457 "Katherine Earll" (1489318400)
01:03:38.730 --> 01:03:41.820
It's not helpful, um.

458 "Katherine Earll" (1489318400)
01:03:41.820 --> 01:03:50.430
And in that moment, it is certainly not helpful and it's certainly going to only create more frustration.

459 "Katherine Earll" (1489318400)
01:03:50.430 --> 01:03:54.270
Okay, take it away.

460 "Katherine Earll" (1489318400)
01:03:54.270 --> 01:04:01.140
That's another way our interactions can be coercive, taking away
privileges or access to things.

461 "Katherine Earll" (1489318400)
01:04:01.140 --> 01:04:06.120
And, um.

462 "Katherine Earll" (1489318400)
01:04:06.120 --> 01:04:16.560
You know, sometimes if in our world and our organization, sometimes it's
rights restrictions and that's not something we get comfortable with.
And.

463 "Katherine Earll" (1489318400)
01:04:16.560 --> 01:04:24.720
But also, you know, thinking about taking away privileges and
possessions, it just doesn't feel good. If you're the 1, taking that away
from them.

464 "Katherine Earll" (1489318400)
01:04:24.720 --> 01:04:36.480
It's not helping them learn a skill in that moment it's not helping build
your relationship. It's a worsening event for them. Um.

465 "Katherine Earll" (1489318400)
01:04:36.480 --> 01:04:47.940
Yeah, it's coercive and our last 1 here is talking bad about a person's
behavior with a person present. A lot of times I see that happening. You
know, if it's.

466 "Katherine Earll" (1489318400)
01:04:47.940 --> 01:04:55.680
In our facilities, or if it's in a hospital or.

467 "Katherine Earll" (1489318400)
01:04:55.680 --> 01:05:05.790
You know, or if it's parents coming home and you're just talking bad and
talking bad about, you know, you wouldn't believe what she did all day
long.

468 "Katherine Earll" (1489318400)
01:05:05.790 --> 01:05:08.850
That is our, um.

469 "Katherine Earll" (1489318400)
01:05:09.415 --> 01:05:22.435

You know, talking bad about the person while they're present, they're hearing you say, all those bad things are hearing you focus on the negative and they're hearing you just complain about them and that oh, that hurts. That does not feel good.

470 "Katherine Earll" (1489318400)

01:05:24.120 --> 01:05:35.460

And sometimes that information does need to be conveyed, but we're going to come up with a plan to make sure that it's conveyed respectfully and probably not.

471 "Katherine Earll" (1489318400)

01:05:35.460 --> 01:05:40.020

Uh, in the person, you know, in the presence of that person, um.

472 "Katherine Earll" (1489318400)

01:05:40.020 --> 01:05:43.440

And so making sure we have a plan to.

473 "Katherine Earll" (1489318400)

01:05:43.675 --> 01:05:57.685

Do that away from that individual. Okay so those are her list of conversions, which I know I, I hear myself in them every time.

474 "Katherine Earll" (1489318400)

01:05:57.685 --> 01:06:03.265

I have personal examples for all of them. So I tried to limit them and only share a few there and my.

475 "Katherine Earll" (1489318400)

01:06:03.440 --> 01:06:08.250

Samples, but so are.

476 "Katherine Earll" (1489318400)

01:06:08.250 --> 01:06:21.900

Effects of course, and so a interaction was coercive. Someone experiencing that conversion is typically going to respond in some of these ways listed here. So our top 3 here.

477 "Katherine Earll" (1489318400)

01:06:21.900 --> 01:06:28.860

People experiencing coercion are probably going to avoid, or if they, um.

478 "Katherine Earll" (1489318400)

01:06:28.860 --> 01:06:38.880

You know, typically, that that person that they interact with is coercive, they're going to find a way to not put themselves in that situation. You know, if.

479 "Katherine Earll" (1489318400)

01:06:40.495 --> 01:06:55.375

You know, your great uncle at Thanksgiving likes to argue politics, or, you know, that a boss might lecture logic. You every time you see them,

you're going to do everything you can to, you know, you're not going to go to Thanksgiving this year.

480 "Katherine Earll" (1489318400)
01:06:55.680 --> 01:07:09.930

Or you're going to call in sick for the meeting, or you're going to, you know, you've seen them walking down the hallway, you're going to dip into the bathroom to avoid that person and avoid that course of reaction because it doesn't feel good deal.

481 "Katherine Earll" (1489318400)
01:07:10.345 --> 01:07:22.465

And your relationship is WEEKEND because of it oftentimes we also see people getting even because of coercion, because they are experiencing conversion. Like, you may may not feel good. I'm going to do anything.

482 "Katherine Earll" (1489318400)
01:07:22.465 --> 01:07:28.375

I can get a little scrappy to make you not feel good. I'm going to pull out anything in my tool belt to.

483 "Katherine Earll" (1489318400)
01:07:29.280 --> 01:07:33.150

And, uh, to make you not feel good.

484 "Katherine Earll" (1489318400)
01:07:33.150 --> 01:07:36.390

Um, that's that getting even.

485 "Katherine Earll" (1489318400)
01:07:36.390 --> 01:07:48.510

Also escape, and that is similar to avoiding but escaping is that in the moment, like, I'm going to get out from this table I'm going to leave I'm going to leave the room right now. I'm not going to keep myself in this situation.

486 "Katherine Earll" (1489318400)
01:07:48.510 --> 01:07:52.680

So that you'll see those frequently um.

487 "Katherine Earll" (1489318400)
01:07:52.680 --> 01:08:06.660

Also by, you know, people experiencing conversion, learn, coercive behaviors, they weren't, that's the interaction that gets things from people and.

488 "Katherine Earll" (1489318400)
01:08:06.660 --> 01:08:16.860

You know, that's obviously certainly not something we want to have more of in the world. They're also going to behave less confidently. If you think about.

489 "Katherine Earll" (1489318400)
01:08:16.860 --> 01:08:24.960

Someone learning a skill and, you know, whether it's a boss or it's a teacher or.

490 "Katherine Earll" (1489318400)

01:08:24.960 --> 01:08:38.065

You know, if you want to know, is kind of positions. Every time they come around, they're coercive, and they're criticizing you and then they talk about that about you and your presence. You're just going to behave less confidently remain nervous.

491 "Katherine Earll" (1489318400)

01:08:38.065 --> 01:08:44.875

You're going to be waiting for them to come back to you with conversions and find out all those wrong things that you're doing and you're going to wait till.

492 "Katherine Earll" (1489318400)

01:08:44.960 --> 01:08:49.200

You know, we put down, um.

493 "Katherine Earll" (1489318400)

01:08:49.200 --> 01:08:59.280

And then finally, another thing as an effective conversion is receiving attention for those undesirable behaviors we've talked about before, too.

494 "Katherine Earll" (1489318400)

01:08:59.280 --> 01:09:07.500

We want to work on focusing on the positive and giving more of our attention into the land of those positives, as opposed to those undesirables.

495 "Katherine Earll" (1489318400)

01:09:07.500 --> 01:09:16.200

So that's what's gonna happen and I think.

496 "Katherine Earll" (1489318400)

01:09:16.200 --> 01:09:22.620

You've probably thought so about the conversions and some examples that you've seen in your life of those conversions.

497 "Katherine Earll" (1489318400)

01:09:22.620 --> 01:09:31.350

And hopefully you can kind of thing unfortunately, you'll probably also see these effects of coercion when you think about those course of events. Um.

498 "Katherine Earll" (1489318400)

01:09:31.350 --> 01:09:38.190

They're pretty common, it's kind of mind blowing when you think about it and when you're learning this for the 1st time I know I, you know.

499 "Katherine Earll" (1489318400)

01:09:38.190 --> 01:09:45.930

Listen to our podcast, we've got a QR code at the end of this PowerPoint.
We've got a QR code about our, um.

500 "Katherine Earll" (1489318400)

01:09:45.930 --> 01:09:50.490

For a podcast about our conversions, and I listened several times like,
wow.

501 "Katherine Earll" (1489318400)

01:09:50.490 --> 01:10:00.690

This is so interesting because it's how so much of our interactions are
in the world. Unfortunately.

502 "Katherine Earll" (1489318400)

01:10:00.690 --> 01:10:09.355

So, we're typically coercive. The world is typically coercive. We're
hungry and tired. We've had a bad day.

503 "Katherine Earll" (1489318400)

01:10:09.385 --> 01:10:16.615

You know, we're at the end of our day, and something else happens and
you're just going to snap, you're going to make your instant reaction and
might be.

504 "Katherine Earll" (1489318400)

01:10:17.520 --> 01:10:23.700

Um, if you're frustrated, if you're, you know, overstimulated, if, um.

505 "Katherine Earll" (1489318400)

01:10:23.700 --> 01:10:35.670

You know, you've had coordinates from somebody else, or we're having our
junk behaviors. We're typically coercive Twitter. You know, when we
encounter our junk behaviors.

506 "Katherine Earll" (1489318400)

01:10:35.670 --> 01:10:40.080

Or just, that's the way people treated us. That's the way that, you know.

507 "Katherine Earll" (1489318400)

01:10:40.080 --> 01:10:46.830

Our interactions have been in the past. I know a big big 1 of mine is
when I'm hungry and tired.

508 "Katherine Earll" (1489318400)

01:10:46.830 --> 01:10:52.410

Way more likely to be coercive. Um.

509 "Katherine Earll" (1489318400)

01:10:52.410 --> 01:10:55.710

So, knowing this is going to help us.

510 "Katherine Earll" (1489318400)

01:10:57.475 --> 01:11:11.305

Plan and plan for hopefully avoid our course. That's what we always say is avoiding coercion. So how can we plan I'm going to plan to bring snacks places so I don't snap but people when I'm hungry.

511 "Katherine Earll" (1489318400)

01:11:12.840 --> 01:11:26.790

And just being aware that that's when you're more likely to respond to those will help you in that moment, to be like, oh, yep. I feel like coming. I feel like it's hard to hold back because everyone does it it happens all the time.

512 "Katherine Earll" (1489318400)

01:11:26.790 --> 01:11:36.360

Okay, so why do we do it? Why are we coercive? The short answer is because it works in the short term.

513 "Katherine Earll" (1489318400)

01:11:36.360 --> 01:11:40.860

You know, it works in that moment. Yeah, you're, um.

514 "Katherine Earll" (1489318400)

01:11:40.860 --> 01:11:48.120

A physical force is going to work in that moment where you're threatened, you're threatening.

515 "Katherine Earll" (1489318400)

01:11:48.120 --> 01:12:01.620

It's going to work in that moment, because they're, they're scared they are, they're worried about the consequences they're worried about, you know, being more physical force or, you know, that threat that you put into place that.

516 "Katherine Earll" (1489318400)

01:12:01.620 --> 01:12:13.980

It works in that short term, but it's not teaching them the scale and it's only going to build and build some of those long term problems. But coercion usually works because in that moment.

517 "Katherine Earll" (1489318400)

01:12:13.980 --> 01:12:21.060

It works, but long term it's not sending anybody up for success.

518 "Katherine Earll" (1489318400)

01:12:21.205 --> 01:12:32.545

Okay, so, if we're not doing conversions, if we're on the same page here, where, you know, okay, I do want to actually try and avoid those. I can see where those aren't good. Our goal is to avoid conversions. If we're not doing that.

519 "Katherine Earll" (1489318400)

01:12:32.755 --> 01:12:40.705

Uh, what should we do if we're not giving those worsening consequences those punishing punishments to other people.

520 "Katherine Earll" (1489318400)
01:12:41.060 --> 01:12:44.790
What do we do? You know, how am I supposed to respond to this person?

521 "Katherine Earll" (1489318400)
01:12:44.790 --> 01:12:48.840
Let's make a plan, let's make a plan about it.

522 "Katherine Earll" (1489318400)
01:12:48.840 --> 01:12:55.410
Our questions here, we're going to help us think about what we should be doing.

523 "Katherine Earll" (1489318400)
01:12:55.410 --> 01:13:03.030
What I have a question for here is my favorite though. What does that person need to learn to do?

524 "Katherine Earll" (1489318400)
01:13:03.030 --> 01:13:10.950
What skill are they going to need to do need to learn before the next time? They're in the situation um.

525 "Katherine Earll" (1489318400)
01:13:10.950 --> 01:13:16.710
What needs to change in their environment? What's you know.

526 "Katherine Earll" (1489318400)
01:13:16.885 --> 01:13:31.555
Or, what what pay off is the person getting from these undesirable behaviors what's happening we really need to think about everything that's going on in this situation to really make our best plan. And how can we move forward?

527 "Katherine Earll" (1489318400)
01:13:32.245 --> 01:13:32.724
Um.

528 "Katherine Earll" (1489318400)
01:13:35.520 --> 01:13:48.180
How can we set the environment up for the best success for that person? And for ourselves? So we're working on avoiding our.

529 "Katherine Earll" (1489318400)
01:13:48.180 --> 01:13:52.350
Okay, but what what can we do? So we've thought about our questions.

530 "Katherine Earll" (1489318400)
01:13:52.350 --> 01:13:56.160
And we thought about plans to be put in place for the next time.

531 "Katherine Earll" (1489318400)
01:13:56.160 --> 01:14:10.705

What else? We're going to work on building a relationship and that's where our skills are tools that we're going to talk about in the 2nd, part of this presentation. That's what we're working on. Here is building our relationship. That's the foundation for all of our interactions.

532 "Katherine Earll" (1489318400)
01:14:10.705 --> 01:14:12.685
And if our relationship is.

533 "Katherine Earll" (1489318400)
01:14:13.320 --> 01:14:20.820
Builds up well, it's going to be able to take us far. It's going to be able to get us a lot more. Um.

534 "Katherine Earll" (1489318400)
01:14:20.820 --> 01:14:31.890
So our steps here, so we're not saying, go out to the world, build the relationship. You're good. Right? We've got steps here. We're going to help you. Here's how.

535 "Katherine Earll" (1489318400)
01:14:31.890 --> 01:14:41.640
You know, we can build a relationship with anyone and quickly if we don't have to it doesn't have to be a long and drawn out process. Um, but our steps here.

536 "Katherine Earll" (1489318400)
01:14:41.640 --> 01:14:52.140
And they can happen in any order and mix and match. We don't have to be robotic about what's going on. But our steps for building our relationship.

537 "Katherine Earll" (1489318400)
01:14:52.140 --> 01:15:00.565
Uh, we move towards the person we're going to remain within arm's reach. Basically, that's just coming closer. You're not hollering across the room.

538 "Katherine Earll" (1489318400)
01:15:00.835 --> 01:15:10.945
You're just showing them that you want to that you're having an intentional interaction with them touch appropriate to this situation. Those high fives and fist bumps um.

539 "Katherine Earll" (1489318400)
01:15:11.280 --> 01:15:16.740
Those are a perfect way to incorporate that into this situation.

540 "Katherine Earll" (1489318400)
01:15:16.740 --> 01:15:22.350
You know, maybe it's a pat on the top of the hand, or, you know, just something.

541 "Katherine Earll" (1489318400)

01:15:22.350 --> 01:15:28.710

Building that, you know, working on building that bond between the 2 of you in the most appropriate way possible.

542 "Katherine Earll" (1489318400)

01:15:28.735 --> 01:15:42.445

Our carrying facial expressions and tone of voice are neutral or blank phase unengaged kind of face. It's not good enough. It's not. We want to show caring and we want to demonstrate that meaningfully.

543 "Katherine Earll" (1489318400)

01:15:42.655 --> 01:15:47.815

People can tell if you're asking, you know, if you're unengaged in your voice is just.

544 "Katherine Earll" (1489318400)

01:15:48.180 --> 01:15:52.860

Baseline people can tell that a mile away. Um.

545 "Katherine Earll" (1489318400)

01:15:52.860 --> 01:15:59.670

So really making sure that that's in the right place and that goes right into our number 4. here our body language.

546 "Katherine Earll" (1489318400)

01:15:59.670 --> 01:16:11.880

We want to make sure that our body language is relaxed. We're not closed off. Turned away from a person. We're, we're looking at them. We're engaged. We're warm. We're welcoming.

547 "Katherine Earll" (1489318400)

01:16:11.880 --> 01:16:16.650

And it goes right along with that, that facial expression tone of voice.

548 "Katherine Earll" (1489318400)

01:16:17.515 --> 01:16:32.395

Okay, but our 3 are 3 big ones here. We like to abbreviate in our in our department here. We like to abbreviate to open. Ended to O. E open ended empathy encouragement. Oh, E, so we ask our open ended questions.

549 "Katherine Earll" (1489318400)

01:16:33.540 --> 01:16:42.690

That's to get our conversation going. We can start out our interactions with anyone with a good open ended question.

550 "Katherine Earll" (1489318400)

01:16:42.690 --> 01:16:51.480

You know what's going on? What have you been up to today? Anything to get that conversation flowing.

551 "Katherine Earll" (1489318400)

01:16:51.480 --> 01:16:57.840

And then our E, our 1st E, here, empathy statements.

552 "Katherine Earll" (1489318400)

01:16:57.840 --> 01:17:06.930

And we're going to dive a little bit more into these and give more specifics as we go through. But those are statements we're going to reflect back to them.

553 "Katherine Earll" (1489318400)

01:17:06.930 --> 01:17:12.870

That we see that they have emotion and, you know, we're, we're showing them that we see them.

554 "Katherine Earll" (1489318400)

01:17:12.870 --> 01:17:18.060

Um, and our encouragement statements are 2nd. E. so oh.

555 "Katherine Earll" (1489318400)

01:17:18.060 --> 01:17:23.790

E, open ended empathy encouragement um.

556 "Katherine Earll" (1489318400)

01:17:23.790 --> 01:17:31.410

And is to acknowledge that the person is acted is acting and can continue to act to improve their, their conversation or.

557 "Katherine Earll" (1489318400)

01:17:31.410 --> 01:17:34.440

Improve their situation.

558 "Katherine Earll" (1489318400)

01:17:34.440 --> 01:17:47.880

So so that encouragement statement is just, you know, recognizing the positive that the positive actions the persons had and.

559 "Katherine Earll" (1489318400)

01:17:47.880 --> 01:17:51.420

How that's going to make a difference for them in their life.

560 "Katherine Earll" (1489318400)

01:17:51.420 --> 01:17:57.750

And so we're going to listen our next step is simply to listen. Well, it sounds simple.

561 "Katherine Earll" (1489318400)

01:17:57.750 --> 01:18:06.630

Um, well, listen, while they're speaking listen to the words that they're saying not interrupting, not changing our topic. Um.

562 "Katherine Earll" (1489318400)

01:18:06.630 --> 01:18:20.430

If the person's talking about it, they want to be talking about it and we're going to avoid reacting to drunk behavior because drunk behavior can happen any time we're going to avoid our coercive interactions. And I saw a question pop through of that.

563 "Katherine Earll" (1489318400)

01:18:20.430 --> 01:18:34.620

A question about are trying to do this are relaxed body language within 15 seconds of this start or stay close. Really? We want to make sure that we show them right from the start that we are. We're comfortable.

564 "Katherine Earll" (1489318400)

01:18:34.620 --> 01:18:41.040

Right from the beginning with and we're comfortable and listening and we're ready for that interaction.

565 "Katherine Earll" (1489318400)

01:18:41.040 --> 01:18:46.290

Right away.

566 "Katherine Earll" (1489318400)

01:18:46.290 --> 01:18:50.970

So those are those are our steps a lot about them is our body language.

567 "Katherine Earll" (1489318400)

01:18:50.970 --> 01:19:00.600

And a lot about it is, you know, building that positive environment, that person feels comfortable with it. And then our simple open ended empathy and encouragement.

568 "Katherine Earll" (1489318400)

01:19:00.600 --> 01:19:14.935

And we're going to go through and talk a little bit more about each 1 of these. So are empathy statements it's being able to take the perspective of another person and communicate that we're going to just be a mirror reflecting back to them what we see from them.

569 "Katherine Earll" (1489318400)

01:19:15.505 --> 01:19:15.865

Um.

570 "Katherine Earll" (1489318400)

01:19:16.200 --> 01:19:26.100

Identifying their emotions, and we don't necessarily have to agree with how they're feeling, or or get it, or have been in their shoes before.

571 "Katherine Earll" (1489318400)

01:19:26.100 --> 01:19:33.510

We just want to recognize that they are having that emotion. I can see you're really excited. Um.

572 "Katherine Earll" (1489318400)

01:19:33.510 --> 01:19:43.680

You know, any sort of those I can see you are you look you look anxious, you look.

573 "Katherine Earll" (1489318400)

01:19:43.680 --> 01:19:51.480

Thrilled any sort of emotion wired you don't have to have been there before. Um.

574 "Katherine Earll" (1489318400)

01:19:51.480 --> 01:19:56.610

You don't have to have had that same situation, you know, maybe somebody.

575 "Katherine Earll" (1489318400)

01:19:56.610 --> 01:20:00.960

Is a coin collector and found the coolest penny that they've ever seen.

576 "Katherine Earll" (1489318400)

01:20:01.345 --> 01:20:16.225

If you don't have to understand that, that's cool. You don't have to get it, but you can see that. That's really cool for them. That's the empathy we're going to say. Wow, you seem so excited using thrilled any sort of those words.

577 "Katherine Earll" (1489318400)

01:20:16.255 --> 01:20:16.675

Um.

578 "Katherine Earll" (1489318400)

01:20:17.010 --> 01:20:28.830

That doesn't mean that you'd be thrilled in that situation, but that that person is having a feeling and you recognize it and can see that.

579 "Katherine Earll" (1489318400)

01:20:28.830 --> 01:20:33.750

Okay, so that's our empathy statement. It can really, truly be as simple as.

580 "Katherine Earll" (1489318400)

01:20:33.750 --> 01:20:38.010

You must be happy.

581 "Katherine Earll" (1489318400)

01:20:38.010 --> 01:20:42.960

You know, you must be fill in the blank you seem.

582 "Katherine Earll" (1489318400)

01:20:43.045 --> 01:20:57.925

Any sort of things like those it can really just be as simple as that. Our encouragement statement is also up here. Encouragement is just being able to communicate how that person's behavior has improved their situation. And we're making sure to keep it about that person.

583 "Katherine Earll" (1489318400)

01:20:59.065 --> 01:21:02.875

That something that they have done is going to make a difference.

584 "Katherine Earll" (1489318400)

01:21:02.960 --> 01:21:10.200

And then in the future, and it's really paid off for them. So they studied hard for a test and got a good grade.

585 "Katherine Earll" (1489318400)
01:21:10.200 --> 01:21:13.410
They finished their tours early.

586 "Katherine Earll" (1489318400)
01:21:13.410 --> 01:21:18.900
And now they have more time to watch TV um.

587 "Katherine Earll" (1489318400)
01:21:18.900 --> 01:21:32.040
Those are simple encouragements that and it doesn't have to be life changing things. It can be as simple as, you know, finishing those tours early really paid off to them. It's going to improve their situation because now they have more time to watch TV.

588 "Katherine Earll" (1489318400)
01:21:34.645 --> 01:21:45.475
I'm really as simple as that for our encouragement statements and it's focusing on that positive again, finding something that's gone on that's positive and recognizing it for that person.

589 "Katherine Earll" (1489318400)
01:21:47.100 --> 01:21:59.370
Sometimes it takes a few more questions, like our open ended questions and kind of digging into our conversation a little bit to pull out. Really what's meaningful for them or what's going on. Um.

590 "Katherine Earll" (1489318400)
01:21:59.370 --> 01:22:05.250
But pulling out something of that positive, their behavior is important.

591 "Katherine Earll" (1489318400)
01:22:05.250 --> 01:22:15.480
Okay, so our 1st step here is going to be our practice. We've got a couple practices on some of our skills going forward here. So.

592 "Katherine Earll" (1489318400)
01:22:15.480 --> 01:22:29.460
We've got Alex Alex, just got his JD results he passed he has studied and studied and studied to prepare for this test. Um, you're walking down the hall Alex rushes over it shows you his score.

593 "Katherine Earll" (1489318400)
01:22:29.460 --> 01:22:33.180
Not an open ended question.

594 "Katherine Earll" (1489318400)
01:22:33.865 --> 01:22:46.945
As simple as that, you guys can feel free to throw up in the chat open ended questions. Those ones are going to be a little easier like, you

know, what's going on what happened those are open ended questions. But what about empathy?

595 "Katherine Earll" (1489318400)

01:22:48.420 --> 01:22:56.250

Why kind of empathy can we give Alex who just pass his? Gee who just passed is.

596 "Katherine Earll" (1489318400)

01:22:56.250 --> 01:23:02.430

Um, feel free to put that in the chat box. Alex.

597 "Katherine Earll" (1489318400)

01:23:02.430 --> 01:23:05.850

You know, what kind of emotion is he having.

598 "Katherine Earll" (1489318400)

01:23:05.850 --> 01:23:12.720

Yeah, thanks, Jessica. Mm. Hmm.

599 "Katherine Earll" (1489318400)

01:23:12.720 --> 01:23:21.270

Congratulate him, like, you know, we're going to think about what, what's he what's he feeling right now? He just passes GED. He's feeling.

600 "Katherine Earll" (1489318400)

01:23:21.270 --> 01:23:25.260

Thrilled he's probably feeling.

601 "Katherine Earll" (1489318400)

01:23:25.260 --> 01:23:29.280

Excited and.

602 "Katherine Earll" (1489318400)

01:23:29.280 --> 01:23:39.660

He's probably proud, he should be proud. Um, he might be relieved that he's done. He doesn't have to study anymore. Um.

603 "Katherine Earll" (1489318400)

01:23:39.660 --> 01:23:44.580

Yeah, you seem really excited um.

604 "Katherine Earll" (1489318400)

01:23:44.580 --> 01:23:58.525

So so that's our empathy or just any emotion that Alex could be having is our empathy statement of you seem excited. You look proud, you look thrilled, you look relieved anything like that.

605 "Katherine Earll" (1489318400)

01:23:58.525 --> 01:24:04.375

Those are some great empathy statements for him. Next step is our encouragement and I see a couple of those already.

606 "Katherine Earll" (1489318400)

01:24:04.580 --> 01:24:08.790
Already going through in our chat box here. Um.

607 "Katherine Earll" (1489318400)
01:24:08.790 --> 01:24:12.390
So, you guys are so right on it. So.

608 "Katherine Earll" (1489318400)
01:24:12.390 --> 01:24:22.380
You've studied really hard and now you don't have to study anymore. So what does him passing when I think about encouragement statements for this situation? I think about.

609 "Katherine Earll" (1489318400)
01:24:22.380 --> 01:24:30.360
What does this mean for us? What does passing this? What does it mean for his future? Or for him right now?

610 "Katherine Earll" (1489318400)
01:24:30.360 --> 01:24:34.140
It means that he doesn't have to study anymore.

611 "Katherine Earll" (1489318400)
01:24:34.645 --> 01:24:48.325
I really paid off all that stuff being paid off and now you're done, you can watch your show that you've been wanting to show that season finale that you've been waiting, waiting to watch, or you can have more time to play outside,

612 "Katherine Earll" (1489318400)
01:24:48.385 --> 01:24:51.865
or you could have more time to hang out with your friends.

613 "Katherine Earll" (1489318400)
01:24:53.190 --> 01:25:03.480
He has studied really hard and now you can get that job. Now you can get that pay raise.

614 "Katherine Earll" (1489318400)
01:25:03.480 --> 01:25:15.445
Yeah, oh, that's a great. What will you do next? Awesome, awesome, Luke, you know, kind of building back in. So those more open ended get him talking about it because now he's got so many more options. He's got a lot of things directions.

615 "Katherine Earll" (1489318400)
01:25:15.445 --> 01:25:19.465
He can go in with this with this now that he has this done. Um.

616 "Katherine Earll" (1489318400)
01:25:19.920 --> 01:25:28.710
Okay, so that's just as simple as that for our stay close. That's our interaction. That's how we can build a relationship with him.

617 "Katherine Earll" (1489318400)
01:25:28.710 --> 01:25:34.410
Asking I'll have a question, showing him his showing him empathy how he's feeling.

618 "Katherine Earll" (1489318400)
01:25:34.410 --> 01:25:39.810
And then recognizing he, you know, has done something that's going to pay off for him in the future.

619 "Katherine Earll" (1489318400)
01:25:39.810 --> 01:25:45.300
Um, and that's it.

620 "Katherine Earll" (1489318400)
01:25:45.300 --> 01:25:59.515
That's our, that's our, you know, building our relationships. So next step, we're going to do 1 more practice, and I will say it's a little easier for those big and positive interactions, those big and positive things that have happened like, passing a GED, getting a job. Um.

621 "Katherine Earll" (1489318400)
01:26:00.450 --> 01:26:05.520
You know, those bigger things are a little easier. So, number 2 here is our Co worker.

622 "Katherine Earll" (1489318400)
01:26:05.520 --> 01:26:13.560
And we're going to work through and do an open ended and empathy and an encouragement for Carl as well. So our.

623 "Katherine Earll" (1489318400)
01:26:13.560 --> 01:26:23.130
Carl, our interaction with Carl, you walk into a break room with your lunch, Karl smiles and says hi, and when he sees you and move some papers to let you sit down.

624 "Katherine Earll" (1489318400)
01:26:23.130 --> 01:26:28.560
What does it open ended question? Look like for Karl.

625 "Katherine Earll" (1489318400)
01:26:28.560 --> 01:26:36.780
What could we ask him?

626 "Katherine Earll" (1489318400)
01:26:40.590 --> 01:26:52.860
I think about questions, we can ask him, they could be anything. Um, How's your day? Going? Simple as that I don't have to know anything else about Carl, but I can ask him how his day is going.

627 "Katherine Earll" (1489318400)
01:26:52.860 --> 01:26:57.360
Or, if I know Carolyn, you know, he's working on, uh.

628 "Katherine Earll" (1489318400)

01:26:57.360 --> 01:27:03.330

Maybe, he's those papers he's doing he's grading papers for cause. He's he's a high school teacher.

629 "Katherine Earll" (1489318400)

01:27:03.330 --> 01:27:09.480

I asked him, you know, how, how did the test go and how did that test go for your history class?

630 "Katherine Earll" (1489318400)

01:27:09.480 --> 01:27:14.910

Um, yeah, how are you doing anything? Um.

631 "Katherine Earll" (1489318400)

01:27:14.910 --> 01:27:27.420

Anything to get him him talking simple as that and then next step would be our empathy. So this 1 takes a little bit of what's going on in that situation. And our empathy could be.

632 "Katherine Earll" (1489318400)

01:27:27.420 --> 01:27:32.400

Uh, you've seen relief that the semester is over or.

633 "Katherine Earll" (1489318400)

01:27:32.400 --> 01:27:36.060

He moves the papers to let you sit down and.

634 "Katherine Earll" (1489318400)

01:27:36.060 --> 01:27:39.330

You know, you can say.

635 "Katherine Earll" (1489318400)

01:27:39.330 --> 01:27:42.750

Some empathy is.

636 "Katherine Earll" (1489318400)

01:27:42.750 --> 01:27:47.100

You look overwhelmed maybe you've got a lot going on, um.

637 "Katherine Earll" (1489318400)

01:27:47.100 --> 01:27:57.540

Or, you know, you look like, you can meet a friend to sit next to you, he moves the papers. So it's some empathy and recognizing that he's having some feelings.

638 "Katherine Earll" (1489318400)

01:27:57.540 --> 01:28:08.640

Or, maybe when you ask him how his day, his day is going, it's completely unrelated. He tells you that he's going to his daughter's soccer game this afternoon, and you can reflect back to a museum excited.

639 "Katherine Earll" (1489318400)

01:28:08.640 --> 01:28:12.480
And then our, our empathy.

640 "Katherine Earll" (1489318400)
01:28:12.480 --> 01:28:16.710
Welcome not what empathy can we give him.

641 "Katherine Earll" (1489318400)
01:28:16.710 --> 01:28:19.830
Or what encouragement statements can we do?

642 "Katherine Earll" (1489318400)
01:28:19.830 --> 01:28:27.990
So, he's grading papers it looks like you're, you're almost through that big stack and 2 more, and you'll be out the door for the day.

643 "Katherine Earll" (1489318400)
01:28:27.990 --> 01:28:33.900
His grading papers is going to pay off for him here. Very, very soon. He's almost done.

644 "Katherine Earll" (1489318400)
01:28:33.900 --> 01:28:42.300
Or, maybe some encouragement is that he moves the papers, and that means that he can have room to sit and talk with a friend.

645 "Katherine Earll" (1489318400)
01:28:46.105 --> 01:29:00.265
Yeah, he's any actions that he's doing and what it means for him in the future is our encouragement. Yeah, I can see you're working hard through lunch. Would you like some help him moving?

646 "Katherine Earll" (1489318400)
01:29:00.265 --> 01:29:02.215
The papers leaves room for you.

647 "Katherine Earll" (1489318400)
01:29:02.300 --> 01:29:15.360
Sit down and you can help out. That's a great encouragement direction that his effort of simply moving the papers opens it up for me to help and takes them off of his plate.

648 "Katherine Earll" (1489318400)
01:29:15.360 --> 01:29:24.090
So those are just our open, ended our empathy and or encouragement.

649 "Katherine Earll" (1489318400)
01:29:24.090 --> 01:29:27.300
So, if that doesn't if you're not quite there.

650 "Katherine Earll" (1489318400)
01:29:27.300 --> 01:29:37.350

And you're just having drunk behavior and you're having a hard time. What else can you do? We can pivot around our drunk behavior. The junk email that's coming up. It's getting on your skin. We can pivot.

651 "Katherine Earll" (1489318400)
01:29:37.350 --> 01:29:42.180
That's what we're calling. This is pivoting. So.

652 "Katherine Earll" (1489318400)
01:29:42.180 --> 01:29:46.380
People's drunk behavior we, we talked about this a little earlier.

653 "Katherine Earll" (1489318400)
01:29:46.380 --> 01:29:53.550
Those undesirable behavior is that we find annoying. They're not actually putting anyone at risk.

654 "Katherine Earll" (1489318400)
01:29:53.550 --> 01:29:58.860
They're not harmful. They're just annoying for us. They get under skin.

655 "Katherine Earll" (1489318400)
01:29:58.860 --> 01:30:10.830
And we talked about how it kind of pays off for them if they get the attention that was needed, or they get, they get you to comfort them, they get you to react at all.

656 "Katherine Earll" (1489318400)
01:30:11.965 --> 01:30:25.885
They, you know, any of these bullet points here they get you to give in to them and they get what they want or they get you to go away because you don't want to deal with that drunk behavior or to just do something. Instead. If they're whining.

657 "Katherine Earll" (1489318400)
01:30:26.815 --> 01:30:30.805
And you're just like, oh, fine, I'll take it. I'll do it instead to get them to.

658 "Katherine Earll" (1489318400)
01:30:30.830 --> 01:30:45.600
Stop or if they do this junk behavior, because it's what they've seen other people do, or they're just kind of avoiding or delaying the task any sorts of ways that their junk behavior pays off for them. They do it.

659 "Katherine Earll" (1489318400)
01:30:45.600 --> 01:30:50.970
They can people continue to do junk behavior because it works in summer regard.

660 "Katherine Earll" (1489318400)
01:30:50.970 --> 01:30:55.860
Um, okay.

661 "Katherine Earll" (1489318400)
01:30:55.860 --> 01:31:00.150
So, a lot of times our serious behaviors start out with drunk behavior.

662 "Katherine Earll" (1489318400)
01:31:00.150 --> 01:31:09.810
Um, and they escalate from there, they escalate when others react. If you jump into an argument.

663 "Katherine Earll" (1489318400)
01:31:09.810 --> 01:31:23.880
It might escalate into a more serious behavior arguments frequent, not frequently, but, you know, it's easy to see the leap from an argument escalating into physical violence that just it goes up.

664 "Katherine Earll" (1489318400)
01:31:24.745 --> 01:31:39.115
We, we jump into that and argue with them and give that coercive response and then coercion meets coercion and it escalates. And suddenly we're there are serious behaviors can really just start with that junk behavior.

665 "Katherine Earll" (1489318400)
01:31:39.835 --> 01:31:52.015
And, uh, others reacting to it, and it might responding to that junk might reinforce some of those junk behaviors. And we might see more of it as well.

666 "Katherine Earll" (1489318400)
01:31:53.185 --> 01:31:55.615
If I look at that list of, um.

667 "Katherine Earll" (1489318400)
01:31:55.919 --> 01:32:02.489
Cause it makes you go away if that jump behavior, makes you go away.

668 "Katherine Earll" (1489318400)
01:32:02.489 --> 01:32:10.049
It's probably going to be, you know, reinforcing, and they might do it more because they wanted you to go away.

669 "Katherine Earll" (1489318400)
01:32:10.049 --> 01:32:13.229
So we think about how it escalates.

670 "Katherine Earll" (1489318400)
01:32:13.229 --> 01:32:17.399
How are actions can escalate.

671 "Katherine Earll" (1489318400)
01:32:17.399 --> 01:32:20.729
Other people's behavior.

672 "Katherine Earll" (1489318400)

01:32:21.294 --> 01:32:33.714

So, Here's how we pivot. We're going to not react to that junk behavior. We're going to do our hardest to not react to that thing. That's annoying us with our tone of voice our facial expressions body language.

673 "Katherine Earll" (1489318400)

01:32:33.744 --> 01:32:37.374

We're not going to bring up talk about anything about that drug behavior.

674 "Katherine Earll" (1489318400)

01:32:37.649 --> 01:32:49.829

It's hard it's really hard to especially those facial reactions and it's hard not to, you know, whether it's laughing or it's rolling our eyes or any sort of those, um.

675 "Katherine Earll" (1489318400)

01:32:49.829 --> 01:32:59.309

Those reactions to junk behavior, and we're going to we can do 1 of 3 types of pivot here.

676 "Katherine Earll" (1489318400)

01:32:59.309 --> 01:33:04.109

And here is our pivot to another person.

677 "Katherine Earll" (1489318400)

01:33:04.109 --> 01:33:14.609

And that doesn't mean getting up and leaving the room and going to a different, you know, but that means if someone else your environment or just get, you can turn have a brief interaction with them.

678 "Katherine Earll" (1489318400)

01:33:14.609 --> 01:33:28.169

And we're going to come back then slowly after we see them, we give an interaction to another person and we see some of that drunk behavior slow down for a little bit. Like our, our point 3.

679 "Katherine Earll" (1489318400)

01:33:28.169 --> 01:33:33.479

And our, our number 3 here says after 10 seconds, but really you know.

680 "Katherine Earll" (1489318400)

01:33:33.479 --> 01:33:36.479

Anytime we see that behavior.

681 "Katherine Earll" (1489318400)

01:33:36.479 --> 01:33:40.229

Oh.

682 "Katherine Earll" (1489318400)

01:33:40.229 --> 01:33:44.909

Any sort of step in the positive direction is when we can come back.

683 "Katherine Earll" (1489318400)

01:33:44.909 --> 01:33:50.249

And actively attend to that person that we took a step away from for a 2nd. Yeah.

684 "Katherine Earll" (1489318400)

01:33:51.414 --> 01:34:05.184

Our option number 2 is our pivot to an activity, just direct our attention and put more of our attention into something else that we're doing. If we're typing out our email writing a daily notes if we are.

685 "Katherine Earll" (1489318400)

01:34:05.609 --> 01:34:17.639

Tying our shoes, we can bend down entire shoes, just something to. It's for you. You say I'm having encountering this drunk behavior. I'm going to collect myself as I direct to this activity.

686 "Katherine Earll" (1489318400)

01:34:18.684 --> 01:34:33.294

And then we come back once we see those behaviors happening in the correct that person's acting in the correct direction, or we can pivot on the person, which looks like continuing what we're doing,

687 "Katherine Earll" (1489318400)

01:34:33.294 --> 01:34:37.344

continuing that interaction. We're not going to react to the junk or talk about it.

688 "Katherine Earll" (1489318400)

01:34:37.639 --> 01:34:38.189

Um.

689 "Katherine Earll" (1489318400)

01:34:38.604 --> 01:34:50.634

But we're going to actively attend to that person's just okay behavior like, what else is going on. So, if I think about a junk behavior of someone picking their nose, and it's just, I'm having a, I'm having trouble dealing with it.

690 "Katherine Earll" (1489318400)

01:34:51.474 --> 01:34:58.134

The way that pivot on the person works is I'm going to continue that interaction. I can think about that in my head. That okay, this is drunk behavior.

691 "Katherine Earll" (1489318400)

01:34:58.189 --> 01:35:04.379

I'm gonna pivot on the person, so I'm going to continue having met interaction with them. Um.

692 "Katherine Earll" (1489318400)

01:35:05.154 --> 01:35:19.494

And attend to what they are, they're talking about their day, they're having a conversation with me. I'm going to find something positive in the environment, some sort of positive consequence that, hey, I really appreciate you talking with me today.

693 "Katherine Earll" (1489318400)
01:35:19.799 --> 01:35:23.159
Something that we can do.

694 "Katherine Earll" (1489318400)
01:35:23.159 --> 01:35:34.019
To draw attention to a positive action so suddenly pivot to another activity. If they're paying you there knows and you're having a problem with it, you're struggling.

695 "Katherine Earll" (1489318400)
01:35:34.019 --> 01:35:37.589
You know, you're going to bend down work on your daily note.

696 "Katherine Earll" (1489318400)
01:35:37.589 --> 01:35:43.859
And I won't give it away here. 1 of our examples. Is that 1 coming up here in a 2nd.

697 "Katherine Earll" (1489318400)
01:35:43.859 --> 01:35:56.039
So, we're just looking for that behavior to slightly decrease, whether it's stopping or it's anything in the correct direction and put it to another person.

698 "Katherine Earll" (1489318400)
01:35:56.039 --> 01:36:10.679
Is they're picking their nose? I'm going to turn to somebody else sitting at the dinner. Maybe we're at the dinner table. I'm going to turn to them and ask and check in with them on if they would like, more green beans and as their initial person's behavior decreases.

699 "Katherine Earll" (1489318400)
01:36:11.394 --> 01:36:19.374
We're going to find after that junk behavior is stopped, provide reinforcement for anything desirable, or just okay.

700 "Katherine Earll" (1489318400)
01:36:19.404 --> 01:36:29.094
Happening in that environment whether that's praise, whether that's a privilege paying attention to something desirable or just. Okay.

701 "Katherine Earll" (1489318400)
01:36:29.399 --> 01:36:41.249
They are sitting here talking to me and they maybe they don't need typically reinforcement or, you know, positive consequences for having a conversation but we're going to give it to him because.

702 "Katherine Earll" (1489318400)
01:36:41.249 --> 01:36:49.709
That's something that we're going to work on a positive for. We're going to give the pay it off with a positive. We're going to find something positive pay off.

703 "Katherine Earll" (1489318400)

01:36:49.709 --> 01:36:57.749

And we might need to repeat that and repeat it and repeat it. Maybe they just go right back into it. And you're like, okay.

704 "Katherine Earll" (1489318400)

01:36:57.749 --> 01:37:02.159

It's don't behavior I'm going to pivot. Here's my time. I'm going to pivot.

705 "Katherine Earll" (1489318400)

01:37:02.159 --> 01:37:11.009

It's not going to change that behavior in the long run. This is just for you in the moment.

706 "Katherine Earll" (1489318400)

01:37:11.009 --> 01:37:15.089

So, you can continue having a positive relationship with our person.

707 "Katherine Earll" (1489318400)

01:37:15.089 --> 01:37:19.949

We're going to avoid using our coercion as much as possible here as well.

708 "Katherine Earll" (1489318400)

01:37:19.949 --> 01:37:29.879

Hey, so why shouldn't we just ignore it? Why shouldn't we just just give up walk away be done with it? Be done with that person for the time? Um.

709 "Katherine Earll" (1489318400)

01:37:29.879 --> 01:37:38.879

And in short, because it's coercive, that wouldn't feel good. If you think about how you would feel in that situation.

710 "Katherine Earll" (1489318400)

01:37:38.879 --> 01:37:43.739

If someone just, you know, oh, I'm out and stopped interacting with you and just ignored you.

711 "Katherine Earll" (1489318400)

01:37:43.739 --> 01:37:49.469

How hurtful that would be, or it could be reinforcing.

712 "Katherine Earll" (1489318400)

01:37:49.469 --> 01:37:58.199

Because maybe that was what they were wanting, or that's a lot of times if you've heard the term behavior burst those escalation of behaviors.

713 "Katherine Earll" (1489318400)

01:37:58.199 --> 01:38:05.159

Could ignoring could cause that, like, oh, you didn't notice me doing this thing.

714 "Katherine Earll" (1489318400)

01:38:05.159 --> 01:38:09.509

I'm going to amp it up and I'm going to make you notice me now.

715 "Katherine Earll" (1489318400)

01:38:09.509 --> 01:38:15.599

Go ahead, until I get you to notice me so ignoring could really.

716 "Katherine Earll" (1489318400)

01:38:15.599 --> 01:38:30.329

Take you down that route so some of our advantage of pivot is we can increase some of those desirable and just okay. Behaviors of the other person because let that previous slide said we're going to work on.

717 "Katherine Earll" (1489318400)

01:38:30.329 --> 01:38:35.339

Providing some reinforcement for that desirable or just okay. Behavior.

718 "Katherine Earll" (1489318400)

01:38:35.339 --> 01:38:42.269

So, we're probably going to see an increase in that desirable interest. Okay. Behaviors if we're paying it off. Um.

719 "Katherine Earll" (1489318400)

01:38:42.269 --> 01:38:56.309

Ideally, it would, you know, weekend undesirable behaviors, preventing a behavior. Bus burst could prevent escalation to a serious behavior.

720 "Katherine Earll" (1489318400)

01:38:56.309 --> 01:39:01.559

So.

721 "Katherine Earll" (1489318400)

01:39:01.559 --> 01:39:15.419

We're not gonna ignore it. We're not going to ignore it. Pivot can really be a helpful, helpful skill. If nothing else in that moment, it's keeping the relationship between you and that person positive, which is again. Like I said.

722 "Katherine Earll" (1489318400)

01:39:15.419 --> 01:39:20.939

That's the foundation of it all.

723 "Katherine Earll" (1489318400)

01:39:20.939 --> 01:39:28.229

Okay, so Here's we're going to come up here with some of our practice, our practice for pivoting.

724 "Katherine Earll" (1489318400)

01:39:28.229 --> 01:39:31.409

We've got add, he's picking her nose.

725 "Katherine Earll" (1489318400)

01:39:31.644 --> 01:39:45.354

And I maybe should have use an example in the future a different example, with my explanation because I give it to you here in our example addie's picking your nose. She's telling you about this really cool package. She just got here in the middle of typing an email.

726 "Katherine Earll" (1489318400)
01:39:45.534 --> 01:39:47.154
What kind of pivot are we going to do?

727 "Katherine Earll" (1489318400)
01:39:47.489 --> 01:39:52.259
It looks like it kind of makes sense for us to pivot on on an activity.

728 "Katherine Earll" (1489318400)
01:39:52.259 --> 01:39:56.789
Turn to our email, right um, so.

729 "Katherine Earll" (1489318400)
01:39:57.024 --> 01:39:58.254
Why am I waiting for?

730 "Katherine Earll" (1489318400)
01:39:58.254 --> 01:40:13.194
I'm going to pivot to that email and what am I waiting for to see before providing that attention back to Addie feel free to throw that in that answer in the chat box of what is going to cue me to amp up and

731 "Katherine Earll" (1489318400)
01:40:13.194 --> 01:40:14.544
provide more attention into.

732 "Katherine Earll" (1489318400)
01:40:27.239 --> 01:40:35.249
Hello.

733 "Katherine Earll" (1489318400)
01:40:35.249 --> 01:40:38.609
Really all we're looking for with adding here.

734 "Katherine Earll" (1489318400)
01:40:38.609 --> 01:40:44.609
Is just if she takes her finger out of her nose, let's go back to her.

735 "Katherine Earll" (1489318400)
01:40:44.609 --> 01:40:53.819
That's really engage with her. We're going to pause back our email. She takes her finger on Virgos. We kind of had a pause on her email and we look up and we really are going to give her that meaningful.

736 "Katherine Earll" (1489318400)
01:40:53.819 --> 01:41:03.989
We're going to really just engage in with our tone of voice, our body language, or listening skills on. Oh, tell me more about that package. Um.

737 "Katherine Earll" (1489318400)

01:41:03.989 --> 01:41:08.129

That's that's how we're going to pivot on addie's.

738 "Katherine Earll" (1489318400)

01:41:08.129 --> 01:41:14.219

The 2nd, we see something in the right direction for stopping picking your nose.

739 "Katherine Earll" (1489318400)

01:41:14.219 --> 01:41:24.059

That's when we jump in and really poor on our, our, on our attention. So our target behavior here is staffing, picking her nose. Simple as that.

740 "Katherine Earll" (1489318400)

01:41:24.059 --> 01:41:29.009

Huh.

741 "Katherine Earll" (1489318400)

01:41:29.009 --> 01:41:35.579

Okay, so that was our 1st practice.

742 "Katherine Earll" (1489318400)

01:41:35.579 --> 01:41:41.759

Our next 1, we've got 1 more practice for our pivot scale here. Ali outburst Ali.

743 "Katherine Earll" (1489318400)

01:41:41.759 --> 01:41:47.759

Got 2 kids here sitting at the table, Oliver, and Sally, they are working on a project.

744 "Katherine Earll" (1489318400)

01:41:47.759 --> 01:41:56.699

Oliver's over there monitoring things. This is stupid. I'm going to tear it off. This is dumb. I don't want to be here, you know, anything like that. Um.

745 "Katherine Earll" (1489318400)

01:41:56.699 --> 01:42:02.069

Sally's also working and she's humming. How is your favorite song?

746 "Katherine Earll" (1489318400)

01:42:03.354 --> 01:42:15.684

So, Sally's on task Sally is doing what we're wanting. Who am I going to start engaging? I'm really annoyed with Ali. He is frustrating. Me just get to work on this project, buddy, you know.

747 "Katherine Earll" (1489318400)

01:42:17.609 --> 01:42:21.119

What's alley's on task? So I'm going to.

748 "Katherine Earll" (1489318400)

01:42:21.119 --> 01:42:31.109

You know, turn my attention to Sally and those positives paying it, like, is infused earlier. And earlier throughout our, um.

749 "Katherine Earll" (1489318400)

01:42:31.109 --> 01:42:38.669

Here our attention, let's focus it on the positive on what's going right here Sally? Um.

750 "Katherine Earll" (1489318400)

01:42:38.669 --> 01:42:50.459

I'm going to focus on her. How do I know it's time when it's time to give away some attention? What could Ali be doing to queue to me to pivot back to him?

751 "Katherine Earll" (1489318400)

01:43:07.884 --> 01:43:22.584

Yeah, yeah, maybe always listening and Alex ready to join in that conversation about the song. So if Ali Ali stops motoring to jump into your conversation. That's perfect time. That's a perfect time. He has stopped. Some of that junk behavior.

752 "Katherine Earll" (1489318400)

01:43:22.974 --> 01:43:27.474

Um, yeah, if he works without muttering, if he stops and muttering.

753 "Katherine Earll" (1489318400)

01:43:27.529 --> 01:43:38.384

That's exactly when we can turn to Ollie and bring him in on that conversation and pour it into him. Some of those positives of what's going on.

754 "Katherine Earll" (1489318400)

01:43:38.384 --> 01:43:45.164

It's his just okay or desirable behaviors just okay. Behaviors, you know.

755 "Katherine Earll" (1489318400)

01:43:45.479 --> 01:43:59.789

Sitting here at the table with you, maybe he's picking up a pen when he picks up that pen I am going to go and go and go on those positives. That's that's going to be the thing. And again, it's difficult because.

756 "Katherine Earll" (1489318400)

01:44:00.204 --> 01:44:14.844

We want to also want to avoid talking about the junk behavior, so we're not going to say we're not going to bring up oh, thanks. For stopping complaining or thanks for stopping. Thanks for taking your finger out of your nose with our last example.

757 "Katherine Earll" (1489318400)

01:44:15.234 --> 01:44:19.674

That's not again. We're, we're not going to focus on what they're not doing. We're going to.

758 "Katherine Earll" (1489318400)
01:44:19.789 --> 01:44:30.929
Focus on the positive on what's to do yeah. Tell me all of his opinion.
Thank him for joining that conversation. That is a perfect just. Okay or.

759 "Katherine Earll" (1489318400)
01:44:30.929 --> 01:44:34.349
Or desirable behavior to to really? Yeah.

760 "Katherine Earll" (1489318400)
01:44:34.349 --> 01:44:39.959
I work on, uh, focusing on our positives on.

761 "Katherine Earll" (1489318400)
01:44:39.959 --> 01:44:43.679
Thanks thanks everyone for, uh, jumping in and.

762 "Katherine Earll" (1489318400)
01:44:44.154 --> 01:44:56.094
To our discussion here, so our stay close. So what else can you do?
Things are escalating maybe maybe a person's having some negative
emotions. Maybe things are difficult for them right now.

763 "Katherine Earll" (1489318400)
01:44:56.364 --> 01:45:03.654
Let's stay close, which is so so close. Like, you can see on our side
here, too, are building a relationship skill or stay close.

764 "Katherine Earll" (1489318400)
01:45:03.679 --> 01:45:07.949
But we can also do it when things are when things are.

765 "Katherine Earll" (1489318400)
01:45:07.949 --> 01:45:11.219
We're going to not react to the junk behavior because.

766 "Katherine Earll" (1489318400)
01:45:11.219 --> 01:45:14.219
Again, drunk behavior happens all the time.

767 "Katherine Earll" (1489318400)
01:45:14.219 --> 01:45:19.829
We're going to stay home, we're going to stay caring and concerned our
body language.

768 "Katherine Earll" (1489318400)
01:45:19.829 --> 01:45:23.399
Um, our number 2 is, um.

769 "Katherine Earll" (1489318400)
01:45:23.399 --> 01:45:37.589
Phrasing is a little different here. We're going to say, usually move
towards that person will remain within arms. That would still be the

ideal goal, but not always what we need to be doing in that situation given that person I touch as appropriate to the situation again.

770 "Katherine Earll" (1489318400)

01:45:37.589 --> 01:45:45.119

Um, you know, as appropriate to the situation, if that person is not in the spot for it, they're not in the spot for it. Um.

771 "Katherine Earll" (1489318400)

01:45:45.119 --> 01:45:53.519

What are O. E. the exact same here. We're going to ask that open ended question get them talking.

772 "Katherine Earll" (1489318400)

01:45:53.519 --> 01:45:56.909

Simply, you know what's going on.

773 "Katherine Earll" (1489318400)

01:45:56.909 --> 01:46:00.629

That's all our open ended questions. Maybe need to be.

774 "Katherine Earll" (1489318400)

01:46:00.629 --> 01:46:14.909

And get him talking and listen just make sure we're really listening here are not changing the topic. Not trying to solve the problem. That's a key 1 here. We're not going to jump into solving that problem from right away. Even if it is an easy fix.

775 "Katherine Earll" (1489318400)

01:46:14.909 --> 01:46:23.249

But we're going to give him given the empathy statements, acknowledging how they're feeling.

776 "Katherine Earll" (1489318400)

01:46:23.364 --> 01:46:34.374

And our encouragement, we're, we're going to make sure we give them that encouragement those actions that they've done that they can continue to provide improvements for their situation.

777 "Katherine Earll" (1489318400)

01:46:38.429 --> 01:46:44.249

So, we're going to repeat and repeat and repeat until they're ready to maybe go to an alternative behavior.

778 "Katherine Earll" (1489318400)

01:46:44.249 --> 01:46:58.139

It's not going to happen, right away all the time. It's not going to be as simple as what's going on. You seem sad and, you know, your encouragement of well, thank you for talking with me. I know that's really going to help you work through your, you know.

779 "Katherine Earll" (1489318400)

01:46:58.139 --> 01:47:10.139

Your situation easier, they're not going to be ready to just like oh, okay. I'm good go. Now it might take another round of empathy another like. Okay, well, tell me more about that.

780 "Katherine Earll" (1489318400)

01:47:10.494 --> 01:47:23.094

And repeat and repeat, and then we can maybe direct them to a calming situation, alternative alternative behavior. Or maybe if they're ready, we can provide some assistance with that problem solving.

781 "Katherine Earll" (1489318400)

01:47:23.094 --> 01:47:30.024

If, if they're ready they'll let, you know, if they're not ready. That's for sure. We don't want a problem, so while things are still.

782 "Katherine Earll" (1489318400)

01:47:30.139 --> 01:47:33.749

Escalated as simple as it may be, it's not the time.

783 "Katherine Earll" (1489318400)

01:47:33.749 --> 01:47:38.609

We like to say, in the moment is not the right moment. Mm. Hmm.

784 "Katherine Earll" (1489318400)

01:47:38.609 --> 01:47:50.519

And we're going to reuse reinforcement after, you know, getting into that safer behavior. We're more calm behavior.

785 "Katherine Earll" (1489318400)

01:47:50.519 --> 01:48:03.299

Okay, so those are steps again, super, Super similar to those building relationships, stay close steps, but we added a little bit more in here for the, the half or negative emotions that are happening that our empathy.

786 "Katherine Earll" (1489318400)

01:48:03.299 --> 01:48:06.329

Taking their perspective, you may not agree.

787 "Katherine Earll" (1489318400)

01:48:06.329 --> 01:48:14.159

You may not have ever been in their shoes before, but you can see how it makes sense given what's going on for them in their world.

788 "Katherine Earll" (1489318400)

01:48:14.159 --> 01:48:21.869

Okay, our practice.

789 "Katherine Earll" (1489318400)

01:48:21.869 --> 01:48:26.249

Sam sad call Sam just had an argument with a roommate.

790 "Katherine Earll" (1489318400)

01:48:26.249 --> 01:48:30.779

Usually, she lays in bed for hours, crying and crying when she's upset.

791 "Katherine Earll" (1489318400)

01:48:30.779 --> 01:48:39.059

Um, she's in bed crying and text you about this fight and says, I'm so over this, I'm not going to take their crap anymore.

792 "Katherine Earll" (1489318400)

01:48:39.059 --> 01:48:43.829

So, uh.

793 "Katherine Earll" (1489318400)

01:48:43.829 --> 01:48:50.819

You know, open ended it's a perfect time to, you know, what's going on what happened.

794 "Katherine Earll" (1489318400)

01:48:50.819 --> 01:48:55.859

Our empathy, we can do all sorts over.

795 "Katherine Earll" (1489318400)

01:48:55.859 --> 01:49:00.419

And gave all sorts of empathy here, Sam um.

796 "Katherine Earll" (1489318400)

01:49:00.419 --> 01:49:06.329

Seems frustrated based on that text that text says I'm so over this, I'm not going to take their crap anymore.

797 "Katherine Earll" (1489318400)

01:49:06.329 --> 01:49:13.499

What emotions are they having right now? We can go throw them in the chat box. Maybe if you want to, um.

798 "Katherine Earll" (1489318400)

01:49:13.499 --> 01:49:17.549

They seem frustrating they seem fed up.

799 "Katherine Earll" (1489318400)

01:49:17.549 --> 01:49:21.899

They could be annoyed. Oh, what else are they feeling.

800 "Katherine Earll" (1489318400)

01:49:28.889 --> 01:49:38.009

Yeah, angry, frustrated. Confused. Yeah. So we can see that. Basically, the point of our empathy is we can see that they're having feelings.

801 "Katherine Earll" (1489318400)

01:49:38.009 --> 01:49:41.279

What's the recognize it?

802 "Katherine Earll" (1489318400)

01:49:41.279 --> 01:49:45.029

And our, um.

803 "Katherine Earll" (1489318400)

01:49:45.029 --> 01:49:49.169

You know, our encouragement here.

804 "Katherine Earll" (1489318400)

01:49:49.169 --> 01:49:54.959

Is what is them doing that's helpful.

805 "Katherine Earll" (1489318400)

01:49:54.959 --> 01:50:00.749

And what kind of encouragement about how Sam is handling this difficult situation.

806 "Katherine Earll" (1489318400)

01:50:00.749 --> 01:50:08.669

Yes, Sam's probably sat as well. You guys were hit right on your empathy. Um.

807 "Katherine Earll" (1489318400)

01:50:08.669 --> 01:50:11.699

What encouragement what Sam doing? That's helpful.

808 "Katherine Earll" (1489318400)

01:50:11.699 --> 01:50:16.499

Sam is texting you about it.

809 "Katherine Earll" (1489318400)

01:50:16.499 --> 01:50:22.229

Maybe we want to.

810 "Katherine Earll" (1489318400)

01:50:22.229 --> 01:50:27.359

Maybe a target is we're really thankful that they are, you know.

811 "Katherine Earll" (1489318400)

01:50:27.359 --> 01:50:31.499

Willing to talk with you about it. That's an encouragement.

812 "Katherine Earll" (1489318400)

01:50:31.499 --> 01:50:35.729

It's going to pay off, so we can keep it positive in the future.

813 "Katherine Earll" (1489318400)

01:50:35.729 --> 01:50:40.289

Yeah, they're talking it out, um, and we may have to.

814 "Katherine Earll" (1489318400)

01:50:40.289 --> 01:50:52.529

Hello, she's taking time to herself to heal and to work through some of those difficult emotions because if they're just usually lay in bed or crying, it upset.

815 "Katherine Earll" (1489318400)

01:50:52.529 --> 01:50:57.479

That's not working through their emotions, so we're really wow. That's amazing that they are.

816 "Katherine Earll" (1489318400)

01:50:57.479 --> 01:51:03.539

Taking the time to work through their emotions, and this is going to help you get through it even quicker next time.

817 "Katherine Earll" (1489318400)

01:51:03.539 --> 01:51:14.669

And then if she's ready, we can maybe director 2, we can ask if they're ready for some problem solving if they're ready to say, you know, what can we do next time.

818 "Katherine Earll" (1489318400)

01:51:14.669 --> 01:51:25.139

But we're going to wait until is through all the things that she needs to be doing in their encouragement and empathy and go back with encouragement. Empathy, open, ended.

819 "Katherine Earll" (1489318400)

01:51:28.289 --> 01:51:35.999

Yeah, and offer thanks for reaching out to me you reached out to me and I am here whenever you need it.

820 "Katherine Earll" (1489318400)

01:51:35.999 --> 01:51:43.139

There are actions of reaching out and texting you is going to pay off because you're there.

821 "Katherine Earll" (1489318400)

01:51:43.139 --> 01:51:54.719

Okay, so that's our, that's our scenario. We've got 1 more scenario. Single Steve, this one's 1 of my favorite scenarios. We do Steve's sitting in his chair head in his hands.

822 "Katherine Earll" (1489318400)

01:51:54.719 --> 01:52:03.419

You ask him to open ended question. What's that? You gave him that you look down that's kind of the empathy you look down what's up.

823 "Katherine Earll" (1489318400)

01:52:03.419 --> 01:52:08.519

You learned that he just got dumped after a 2 year relationship. Um.

824 "Katherine Earll" (1489318400)

01:52:08.519 --> 01:52:14.039

I would probably pour on even more empathy here. That is not an easy situation.

825 "Katherine Earll" (1489318400)

01:52:14.039 --> 01:52:19.079

He's probably sad, frustrated upset.

826 "Katherine Earll" (1489318400)
01:52:19.079 --> 01:52:27.179
Confused think about so many emotions that could be happening after a
breakup after a 2 year relationship.

827 "Katherine Earll" (1489318400)
01:52:27.179 --> 01:52:35.279
Maybe anxious about the future now, anything like that.

828 "Katherine Earll" (1489318400)
01:52:35.279 --> 01:52:39.329
What empathy could we get for Steve?

829 "Katherine Earll" (1489318400)
01:52:45.539 --> 01:52:50.699
So, what Steve doing that's helpful in the situation.

830 "Katherine Earll" (1489318400)
01:52:50.699 --> 01:52:53.969
He's handling a really difficult situation.

831 "Katherine Earll" (1489318400)
01:52:53.969 --> 01:52:57.659
How can we, you know, what kind of encouragement.

832 "Katherine Earll" (1489318400)
01:52:57.659 --> 01:53:01.409
Again, it's kind of like our, our Sam and the last 1.

833 "Katherine Earll" (1489318400)
01:53:01.409 --> 01:53:09.299
Steve was talking to us, he's taking time to think he's taking deep
breath to call himself down.

834 "Katherine Earll" (1489318400)
01:53:09.299 --> 01:53:16.619
Those are the encouragement. Yeah, there's positives there. Um.

835 "Katherine Earll" (1489318400)
01:53:16.619 --> 01:53:20.879
In his life, he's got a lot going on.

836 "Katherine Earll" (1489318400)
01:53:20.879 --> 01:53:28.559
I like to think about this 1, she was giving us a lot of perspective for
our empathy statements because.

837 "Katherine Earll" (1489318400)
01:53:28.559 --> 01:53:39.149
Maybe you didn't like Steve's, Steve's partner. Maybe you didn't like,
who Steve was with and you were excited that they broke up now was not
the time to say that.

838 "Katherine Earll" (1489318400)
01:53:39.149 --> 01:53:48.089
Now, that is not going to be helpful for Steve, because Steve is sad or frustrated you want to recognize his emotions. He's clearly not excited.

839 "Katherine Earll" (1489318400)
01:53:48.089 --> 01:54:00.719
He's clearly not relieved those those are probably your feelings if you're in that situation now, it's not the time to say that that person was terrible. Anyway you didn't like, who they were dating.

840 "Katherine Earll" (1489318400)
01:54:00.719 --> 01:54:06.839
Not the time again maybe. True but you're recognizing their emotions um.

841 "Katherine Earll" (1489318400)
01:54:07.674 --> 01:54:16.974
So that's our focus on empathy here and making sure you're focusing on how they're feeling that how you're feeling in this moment. And that encouragement.

842 "Katherine Earll" (1489318400)
01:54:17.364 --> 01:54:24.114
You are so thankful that they are that Steve is talking to you and working through those emotions. It's really going to help.

843 "Katherine Earll" (1489318400)
01:54:24.389 --> 01:54:27.449
You work through everything that's going on.

844 "Katherine Earll" (1489318400)
01:54:27.449 --> 01:54:32.399
And get you to a clear Headspace.

845 "Katherine Earll" (1489318400)
01:54:32.399 --> 01:54:40.799
That's all we need. That's our encouragement. We can give to Steve, something that he's doing now, or has done is going to pay off for him.

846 "Katherine Earll" (1489318400)
01:54:45.329 --> 01:54:53.489
Okay, thank you. Everyone for all of your participation in those. We've got a couple QR codes, and we're wrapping up our time here. Um.

847 "Katherine Earll" (1489318400)
01:54:53.489 --> 01:55:01.109
10 common conversions podcasts I love them. I get something new out of them. Every time I listen to them. Honestly.

848 "Katherine Earll" (1489318400)
01:55:01.109 --> 01:55:06.149
I would recommend you listen to that there on the website as well.

849 "Katherine Earll" (1489318400)

01:55:06.149 --> 01:55:11.279
Another option here.

850 "Katherine Earll" (1489318400)
01:55:11.279 --> 01:55:19.614
Is all of the all these materials these were the abbreviated in short,
uh, webinar form of our full length tools of choice course,

851 "Katherine Earll" (1489318400)
01:55:20.154 --> 01:55:30.774
which is 4 sessions and reliance modules and really in depth hands on
practice on some of these skills because they're really helpful takeaways
and some more skills and knowledge too.

852 "Katherine Earll" (1489318400)
01:55:32.844 --> 01:55:45.144
So, there's the tool of choice you can sign up to attend also on our
website our family coaching workshops have a lot of similar things. They
are just 1 hour in the evenings.

853 "Katherine Earll" (1489318400)
01:55:45.144 --> 01:55:50.634
I believe we've got another round coming up here there. I believe it from
6 to 7 in the evenings.

854 "Katherine Earll" (1489318400)
01:55:51.649 --> 01:55:58.169
Really great. Just 1 hour workshops and they help you navigate things
because.

855 "Katherine Earll" (1489318400)
01:55:58.169 --> 01:56:06.389
We can do this not where we work, not just 1 place or another. We can do
this within our own family and relationships.

856 "Katherine Earll" (1489318400)
01:56:06.389 --> 01:56:14.819
All these skills are really helpful. I hope you guys found some positives
and found some useful things and that wraps up our time here together.

857 "Katherine Earll" (1489318400)
01:56:14.819 --> 01:56:19.559
Thank you so much for attending and.

858 "Katherine Earll" (1489318400)
01:56:19.559 --> 01:56:31.619
You can always reach out to me, or anyone on our positive support
consultant team if you'd like to spend, you know, talk with us or have
some more questions and learn a little bit more. Please reach out.

859 "Katherine Earll" (1489318400)
01:56:31.619 --> 01:56:39.012
Thank you hope everyone has a great day. Bye. Bye.