

WEBVTT

1 "Cana Poteet" (1802355712)
00:00:02.245 --> 00:00:16.795

Thank you everyone for joining us for our tools for everyone's session today. I am really excited to talk to you about this really, really cool these school skills that we're going to look at while we go through this material. It's about 2 hours long.

2 "Cana Poteet" (1802355712)
00:00:17.905 --> 00:00:19.765

There is a lot of like.

3 "Cana Poteet" (1802355712)
00:00:20.000 --> 00:00:27.615

Back and forth questions and answers so to get us a little warmed up, I would love to get to know about people in the room.

4 "Cana Poteet" (1802355712)
00:00:27.645 --> 00:00:39.975

If you have never attended a Webex before there are lots of cool fancy features that you can look at when you're looking at your Webex application on the right hand side you are going to see something called.

5 "Cana Poteet" (1802355712)
00:00:40.000 --> 00:00:50.195

The chat and that's our chat box and you can send a message to everyone. You can send a message to just cat, but I will not be able to see that. So might might help us there.

6 "Cana Poteet" (1802355712)
00:00:50.735 --> 00:00:58.535

Or you can send us all panelists where I will be able to see that if you wanted to send a private message to somebody. So, if you could.

7 "Cana Poteet" (1802355712)
00:00:58.830 --> 00:01:13.615

Sign that chat box and just send me a little bit about who you are, where you're from. If you work for a provider if you are a community member, just kind of anything and everything. So I'll give you an example. So, I'm Kane.

8 "Cana Poteet" (1802355712)
00:01:13.615 --> 00:01:17.275

Uh, I work for the Department of mental health.

9 "Cana Poteet" (1802355712)
00:01:21.000 --> 00:01:31.320

I am really excited to join you all and leave this conversation as we talk about tools and how it's universal for everyone.

10 "Cana Poteet" (1802355712)
00:01:31.320 --> 00:01:36.870

Awesome oh, I say Joe person. Hello?

11 "Cana Poteet" (1802355712)
00:01:36.955 --> 00:01:50.995

Nice to meet you. Nice to have you here. So, as those continue to keep coming through, we're going to be using our chat box pretty heavily today. So a lot of this session relies on just some answers from you guys.

12 "Cana Poteet" (1802355712)
00:01:50.995 --> 00:01:56.455

So, if you feel really comfortable, just putting some stuff in the chat box, it'll definitely make this whole entire.

13 "Cana Poteet" (1802355712)
00:01:56.870 --> 00:02:03.510

Like, training go really, really well, and just be a lot more fun. So awesome. Hi. Smile.

14 "Cana Poteet" (1802355712)
00:02:03.510 --> 00:02:10.230

All right. Let's just jump right into it.

15 "Cana Poteet" (1802355712)
00:02:10.975 --> 00:02:18.294

Hello Carolyn. Okay. Sweet. That's awesome. This is really, really excellent for you for anyone.

16 "Cana Poteet" (1802355712)
00:02:18.294 --> 00:02:30.085

Who's working on how to support their staff and dealing with difficult situations build positive effective relationships really be based in the science of behavior and learn.

17 "Cana Poteet" (1802355712)
00:02:30.230 --> 00:02:44.490

Very, very good skills that can be recreated on a pretty consistent basis. Now, this is based off of the full curriculum of tools of choice. That's something that you can find on our website and there are several links later on, um.

18 "Cana Poteet" (1802355712)
00:02:44.490 --> 00:02:53.995

But this is just kind of like a snapshot version of that. So we're just gonna cover some of the main points from the tools of choice curriculum. But if you want to learn more, there'll be extra resources for you at the bottom.

19 "Cana Poteet" (1802355712)
00:02:54.745 --> 00:03:04.345

And, like I said, the chat box is really going to be the best way for us to have a good time together. If you feel like, you want to take some notes. I am a heavy note taker. I.

20 "Cana Poteet" (1802355712)

00:03:04.490 --> 00:03:17.580

Notebook next, to me, pretty much all of the time we're going to cover a lot of stuff and then these are also being recorded. So, we have several up on our website for you to go and refer back to they're led by all of our other incredible facilitators.

21 "Cana Poteet" (1802355712)

00:03:23.095 --> 00:03:35.515

So, what we're going to learn today is we're just going to learn a little bit about what positive behavior supports is and why it's a universal strategy. We're going to talk about some good fundamental facts about behavior how to categorize those behavior.

22 "Cana Poteet" (1802355712)

00:03:35.515 --> 00:03:42.025

We talk about 4 different types of behavior what is coercion and punishment and why we try to avoid them.

23 "Cana Poteet" (1802355712)

00:03:42.560 --> 00:03:56.790

Um, we're gonna give you about 10 examples of those coercive that we typically see. And then how do you improve your interactions and behaviors through relationship building and reaction monitoring.

24 "Cana Poteet" (1802355712)

00:03:56.875 --> 00:04:03.175

Okay, so let's talk a little bit about what positive behavior support really is. So, what is PBS?

25 "Cana Poteet" (1802355712)

00:04:03.865 --> 00:04:16.645

The goal of PBS is really to increase quality of life through the science of behavior and there's a really there's a lot that goes into that definition. So, the science of behavior or behavior, analysts are.

26 "Cana Poteet" (1802355712)

00:04:16.790 --> 00:04:25.740

Analysis has been formally investigating and demonstrating the science of behaviors since the 1940. so this has been a long time.

27 "Cana Poteet" (1802355712)

00:04:25.740 --> 00:04:39.055

There are hundreds of thousands of studies and demonstrations of these techniques and principals and many programs and treatment projects, schools, training curriculums and all of those.

28 "Cana Poteet" (1802355712)

00:04:39.055 --> 00:04:42.145

They use these principles and techniques developed by the science.

29 "Cana Poteet" (1802355712)

00:04:42.359 --> 00:04:54.029

So, PBS uses the public health model to structure interventions. We kind of use this triangle shape model to help us explain this. So you could see that at the bottom of my screen.

30 "Cana Poteet" (1802355712)
00:04:54.029 --> 00:05:00.924

Um, the green base represents those universal strategies of support for quality of life for the entire population.

31 "Cana Poteet" (1802355712)
00:05:00.924 --> 00:05:10.224

So, let's everyone that's that's the majority of people about 80 to 90% of the population will only need these positive universal supports. supports

32 "Cana Poteet" (1802355712)
00:05:10.974 --> 00:05:20.214

Uh, to have a high quality of life, the yellow or that centerpiece represents the risk for poor outcomes and interventions for this population often.

33 "Cana Poteet" (1802355712)
00:05:20.214 --> 00:05:30.204

Look like an extra scoop of the 1st, Universal strategy, but are often targeted and intended for short term and faded as the risk.

34 "Cana Poteet" (1802355712)
00:05:30.469 --> 00:05:42.719

Pieces so, like, in a healthy population, this is about 10 to 15% of the people who might need this. Right? So, they're still getting the tier 1 that green, Universal strategies that they might need a little bit extra.

35 "Cana Poteet" (1802355712)
00:05:42.719 --> 00:05:55.259

And on the very top of the triangle represents those who are in crisis and need short term intensive, systematic supports in a healthy population about 5% of people might need that.

36 "Cana Poteet" (1802355712)
00:05:55.259 --> 00:06:08.849

So, today, what we're gonna focus on is the, the bottom part of the triangle, that green universal behavior support strategies that everybody needs. So, these strategies aren't really specific for any, um.

37 "Cana Poteet" (1802355712)
00:06:08.849 --> 00:06:19.049

Any specific population, or in the way that we treat a particular circumstance, but rather just strategies for everyone. So, does that make sense? Just universal.

38 "Cana Poteet" (1802355712)
00:06:19.134 --> 00:06:30.924

Anyone can do it. Anyone can have it there for everybody. That's what we're going to talk about today and we're going to talk about some

strategies to implement good universal strategies. So what makes this really difficult to accept?

39 "Cana Poteet" (1802355712)
00:06:31.074 --> 00:06:38.934

Well, we kind of talk about focusing on being kind and carrying all of the time and that can be exhausting.

40 "Cana Poteet" (1802355712)
00:06:39.049 --> 00:06:42.509

Kind of put yourself in that mindset. Um.

41 "Cana Poteet" (1802355712)
00:06:43.344 --> 00:06:54.144

So, we really just trying to figure out how we can best provide that kindness and caring this as we implement these strategies. And what's really cool about tools of choice and the skills that we're going to talk about in the later half of this session.

42 "Cana Poteet" (1802355712)
00:06:55.014 --> 00:07:02.424

They're very, they're very doable and they're so consistent that you can just get really in the habit of that being the way that you interact with.

43 "Cana Poteet" (1802355712)
00:07:02.509 --> 00:07:17.054

With people we also ask that we kind of avoid creating or responding to conversion with worsening consequences and we're going to talk about the different types of conversions and why we typically try to use them to stamp out behavior. And behavior can't be stamped out.

44 "Cana Poteet" (1802355712)
00:07:17.084 --> 00:07:20.354

It really needs to be replaced and we're going to talk about how we can replace that.

45 "Cana Poteet" (1802355712)
00:07:21.324 --> 00:07:28.824

We often think that there has to be a worsening consequences for learning for somebody to learn how to do something differently. And that's not true.

46 "Cana Poteet" (1802355712)
00:07:28.884 --> 00:07:39.594

It's just not, we're going to talk about that whole session talking about positive consequences and how it shapes desirable behavior versus trying to stamp it out, or course, somebody to do something differently.

47 "Cana Poteet" (1802355712)
00:07:40.639 --> 00:07:51.224

It's often thought that this is a positive approach, and it's just letting people do whatever that they want and that is also not true. So we're going to talk about. It's still called pivot.

48 "Cana Poteet" (1802355712)
00:07:51.464 --> 00:08:00.554
We're going to talk about how we can recognize desirable behaviors and focus on teaching what we want and decreasing the reaction of the things that we do not want. So we're not letting.

49 "Cana Poteet" (1802355712)
00:08:00.639 --> 00:08:06.029
People get away with things, that's kind of a common concern that that people have when they learn about tools.

50 "Cana Poteet" (1802355712)
00:08:06.029 --> 00:08:09.479
Okay, so this is 1 of our 1st interactives.

51 "Cana Poteet" (1802355712)
00:08:09.479 --> 00:08:16.739
And I'm going to ask you guys, when I say behavior is, I would love for you to give me a definition of behavior. What is behavior.

52 "Cana Poteet" (1802355712)
00:08:16.739 --> 00:08:22.199
And I'm going to type out our responses on the screen so you'll see those pop up as we go through.

53 "Cana Poteet" (1802355712)
00:08:28.199 --> 00:08:29.484
So, what is behavior.

54 "Cana Poteet" (1802355712)
00:08:48.199 --> 00:08:57.929
All right, thank you. Smile. So any action a human being does any action. Oh, that makes that's impossible to see.

55 "Cana Poteet" (1802355712)
00:08:57.929 --> 00:09:04.259
Let's change it any action.

56 "Cana Poteet" (1802355712)
00:09:04.259 --> 00:09:07.589
An act or a behavior.

57 "Cana Poteet" (1802355712)
00:09:10.649 --> 00:09:16.739
Responses that are measurable and observable.

58 "Cana Poteet" (1802355712)
00:09:16.739 --> 00:09:25.614
I started smile. Okay.

59 "Cana Poteet" (1802355712)
00:09:25.644 --> 00:09:36.714

So a physical representation of how somebody feels and I just go forward all of you that sometimes my spelling is atrocious and the annotation doesn't for me. So we're just gonna keep trucking along.

60 "Cana Poteet" (1802355712)

00:09:36.739 --> 00:09:40.813

And we're going to ignore any spelling that is totally going to happen throughout the rest of this session.

61 "Cana Poteet" (1802355712)

00:09:41.594 --> 00:09:56.594

So, yeah, so an act or behavior responses that are measurable and observable any action that a person does or a physical representation of how somebody may feel that I have a really good tie to that empathetic mindset of emotions may drive that behavior. There is a.

62 "Cana Poteet" (1802355712)

00:09:56.739 --> 00:10:11.494

That goes into what behavior is, but the way that we talk about it primarily I think of the big things that we use is we discuss it as anything a person does that can be seen encountered. So, that's very, very close to what smile described as that be measurable and observable.

63 "Cana Poteet" (1802355712)

00:10:11.674 --> 00:10:16.714

So measurable is counted. Observable is seen so, anything that a person does that can be.

64 "Cana Poteet" (1802355712)

00:10:16.739 --> 00:10:18.479

Seen and counted, so.

65 "Cana Poteet" (1802355712)

00:10:19.404 --> 00:10:30.114

Is walking back and forth in the hallway I can count how many times she walks to the left and walks to the right I can count how long it takes her to do this sort of behavior.

66 "Cana Poteet" (1802355712)

00:10:30.144 --> 00:10:38.244

I can describe this behavior by the talking about the very specific points of what's happening while that's going on. So, all of that can be.

67 "Cana Poteet" (1802355712)

00:10:38.479 --> 00:10:45.149

Counted and that's kind of what we generally call behavior and describe it in this particular field. So.

68 "Cana Poteet" (1802355712)

00:10:45.774 --> 00:10:56.724

I would love for you oh, communication is also a really good. I, right? A lot of people look at behavior as a method of communicating. I'm trying to tell you something I'm trying to advocate for myself, or maybe another person.

69 "Cana Poteet" (1802355712)
00:10:56.724 --> 00:11:05.064

So, behavior can be a really good thing for us to look at, because it might be telling us something that we need to listen to. So excellent job. Madison. Okay. So.

70 "Cana Poteet" (1802355712)
00:11:05.174 --> 00:11:19.034

Now, I'm curious what behaviors you might see in your environments. So I would love for you to just type as many behaviors as you can into the chat box and I'm going to try and write them down as as fast as I can.

71 "Cana Poteet" (1802355712)
00:11:21.899 --> 00:11:27.629

So, I'm going to get us started with maybe yelling. I feel that.

72 "Cana Poteet" (1802355712)
00:11:27.629 --> 00:11:31.199

On the primal level just yeah.

73 "Cana Poteet" (1802355712)
00:11:37.739 --> 00:11:42.629

Pacing Yep. There we go. Good. Awesome smiling.

74 "Cana Poteet" (1802355712)
00:11:42.629 --> 00:11:48.299

Talking asking for things.

75 "Cana Poteet" (1802355712)
00:11:48.299 --> 00:12:00.899

And I'm sorry that my text is really small. I tried to figure out how to fix that and I couldn't do it.

76 "Cana Poteet" (1802355712)
00:12:00.984 --> 00:12:11.604

Rolling eyes a stopping feet. Okay. So this is a really good list if you've got more keep, em, coming because we're gonna talk about behaviors a lot this this morning.

77 "Cana Poteet" (1802355712)
00:12:11.784 --> 00:12:20.634

So if you have any other ones, please feel free we've got a list of behaviors here. Pacing yelling smiling, stomping feet, talking rolling eyes.

78 "Cana Poteet" (1802355712)
00:12:20.899 --> 00:12:27.869

For things, crying and screaming all of those are really, really great examples of what behavior is.

79 "Cana Poteet" (1802355712)
00:12:28.344 --> 00:12:35.244

So, remember, that behavior is anything that a person does that can be seen and counted.

80 "Cana Poteet" (1802355712)
00:12:35.964 --> 00:12:47.844

So, what we're going to look at now is just kind of identify what is a common theme here between all of these behaviors. So, pacing, yelling, smiling, stopping seat, talking asking.

81 "Cana Poteet" (1802355712)
00:12:47.869 --> 00:12:52.379

Things rolling eyes, crying and screaming. Actually I'm going to move some of these over here.

82 "Cana Poteet" (1802355712)
00:12:52.379 --> 00:13:01.979

And then we're going to talk about them, so I'm moving them kind of into 2 categories.

83 "Cana Poteet" (1802355712)
00:13:01.979 --> 00:13:08.219

What do you notice about the right category? What would you consider all of those behaviors have in common?

84 "Cana Poteet" (1802355712)
00:13:28.219 --> 00:13:35.879

So, on our right hand column, we have crying screaming, rolling I stopping feet yelling and pacing. What do you think that those have in common.

85 "Cana Poteet" (1802355712)
00:13:46.319 --> 00:14:00.269

Okay, so smile says that on the left hand side, we've got some okay or more desirable behaviors and on the right hand side, we've got some undesirable behaviors and smile is really on the on the ball here. Because what we're really looking at is.

86 "Cana Poteet" (1802355712)
00:14:00.269 --> 00:14:04.919

Out, uh, generally when we're thinking about behaviors.

87 "Cana Poteet" (1802355712)
00:14:04.919 --> 00:14:19.704

We often think about behaviors as those undesirable behaviors that crying that's screaming. The rolling guys, the stopping their feet, yelling and pacing. But really what could happen here is that if we look at the context, what's going on in the background what happened before?

88 "Cana Poteet" (1802355712)
00:14:19.704 --> 00:14:24.834

What's going on after those behaviors might change from that desire that undesirable.

89 "Cana Poteet" (1802355712)

00:14:24.919 --> 00:14:37.964

Too desirable. I, I'm going to use crying as an example, because I cry all the time. I am an emotional human. I get emotional about things that are awesome. I get emotion about things that are not awesome.

90 "Cana Poteet" (1802355712)

00:14:38.504 --> 00:14:44.834

So, crying for me, can kind of fall into either 1 of these categories very, very regularly. So.

91 "Cana Poteet" (1802355712)

00:14:44.919 --> 00:14:54.334

That context really changes if that behavior is going to be locked in and undesirable or locked in in a desirable and behaviors. Just aren't like that. They shift. They move.

92 "Cana Poteet" (1802355712)

00:14:54.334 --> 00:15:04.834

They change context really has a big play in how we're looking at or talking about behaviors. So, when you are thinking about the behaviors in your environment, consider the context of.

93 "Cana Poteet" (1802355712)

00:15:04.919 --> 00:15:19.314

What's happening? So that way you can really try and motivate desirable behaviors, teach behaviors differently, or react in a way that we're going to talk about in the 2nd, half of this session. So excellent job. Everybody Thank you for these behaviors.

94 "Cana Poteet" (1802355712)

00:15:21.389 --> 00:15:29.934

So when we talk about behaviors, we really want to make sure that they are specific actions, rather than big old categories. And we had a really good list here.

95 "Cana Poteet" (1802355712)

00:15:29.964 --> 00:15:41.064

All of these are pretty specific, you know, asking for things might be a bit broad, but generally all of these are pretty specific behaviors. I can, I can see screaming. I can count screening. I can observe screaming.

96 "Cana Poteet" (1802355712)

00:15:41.389 --> 00:15:47.534

I can do all of those things instead of saying something is rude or somebody is not compliant,

97 "Cana Poteet" (1802355712)

00:15:47.564 --> 00:16:01.334

or they're having a temper tantrum the best way that we can respond or deal with that behavior in any number of ways is to break it down as to what is actually happening it is much, much easier for me to react to.

98 "Cana Poteet" (1802355712)

00:16:01.414 --> 00:16:12.034

Or to handle a person who is crying than a person who is having a tantrum, because those could be many, many different things. And my tantrum looks very, very different than yours.

99 "Cana Poteet" (1802355712)

00:16:12.184 --> 00:16:21.364

So, if you are trying to help your staff deal with certain behaviors, or if you're trying to figure out how you can assist in somebody understanding what's actually happening instead of 1.

100 "Cana Poteet" (1802355712)

00:16:21.389 --> 00:16:30.419

Big categories of behaviors together really try to make them specific. So that way you can target them much much easier.

101 "Cana Poteet" (1802355712)

00:16:30.714 --> 00:16:44.304

Okay, so we're going to talk about the 4 different categories of behaviors. We break them down into desirable categories and then undesirable categories and then we have 2 in each. So we have significantly desirable. Just okay.

102 "Cana Poteet" (1802355712)

00:16:44.304 --> 00:16:49.074

Desirable, serious, undesirable and annoying junk, undesirable behaviors.

103 "Cana Poteet" (1802355712)

00:16:49.379 --> 00:16:53.099

Okay.

104 "Cana Poteet" (1802355712)

00:16:53.334 --> 00:17:07.584

So remember when a behavior is desirable or undesirable, it just depends on that context. So crying can be desirable. Crying can be undesirable. Exercising can be desirable exercise. It can be undesirable, depending on the context.

105 "Cana Poteet" (1802355712)

00:17:07.584 --> 00:17:09.474

That's always gonna be something we want to think about.

106 "Cana Poteet" (1802355712)

00:17:11.124 --> 00:17:25.554

So, significantly desirable behaviors are behaviors that we just want to try to increase. There are these behaviors that generally help a person, improve their quality of life. They might be something that's going to help them be healthy.

107 "Cana Poteet" (1802355712)

00:17:25.734 --> 00:17:29.844

It could be something that's going to help them. Get a job if that's what they're looking for.

108 "Cana Poteet" (1802355712)

00:17:29.899 --> 00:17:36.599

It could be something that's going to help them build a effective and safe relationships, anything that we want to try to really increase.

109 "Cana Poteet" (1802355712)

00:17:37.134 --> 00:17:52.044

Some significantly desirable behaviors people might already be doing some behaviors are might be very, very new and so these are going to be really, really exciting when we see them. So we want to target these behaviors heavily. So that way we can teach these behaviors to happen.

110 "Cana Poteet" (1802355712)

00:17:52.044 --> 00:17:52.764

More often.

111 "Cana Poteet" (1802355712)

00:17:56.664 --> 00:18:10.764

Okay, behaviors are also in the desirable category and these behaviors they just happen. They're, they're common behaviors that we often overlook, or even take for granted. So, for an example, I close the door to my fridge.

112 "Cana Poteet" (1802355712)

00:18:10.794 --> 00:18:16.074

Every time I grab something from there. Every time I take something out, I close the door to the fridge. I put something back in and.

113 "Cana Poteet" (1802355712)

00:18:16.219 --> 00:18:25.214

With regard to the French, but maybe 1 day, I forget because I'm distracted and I have to go do something else and I leave the fridge door open. Not once did anyone.

114 "Cana Poteet" (1802355712)

00:18:25.214 --> 00:18:35.954

Thank me for closing the fridge every single time that it occurred, but I do get told something about leaving the fridge open the 1 time that I forget. So, the common just okay. Behavior closing the.

115 "Cana Poteet" (1802355712)

00:18:36.219 --> 00:18:44.884

It's never had a reaction in a positive way, but the leaving it open had a strong reaction in a coercive way and we're going to talk about conversions.

116 "Cana Poteet" (1802355712)

00:18:44.914 --> 00:18:56.194

We're going to talk about positive relationship building strategies, but when we're thinking about just okay behaviors, the ones that we should be seeing the ones that are already occurring. How often do we.

117 "Cana Poteet" (1802355712)

00:18:56.219 --> 00:19:11.184

Say anything about those behaviors to maintain them so, if you want to behavior to maintain and you're seeing it happen, just give a person a praise. So, thank you for doing that thing. It was really awesome that you helped me out over there. I'd love to return the favor. Right? Those just okay.

118 "Cana Poteet" (1802355712)

00:19:11.184 --> 00:19:14.604

Behaviors are things that commonly take place, but often get overlooked.

119 "Cana Poteet" (1802355712)

00:19:17.064 --> 00:19:31.704

Annoying junk behaviors are in the undesirable category and this is where we spend a lot of our time and energy focusing. It's the behaviors that make us kind of want to, like, scream or maybe rip our hair out or really just getting under our skin.

120 "Cana Poteet" (1802355712)

00:19:32.064 --> 00:19:34.464

Sometimes these are pet peeves for people.

121 "Cana Poteet" (1802355712)

00:19:34.879 --> 00:19:49.634

But they are the behaviors that we often try and stamp out the most and remember, I said earlier that we can't stamp out behaviors, we have to replace them. And so these behaviors get so much attention that they continue to happen over and over and over again.

122 "Cana Poteet" (1802355712)

00:19:49.844 --> 00:19:54.614

So, we need to figure out something else to do, instead of accidentally motivating those.

123 "Cana Poteet" (1802355712)

00:19:54.879 --> 00:19:58.889

Behaviors so again, they're really annoying.

124 "Cana Poteet" (1802355712)

00:19:58.889 --> 00:20:11.994

They might be socially acceptable at some point that a person has grown out of that socially acceptable age range, but it's still doing the thing, you know, like, maybe an adult who baby talks just about their day.

125 "Cana Poteet" (1802355712)

00:20:12.174 --> 00:20:18.864

It's not harming anybody, but it is uncomfortable. And annoying and that's a weird thing to do. So that might.

126 "Cana Poteet" (1802355712)

00:20:18.889 --> 00:20:30.779

Be considered junk behavior, but remember, it's not physically harmful to themselves. It's not harmful to others. It is not damaging property and it is not an illegal behavior. It's just difficult to deal with.

127 "Cana Poteet" (1802355712)

00:20:30.779 --> 00:20:36.659

Um, and I, that staff, uh, in this field, spend a lot of time trying to figure out how to respond to.

128 "Cana Poteet" (1802355712)

00:20:36.659 --> 00:20:51.329

So, let's look back at our list of the ones that we had identified and see if any of these are junk behavior going to bounce back a little bit. So, of the ones that we identified are any of these.

129 "Cana Poteet" (1802355712)

00:20:51.329 --> 00:20:55.439

Uh, junk behavior, so you would consider a junk behavior.

130 "Cana Poteet" (1802355712)

00:20:55.439 --> 00:20:59.339

And if you see I, just throw it out in the chat box.

131 "Cana Poteet" (1802355712)

00:21:24.719 --> 00:21:28.019

Okay, Madison says rolling ice. Awesome.

132 "Cana Poteet" (1802355712)

00:21:28.554 --> 00:21:41.514

Okay, depending on the context Carolyn says maybe all or none of them, right? I could see each I of these having a very intense junk behavior component, depending on what's going on in the environment. Right?

133 "Cana Poteet" (1802355712)

00:21:41.544 --> 00:21:47.604

Like, talking in a movie might be considered junk behavior, but it's not harming anybody. Right?

134 "Cana Poteet" (1802355712)

00:21:48.019 --> 00:22:00.599

Generally look down on it, but it is not harmful. Rolling. The eyes is a great I. my parents hated it when I did this to them. And now my mom does it back and I get the feeling I understand now.

135 "Cana Poteet" (1802355712)

00:22:00.599 --> 00:22:12.779

So all of these behaviors, they're not harmful, they just might be generally annoying difficult to deal with and we would consider them junk behaviors.

136 "Cana Poteet" (1802355712)

00:22:13.674 --> 00:22:27.714

Okay, so here are a couple more behaviors that we might consider junk behavior. So cursing some people have a harder time with this particular behavior over others. It is kind of a personal preference. If you find this to be a junk behavior or not.

137 "Cana Poteet" (1802355712)

00:22:28.104 --> 00:22:32.724

But what we have to remember is that if a person finds this behavior to be junkie.

138 "Cana Poteet" (1802355712)

00:22:32.779 --> 00:22:40.124

Then, we really need to help them respond to it appropriately, which means that we assist them in taking good deep breath.

139 "Cana Poteet" (1802355712)

00:22:40.154 --> 00:22:52.724

So that the way they don't react that they do something else through pivot, which we're gonna talk about, or we just kind of let them know that this is a common behavior, kind of give them some more information about that same thing with not going to work slamming door.

140 "Cana Poteet" (1802355712)

00:22:52.779 --> 00:23:01.084

His name calling, threatening, not being respectful screaming saying mean things so all of these, we might consider those junk behaviors.

141 "Cana Poteet" (1802355712)

00:23:01.264 --> 00:23:09.874

They have the capacity to really increase into something more serious, but them by themselves, they are not harmful behaviors. They are just struck.

142 "Cana Poteet" (1802355712)

00:23:12.299 --> 00:23:21.449

So, why do you think somebody might use or do just behavior? So, let's talk about complaining about food groups or peers? Why do you think somebody complaints.

143 "Cana Poteet" (1802355712)

00:23:52.589 --> 00:23:56.609

All right, so smile says it feels like they're not being heard.

144 "Cana Poteet" (1802355712)

00:24:00.989 --> 00:24:05.009

Yeah, that's a pretty good complaint. The reason why somebody might complain.

145 "Cana Poteet" (1802355712)

00:24:17.129 --> 00:24:25.859

I see a lot of complaining and it's really just like trying to work through or talk about, uh, frustration that they have. You know, there's a lot of like.

146 "Cana Poteet" (1802355712)

00:24:28.014 --> 00:24:40.314

Negative self talk in the complaining, or they're just kind of like talking about this thing that they don't necessarily like, because

they're trying to work through it or maybe even. But that might be a reason why somebody complains.

147 "Cana Poteet" (1802355712)

00:24:40.524 --> 00:24:45.684

And so both of those examples of why somebody might complain, they, they.

148 "Cana Poteet" (1802355712)

00:24:45.859 --> 00:24:58.364

Have like something important in the middle of them. Right? Somebody feels like they're not being heard. Well, the complaint is just the junk behavior, but the core reason why I really need to focus on that instead. So right.

149 "Cana Poteet" (1802355712)

00:24:58.634 --> 00:25:05.114

Carolyn says expressing frustration, anger, anxiety or fear. All of those are things that are more important to me.

150 "Cana Poteet" (1802355712)

00:25:05.859 --> 00:25:11.759

To help with, or to look at versus just the active complaining.

151 "Cana Poteet" (1802355712)

00:25:11.759 --> 00:25:22.704

Yeah, right. Madison says that they want to bring attention to something, but they're not really sure how to do it. This is a really common behavior. I'm sure all of you have experienced complaining in your work settings. Right?

152 "Cana Poteet" (1802355712)

00:25:23.064 --> 00:25:31.734

Something is not right and they want to talk about it, but maybe they're not doing it in the best possible way. It doesn't diminish what it is that they're saying. It's just they're doing it in a way.

153 "Cana Poteet" (1802355712)

00:25:32.174 --> 00:25:40.544

That may not be socially appropriate, so I am going to pivot which we're going to talk about and just kind of think about what else is going on here.

154 "Cana Poteet" (1802355712)

00:25:40.544 --> 00:25:51.614

I might need to do some good de escalation, just to kind of get those feelings back into a nice spot before we try anything else. Right? I'm not going to tell them not to complain. I'm not going to go into.

155 "Cana Poteet" (1802355712)

00:25:51.784 --> 00:26:06.694

Reasons why they shouldn't or why they need to just buy into the system. Right? There are other things that are inside of that behavior that I need to focus on and that's how I'm going to pivot. I'm going to focus on

something different, or I'm gonna try and pivot and focus on something desirable.

156 "Cana Poteet" (1802355712)
00:26:06.694 --> 00:26:09.754
So I don't accidentally respond with reinforcement.

157 "Cana Poteet" (1802355712)
00:26:10.529 --> 00:26:21.209
Okay, excellent, excellent job. There are lots of reasons why people might do certain junk behaviors. And so part of our role is to just kind of break that down and figure out what's going on.

158 "Cana Poteet" (1802355712)
00:26:21.209 --> 00:26:29.699
So, what behavior is not considered junk we call those serious, undesirable behaviors. These behaviors.

159 "Cana Poteet" (1802355712)
00:26:29.699 --> 00:26:41.724
Cause physical damage to themselves, others damage to property or behavior that could be, or is a legal, right so anything that is now a serious behavior is going to have a different response.

160 "Cana Poteet" (1802355712)
00:26:41.934 --> 00:26:49.554
So, hitting with force, throwing a chair banging their head against the wall against anything, right? That is harmful to them.

161 "Cana Poteet" (1802355712)
00:26:50.654 --> 00:27:04.364
Stealing that's damaging, that could be damaging property and is technically illegal. So, these behaviors are what we would consider serious. You notice that? None of those are just junky. I'm calling you a bad name, because I'm bad. Right? They're just they're they're serious behaviors.

162 "Cana Poteet" (1802355712)
00:27:04.364 --> 00:27:07.664
So, what should we do when a serious behavior is happening?

163 "Cana Poteet" (1802355712)
00:27:08.099 --> 00:27:21.414
So 1 thing that we can try is to prevent or interrupt that behavior we can implement or try to work through the safety crisis plan. If there is 1, if you get grab your phone real quick, you can scan the QR code here.

164 "Cana Poteet" (1802355712)
00:27:21.414 --> 00:27:28.014
And it'll take you just some more information about safety crisis plans. This will also be available afterwards where.

165 "Cana Poteet" (1802355712)
00:27:28.099 --> 00:27:33.299

Like I said, we're recording this, so you'll have this a little bit later. If you missed your opportunity now.

166 "Cana Poteet" (1802355712)

00:27:34.044 --> 00:27:46.794

The other thing that you can do is you can call for help if you need it 98 is a pretty good resource, both for staff, and for individuals, or people who are just experiencing a lot of feelings and are in crisis.

167 "Cana Poteet" (1802355712)

00:27:46.794 --> 00:27:53.154

So, maybe you need to get some extra resources there and just try and figure out how you can help that person in the moment. moment

168 "Cana Poteet" (1802355712)

00:27:55.319 --> 00:28:05.664

The other thing that we're going to talk about a little bit when serious behaviors are happening, is that you can use some de escalation strategies. We call that state goes hot and we're going to spend some time practicing some stakeholders, hot responses.

169 "Cana Poteet" (1802355712)

00:28:05.664 --> 00:28:15.204

So so here are some more examples of what behavior is behaviors are that are significant desirable might be mixing ingredients for a cake, especially.

170 "Cana Poteet" (1802355712)

00:28:15.319 --> 00:28:28.424

That person has never used measuring cups before, or has never tried to make something on their own. That's pretty significant reading a book. The 1st time that my nephew read to me, it was a big deal.

171 "Cana Poteet" (1802355712)

00:28:28.424 --> 00:28:35.114

We celebrated a lot, even though he had already gotten lots of praise from everyone else, they didn't care. It was awesome. Significant.

172 "Cana Poteet" (1802355712)

00:28:35.944 --> 00:28:44.794

Just okay, behaviors might be answering the question, you know, they do it often. They're very good at responding to you. That's a common behavior. That's just okay.

173 "Cana Poteet" (1802355712)

00:28:45.064 --> 00:28:53.014

Saying, thank you might also be something that people just do and we start to recognize that whenever there's the absence of this particular behavior.

174 "Cana Poteet" (1802355712)

00:28:54.414 --> 00:29:06.654

Desirable serious behaviors might be hitting someone, taking your clothes off in public and then those undesirable junk behaviors might be, like,

cursing or threatening to tear stuff up. Like, I'm going to go in there and I'm going to rip this book apart.

175 "Cana Poteet" (1802355712)
00:29:06.864 --> 00:29:13.254

It's my book in my house, I'm mad and I'm going to do something, so right. That's not harming anybody, but it is kind of junkie.

176 "Cana Poteet" (1802355712)
00:29:13.339 --> 00:29:19.139

Do you have any questions about these particular behaviors, or.

177 "Cana Poteet" (1802355712)
00:29:19.139 --> 00:29:26.159

Um, the way that we describe behaviors before I move on to the next section, any current questions that you guys have.

178 "Cana Poteet" (1802355712)
00:29:31.139 --> 00:29:35.729

And I'm going to give just a minute or so because I want to make sure that I don't miss anyone.

179 "Cana Poteet" (1802355712)
00:29:36.024 --> 00:29:45.114

If you're typing yeah,

180 "Cana Poteet" (1802355712)
00:29:45.114 --> 00:29:55.494

the spitting 1 is always a little bit difficult because there might be some communicable disease that's going on there. So that definitely changes that behavior and the.

181 "Cana Poteet" (1802355712)
00:29:55.729 --> 00:30:01.769

Text of that particular behavior I knew an individual who used to just spit on the ground in their home constantly.

182 "Cana Poteet" (1802355712)
00:30:01.769 --> 00:30:04.799

Let's take their jam, so.

183 "Cana Poteet" (1802355712)
00:30:04.799 --> 00:30:10.229

Okay, so we're going to talk about some fundamental facts.

184 "Cana Poteet" (1802355712)
00:30:11.004 --> 00:30:24.774

He sent a mental facts, just really help us understand behavior a little bit more and why we do what we do. So, 1 of these fundamental facts is that the behavior is always right it's just true. The behavior is right. Not morally. Right. It's just right.

185 "Cana Poteet" (1802355712)
00:30:24.804 --> 00:30:30.204

Given the person's environment and history, so it might be that they learned this particular.

186 "Cana Poteet" (1802355712)

00:30:30.229 --> 00:30:44.834

Behavior in a previous setting in a previous context that helped keep them safe or keep them in control and that behavior is going to be maintained. No matter where it is. That they are, it could be the current situation, their history and experiences.

187 "Cana Poteet" (1802355712)

00:30:44.834 --> 00:30:49.184

Maybe even their physiology and genetics that can be responsible for the behavior.

188 "Cana Poteet" (1802355712)

00:30:49.499 --> 00:30:52.529

For instance, if, uh.

189 "Cana Poteet" (1802355712)

00:30:52.529 --> 00:30:57.059

A, a little words, hold on. Sorry.

190 "Cana Poteet" (1802355712)

00:30:57.059 --> 00:31:03.929

If you were to take a kid, say that they were in a, in the foster care system for a long time.

191 "Cana Poteet" (1802355712)

00:31:04.584 --> 00:31:15.204

And you brought them into their your home, and then you learn that they were hurting a lot of food in their room. This behavior is kind of a common. They have lots of food to eat in the house.

192 "Cana Poteet" (1802355712)

00:31:15.204 --> 00:31:23.874

You're trying to figure out why, and then you learn that they learned that behavior, because in the previous placements, they did not have enough food to eat. And so they learned to save.

193 "Cana Poteet" (1802355712)

00:31:23.929 --> 00:31:38.264

Board that suit for future use, so that behavior seemed appropriate to that person. It was right for them to do in that moment. And we just have to help teach that person that in this particular environment, and this context that behavior is no longer needed.

194 "Cana Poteet" (1802355712)

00:31:38.264 --> 00:31:43.904

And that might take some time and a lot of empathy. So that's kind of an example of the behavior is right depending on the.

195 "Cana Poteet" (1802355712)

00:31:43.929 --> 00:31:47.399

Environment history, genetics, so, and, and so forth.

196 "Cana Poteet" (1802355712)

00:31:47.399 --> 00:31:52.019

It can be changed. All behaviors can be changed and adapted.

197 "Cana Poteet" (1802355712)

00:31:53.784 --> 00:32:02.634

Fundamental fact, to so consequences can either strengthen or week and a behavior and the only way to know the effect of that consequences is by knowing what happens after the behavior.

198 "Cana Poteet" (1802355712)

00:32:02.634 --> 00:32:11.994

So, what happens in the future so, anytime that you want to see whether or not a consequence hasn't had an impact on the behavior, you want to see how that behavior reacts in the future.

199 "Cana Poteet" (1802355712)

00:32:12.019 --> 00:32:23.804

Does it increase? Does it happen more often or does it decrease and happen less often and consequences can be pretty complicated to talk about. We spend a whole session kind of describing what those consequences are in the full tools class.

200 "Cana Poteet" (1802355712)

00:32:24.974 --> 00:32:31.964

It does take time for behavior to change and for the environment to make an impact on that behavior we want to be consistent.

201 "Cana Poteet" (1802355712)

00:32:32.019 --> 00:32:44.884

Be patient, take data if possible the best way for you to know if something is making an impact, is the scene and count it. So, taking data is going to be really, really useful. I take data on my own personal behaviors.

202 "Cana Poteet" (1802355712)

00:32:45.214 --> 00:32:51.934

1 of mine is anxiety and so I track the days that I have anxiety symptoms and then I can.

203 "Cana Poteet" (1802355712)

00:32:52.019 --> 00:33:06.809

Back and see that it's not as intense as I thought it was or that the things that I'm doing are helping kind of decrease the times that the anxiety symptoms pop up the other thing to know about the environment is that you are part of the day environment.

204 "Cana Poteet" (1802355712)

00:33:07.344 --> 00:33:14.094

That we are part of it, so it's not just the physical space. It's not just what's in the room. It's also who's in the room.

205 "Cana Poteet" (1802355712)

00:33:14.334 --> 00:33:24.534

So, if is having an impact on this person's behavior, she's a part of the environment, and we might need to change in order to impact that behavior because the environment.

206 "Cana Poteet" (1802355712)

00:33:24.959 --> 00:33:28.139

Motivates and and, uh, impacts the behavior.

207 "Cana Poteet" (1802355712)

00:33:30.624 --> 00:33:43.974

Past behavior is the best predictor of future behavior, so anything that happened in the past most likely is going to impact what's gonna happen now, or in this future. This really helps us just kind of get into the good mindset. If they've never done it before.

208 "Cana Poteet" (1802355712)

00:33:43.974 --> 00:33:48.024

They're unlikely to do it now or if they have done it before, they're likely to do it. Now.

209 "Cana Poteet" (1802355712)

00:33:48.139 --> 00:33:58.964

So, I can respond to both of those very, very differently, but if I just know that the past behavior best predicts future behavior, I'm going to have a lot more confidence going in and interacting with this particular person.

210 "Cana Poteet" (1802355712)

00:33:59.114 --> 00:34:07.994

And if I don't, and I'm just going to give them the benefit of the doubt and use all of the skills that I have in order to build a fast relationship with them. So that way they're a person that they're.

211 "Cana Poteet" (1802355712)

00:34:08.139 --> 00:34:20.134

Comfortable with giving negative coercive, punishing consequences, actually results in more problems and more undesirable behaviors. There are a couple of reasons for this 1.

212 "Cana Poteet" (1802355712)

00:34:20.164 --> 00:34:25.324

we're reacting to those undesirable behaviors that we're trying to coerce people out of. So, if Kana.

213 "Cana Poteet" (1802355712)

00:34:26.609 --> 00:34:32.574

You know, picks her nose, for instance, and every time I react to that behavior, I'm not only giving it attention.

214 "Cana Poteet" (1802355712)

00:34:32.724 --> 00:34:45.684

I'm feeding into that behavior and motivating it with just my attention, but I could be teaching some other skills that I might not be wanting to do like, how to how to logic their way out of things. Um.

215 "Cana Poteet" (1802355712)

00:34:46.374 --> 00:35:00.144

How to ask questions in a way that they don't really want an answer or I could be aging them we could be aging our relationship and I'm going to give you that Pre acronym in it here.

216 "Cana Poteet" (1802355712)

00:35:00.144 --> 00:35:01.614

So that way we can talk about it later.

217 "Cana Poteet" (1802355712)

00:35:02.934 --> 00:35:12.744

In the long run behavior responds better to positive consequences. It just does everything is motivated by something. We all get a pay off for what's going on.

218 "Cana Poteet" (1802355712)

00:35:13.044 --> 00:35:21.894

I continue to buy coffee because it's delicious, even though I know that it is money that I should be saving. I continue to do it because.

219 "Cana Poteet" (1802355712)

00:35:21.919 --> 00:35:26.849

It makes me happy and that is motivating, uh, behavior with a positive consequence.

220 "Cana Poteet" (1802355712)

00:35:30.024 --> 00:35:38.244

So all of those fundamental facts are really just universal ways for us to have that positive approach it sets the foundation for all of our interventions.

221 "Cana Poteet" (1802355712)

00:35:38.394 --> 00:35:46.584

And when we think about those fundamental facts, it's going to be much much easy for us to really react in the ways that we need to, to change and shape behavior.

222 "Cana Poteet" (1802355712)

00:35:46.849 --> 00:35:54.479

I think about those fundamental facts a lot, because it kind of helps me stabilize and just have some, some framework to look at.

223 "Cana Poteet" (1802355712)

00:35:54.479 --> 00:36:05.009

So effectively change behaviors, we always need to teach, find and pay more attention to desirable behaviors. So if Canaan continues to, um.

224 "Cana Poteet" (1802355712)

00:36:06.564 --> 00:36:16.674

To talk to strangers on the Internet then I might need to teach Dana, how she can safely talk to people. What ways are she currently talking to people?

225 "Cana Poteet" (1802355712)

00:36:16.674 --> 00:36:24.624

I might need to get her in a relationship and I don't know a relationship and sexual health class, but I need to teach something because she might be missing it.

226 "Cana Poteet" (1802355712)

00:36:25.009 --> 00:36:39.014

I can also find other behaviors to replace that particular behavior with, or I might just need to pay more attention to desirable behaviors across the board. So, those are really going to be the ways that we effectively change behavior is teaching something.

227 "Cana Poteet" (1802355712)

00:36:39.014 --> 00:36:44.684

Somebody might need to know finding the replacement and then paying off those desirable behaviors when they happen.

228 "Cana Poteet" (1802355712)

00:36:45.594 --> 00:36:55.944

So these are what we call those target behaviors, the behaviors that we want to teach increase or replace. So, if we want to teach the desirable or alternative behaviors, we just need to identify what those are.

229 "Cana Poteet" (1802355712)

00:36:56.064 --> 00:37:05.064

So, we can communicate those out to the people who are going to be implementing these skills. Right? If Kayla is working with Johnny and 1 of the target behaviors.

230 "Cana Poteet" (1802355712)

00:37:05.089 --> 00:37:12.044

That we want to teach Johnny, is how to cook Canaan needs to know how to teach Johnny how to cook. In order to teach Johnny have to cook.

231 "Cana Poteet" (1802355712)

00:37:12.044 --> 00:37:25.004

So, we're going to have to put some things in place in order to help staff or anyone else who's going to be implementing how to teach that behavior to somebody else. We also want to strengthen and increase those desirable behaviors. So we.

232 "Cana Poteet" (1802355712)

00:37:25.114 --> 00:37:36.364

Just want to try and pay off more often than we think that we are currently doing. I give positive consequences out constantly. My positive consequences. Come from a way to go.

233 "Cana Poteet" (1802355712)

00:37:36.364 --> 00:37:45.064

You did an excellent job on this email that you sent out to nominating people for employee of the month right? They spread all the way in between because.

234 "Cana Poteet" (1802355712)

00:37:45.089 --> 00:37:56.729

Paying off desirable behaviors, targets, the behaviors that I want to see most often and then we're going to react with pivot. We're going to do something different in order to decrease those undesirable behaviors that we want to replace.

235 "Cana Poteet" (1802355712)

00:37:59.304 --> 00:38:10.584

So motivating desirable behaviors, we just want to put emphasis on the healthy ones. We would amendment minimize the emphasis on the undesirable behaviors by teaching and improving what's going on in our environment.

236 "Cana Poteet" (1802355712)

00:38:10.584 --> 00:38:16.494

So, as you're just really repeating the same thing, but I really want to emphasize here that in order to shape and increase.

237 "Cana Poteet" (1802355712)

00:38:16.729 --> 00:38:27.404

Terrible behaviors, we have to look for them we have to recognize them we might even have to plan for them and we absolutely have to teach people instead of just thinking that they're going to learn it on their own.

238 "Cana Poteet" (1802355712)

00:38:27.494 --> 00:38:36.644

Some people cannot or won't be able to learn that on their own and it's just much easier to teach what you want to see, versus expecting people to pick it up as they go along.

239 "Cana Poteet" (1802355712)

00:38:37.435 --> 00:38:49.615

And that goes for any job, and in any environment in any setting. So don't focus on those undesirable behaviors that you want to stop instead focus on the behaviors that you want the person to do.

240 "Cana Poteet" (1802355712)

00:38:49.795 --> 00:38:56.995

So think about in your head, I won't ask you to give me any ideas, but just think about for a minute what behaviors you really like to see.

241 "Cana Poteet" (1802355712)

00:38:57.045 --> 00:39:06.195

More often, what's something that you would love to see from your staff? What's something that you would love to see about the individuals that you are supporting? What are those behaviors that you strive for?

242 "Cana Poteet" (1802355712)

00:39:06.375 --> 00:39:16.905

Maybe even think about the goals and outcomes of these people that the healthy behaviors that you want them to adopt all of those, you should be focusing your time on much, much more often. And then when you.

243 "Cana Poteet" (1802355712)

00:39:17.020 --> 00:39:30.390

See that even if it's a baby behavior, even if it's 1, teeny, teeny, tiny part of the overall thing that you really want to see pay it off, you're gonna slowly shape up that behavior to what you want.

244 "Cana Poteet" (1802355712)

00:39:30.390 --> 00:39:45.180

It's going to take time, it's going to take a change in your focus. That's 1 of the most difficult things about implementing tools at a high rate is that I constantly have to reshape my focus into. Okay. So if this is the undesirable behavior, what's missing.

245 "Cana Poteet" (1802355712)

00:39:45.535 --> 00:39:54.085

What caused this behavior to occur? Was there something that they missed? Because they need to be taught that thing? Was there something that they missed? Because we were reacting to that thing right?

246 "Cana Poteet" (1802355712)

00:39:54.085 --> 00:40:05.155

I have to focus on the positive and the shaping towards the positive versus constantly being dragged down into the negative behavior. So they just want to stop. And I know that it's difficult because you just want them.

247 "Cana Poteet" (1802355712)

00:40:05.180 --> 00:40:18.345

To stop, but this is going to be a really, really good practice for you and for the people that you're supporting, um, it's going to take a long time because behaviors take a long time. And some people have been doing this for 20, 30, 57 years.

248 "Cana Poteet" (1802355712)

00:40:18.345 --> 00:40:22.335

That's going to take some time to kind of wiggle themselves out of. of

249 "Cana Poteet" (1802355712)

00:40:23.215 --> 00:40:35.485

We're going to look for improvements, not perfection, any tiny little thing. It doesn't matter any tiny little thing. That's what we're looking for. Think about when you, if you have kids and that, we're going through the potty training process. Right?

250 "Cana Poteet" (1802355712)

00:40:35.515 --> 00:40:42.535

Any small step towards the toilet was a great step. We were really excited about it. They made it to the toilet eventually, but.

251 "Cana Poteet" (1802355712)

00:40:42.620 --> 00:40:46.590

It took time to get there all of that happens when we talk about behavior.

252 "Cana Poteet" (1802355712)

00:40:46.590 --> 00:40:51.450

And be patient promise, just be patient as much as you can.

253 "Cana Poteet" (1802355712)

00:40:51.450 --> 00:41:05.700

So, any current questions that we have before we talk about conversion, this is another kind of heavy lecture portion, but I'm going to try and get through these as fast as I can. So we can get into kind of that more back and forth.

254 "Cana Poteet" (1802355712)

00:41:05.700 --> 00:41:15.390

Any current questions.

255 "Cana Poteet" (1802355712)

00:41:18.750 --> 00:41:25.200

Okay, behavior is complicated. There's a lot of things to consider about behavior.

256 "Cana Poteet" (1802355712)

00:41:25.285 --> 00:41:38.365

Just know that if you start to look at and you want to focus on the desirable behaviors, look for them, they're happening everywhere. All the time. Something desirable is happening. Even if it's just they answered your question.

257 "Cana Poteet" (1802355712)

00:41:38.485 --> 00:41:41.755

Even if it's just they sat down to work at their desk.

258 "Cana Poteet" (1802355712)

00:41:42.030 --> 00:41:45.090

There are lots of things that are happening.

259 "Cana Poteet" (1802355712)

00:41:45.090 --> 00:41:48.540

Sign those positive behaviors and just start recognizing them.

260 "Cana Poteet" (1802355712)

00:41:48.540 --> 00:41:51.540

Okay, so let's talk about.

261 "Cana Poteet" (1802355712)

00:41:53.785 --> 00:42:06.025

So, conversion is a way that we typically punish. It's a way that we try and force people to comply with what it is that we want to happen and it often creates a worsening for that particular person.

262 "Cana Poteet" (1802355712)

00:42:06.265 --> 00:42:11.275

We've all experienced what I'm about to share with you in some shape or form.

263 "Cana Poteet" (1802355712)

00:42:11.540 --> 00:42:23.985

And it really just does not make us feel good. It's not an enjoyable feeling to receive. And so we should really try to be the person who's giving it out, because trying to force somebody do what we want does not typically work.

264 "Cana Poteet" (1802355712)

00:42:24.015 --> 00:42:27.855

And instead it just creates more difficult behaviors, moving forward.

265 "Cana Poteet" (1802355712)

00:42:28.945 --> 00:42:40.195

These verbal conversions are often times put down or a show of disrespect and we're going to kind of explain why and they're very habitual, which means that they just happen. I don't think about being coercive.

266 "Cana Poteet" (1802355712)

00:42:40.195 --> 00:42:48.115

I still use coercion and I have been teaching tools for 7 years. Now. I still, it just it comes out of my mouth because we've been using it for.

267 "Cana Poteet" (1802355712)

00:42:48.140 --> 00:42:57.090

A long time I have to actively think about, especially whenever I am experiencing a junk behavior, how to respond, that isn't coercive.

268 "Cana Poteet" (1802355712)

00:42:57.090 --> 00:43:10.860

Trying to teach people by punishing them will corrode that relationship. And a good example of this is for a really long time. I didn't know how to do the my own laundry.

269 "Cana Poteet" (1802355712)

00:43:10.860 --> 00:43:25.110

I mean, I didn't know how to do my own laundry until I was in college and then I was the person who flooded the washing machine in the basement of the building because no, I really taught me because my, the way that I was taught.

270 "Cana Poteet" (1802355712)

00:43:25.110 --> 00:43:31.915

Was that's not the right way to do it. You're doing it wrong. I told you how to do it differently. Just get out of the way to it myself.

271 "Cana Poteet" (1802355712)

00:43:32.245 --> 00:43:44.995

So, I never really learned and that was the teaching method that they tried to employ with me and it definitely didn't work and I kind of had

an aversion to wanting to try to do my own laundry. I was desperate because you need to wash your clothes. And.

272 "Cana Poteet" (1802355712)

00:43:45.110 --> 00:43:50.550

Eventually learn through trial and error, but teaching by using those coercive methods.

273 "Cana Poteet" (1802355712)

00:43:50.550 --> 00:43:55.230

Does not help the relationship and it's not really an effective method of teaching.

274 "Cana Poteet" (1802355712)

00:43:55.645 --> 00:44:07.315

So, when we try to use coercion, we're kind of using this punishment method and we're not really teaching the behaviors we want. We're actually modeling motivating and teaching behaviors that we don't want. Right?

275 "Cana Poteet" (1802355712)

00:44:07.435 --> 00:44:13.855

So, I learned a lot of really good ways of telling people what not to do, but I didn't really learn how to do what I needed to do.

276 "Cana Poteet" (1802355712)

00:44:15.990 --> 00:44:30.865

So, when we're talking about teaching people, we often hear the word discipline and discipline in kind of the general cultural colloquialism discipline is like, well, you need discipline,

277 "Cana Poteet" (1802355712)

00:44:30.865 --> 00:44:35.935

right? I'm, I'm sure people have heard that, like, well, they just need more discipline, but discipline.

278 "Cana Poteet" (1802355712)

00:44:35.990 --> 00:44:37.620

Is it a punishment.

279 "Cana Poteet" (1802355712)

00:44:37.620 --> 00:44:47.815

Discipline is, it's a, it's a way of teaching it's a way of trying to learn something new. So, math is a discipline. Science is a discipline behavior.

280 "Cana Poteet" (1802355712)

00:44:47.815 --> 00:44:57.445

Analysts are they have lots of disciplines so when we're talking about discipline, we really want to make sure that is achieved by modeling teaching and motivating.

281 "Cana Poteet" (1802355712)

00:44:57.620 --> 00:45:08.550

People in doing the desired behaviors that we want. So, discipline is like, trying to get this person to do the things that we want in a very teaching mindset.

282 "Cana Poteet" (1802355712)

00:45:08.550 --> 00:45:16.080

So here are some common examples of coercion and we're going to talk about each and every 1 of these. So I won't go into great detail here but.

283 "Cana Poteet" (1802355712)

00:45:16.080 --> 00:45:29.400

Uh, if you feel this in your soul, I totally understand. There are some that I continue to use and I go. Dang, why did I do that afterwards? Because their habitual is just what we know.

284 "Cana Poteet" (1802355712)

00:45:29.400 --> 00:45:38.340

So, questioning is really just asking a question that you don't want answered so think about those rhetorical questions. What are you doing? Why did you do that?

285 "Cana Poteet" (1802355712)

00:45:38.340 --> 00:45:52.585

What were you thinking those questions? Oftentimes have an almost impossible way to answer. You have no way to answer that question in a way that the person is going to be happy with is my mother said, what were you thinking? And I said, I don't know.

286 "Cana Poteet" (1802355712)

00:45:52.585 --> 00:45:58.225

I thought it was cool. That's not a good answer. So, no answer to this question is really going to.

287 "Cana Poteet" (1802355712)

00:45:58.340 --> 00:46:09.690

The person to a path of oh, well, okay, cool. That sounds great. So, we want to avoid asking questions that are going to create a worsening for the person is going to leave that person to want to lie.

288 "Cana Poteet" (1802355712)

00:46:09.690 --> 00:46:14.700

Oftentimes questioning, makes people want to just, like, create a faucet or shape their story.

289 "Cana Poteet" (1802355712)

00:46:16.285 --> 00:46:29.065

It's off their reaction, rather than a planned response is to put down as a show of disrespect. These 4 bullet points at the bottom are pretty much consistent across all of the, the versions. So I won't kind of repeat those every time.

290 "Cana Poteet" (1802355712)

00:46:29.065 --> 00:46:31.975

But those are generally what's going to happen when this.

291 "Cana Poteet" (1802355712)

00:46:32.250 --> 00:46:40.530

Uh, this coercion is used if questioning is the way that you want to gain information. I have a much better question for you. I promise.

292 "Cana Poteet" (1802355712)

00:46:41.815 --> 00:46:49.435

Arguing it takes 2 people to argue, unless you're really good at arguing with yourself that is a skill,

293 "Cana Poteet" (1802355712)

00:46:49.675 --> 00:47:00.265

but arguing is just trying to convince or challenge somebody's point of view to see things differently and often a confrontational way. So, no, I'm right. And you're going to listen to me.

294 "Cana Poteet" (1802355712)

00:47:00.530 --> 00:47:05.565

And this is how things are going to be no, I'm right. And you're going to listen to me and this is how things are gonna be.

295 "Cana Poteet" (1802355712)

00:47:05.715 --> 00:47:16.815

So, arguing just kind of has this natural back and forth if I feel like I'm getting into an argument because I'm really adamant about my position and they're really adamant about their position. I say.

296 "Cana Poteet" (1802355712)

00:47:17.310 --> 00:47:29.970

I think that they're not getting anywhere I'd like to take a break and reconvene because I know that this is just it's just going to hurt our relationship and it's much better for us to take a break than it is to keep trying to go down this route.

297 "Cana Poteet" (1802355712)

00:47:29.970 --> 00:47:42.385

Sarcasm and teasing so you say the opposite of what you mean or you just kind of make fun of somebody either maliciously or even playfully so often times when we're talking about sarcasm and teasing,

298 "Cana Poteet" (1802355712)

00:47:42.385 --> 00:47:46.314

it's at the expense of somebody else or something that's going on.

299 "Cana Poteet" (1802355712)

00:47:46.650 --> 00:47:50.310

I'm sure you all have heard that. Well, this is going well.

300 "Cana Poteet" (1802355712)

00:47:50.815 --> 00:47:58.675

Yeah, that's kind of like, at the expense of the situation, or the person, because things are clearly not going well, and if you're doing it in front of that person,

301 "Cana Poteet" (1802355712)

00:47:58.915 --> 00:48:10.285

then it can really be a put down or just kind of like a way to shame that person that they're not doing what you want them to do. So, sarcasm teasing is 1 of the more challenging ones, because a lot of.

302 "Cana Poteet" (1802355712)

00:48:10.310 --> 00:48:23.400

People use it to kind of defensively get through their day. It's much easier to do a put down than it is to kind of deal with some of these difficult things. But this 1, I see a lot and it comes out just.

303 "Cana Poteet" (1802355712)

00:48:23.400 --> 00:48:30.390

And all sorts of ways. So is sarcasm and teasing is usually put down and it's at the expense of somebody.

304 "Cana Poteet" (1802355712)

00:48:31.825 --> 00:48:45.595

A force, so you're just trying to forcibly get somebody to do something either physically, or with your voice so get over here. Right now that's like a verbal show of force, or you take somebody by the arm, and you escort them where they need to go.

305 "Cana Poteet" (1802355712)

00:48:46.345 --> 00:48:50.305

Sometimes this can be seen as physical aggression, especially to people who have had.

306 "Cana Poteet" (1802355712)

00:48:50.415 --> 00:49:04.365

Negative experiences being touched or forced to do something that they don't want to do it could really impact the way that they see you as a safe person to trust. So, I very, very rarely, ever use any type of force.

307 "Cana Poteet" (1802355712)

00:49:04.395 --> 00:49:10.125

I think that I've used force maybe once with my nephew when he was about to run out into the street and I.

308 "Cana Poteet" (1802355712)

00:49:10.390 --> 00:49:20.880

Tim, and I pulled him back and then I did a lot of stakeholders hot, because it was very scary for all of us. Right but this is 1 that can be really, really tarnishing to your relationship. Um.

309 "Cana Poteet" (1802355712)

00:49:20.880 --> 00:49:34.950

Sometimes it's not planned, or it's just a reaction it can have some body language that hurts, you know, if you're really pointing you're being really intense with your body language that force 1 can can really tarnish that relationship that can cause people to age.

310 "Cana Poteet" (1802355712)

00:49:36.775 --> 00:49:50.545

Making threats, so, threats just pointing out that events that are going to follow this behavior if it continues, we use threats all of the time. And sometimes I have heard the most sweetly worded threats that you could ever imagine like, well, you know.

311 "Cana Poteet" (1802355712)

00:49:50.880 --> 00:49:57.420

If you go and do that thing, then you're just, you're not going to get ice cream later. That's still a threat.

312 "Cana Poteet" (1802355712)

00:49:57.835 --> 00:50:09.775

They're pointing out as they continue to do this thing. A bad event will follow. And that's what a threat is. So, we sometimes hear people say well, what about if then statements? So, if this occurs, then, this is going to occur.

313 "Cana Poteet" (1802355712)

00:50:09.805 --> 00:50:17.335

If you're framing it as a, if you continue to do this, then a negative thing will occur. That's a threat. If you phrase it as if we do.

314 "Cana Poteet" (1802355712)

00:50:17.445 --> 00:50:25.695

X Y, and Z then we can go to the park. Right now. You're setting more of an expectation about what needs to occur before. This other thing happens. Right? Those are different.

315 "Cana Poteet" (1802355712)

00:50:25.875 --> 00:50:37.185

So don't get confused with if then statements all being threats, but also be careful about if you're pointing out a bad event that's going to follow, you're probably making a threat to this person and it might not be working in your.

316 "Cana Poteet" (1802355712)

00:50:37.420 --> 00:50:45.810

Also, we can't always stick to those threats. I don't we used to teach this in person and I always would have people raise their hand if they ever got to.

317 "Cana Poteet" (1802355712)

00:50:45.810 --> 00:50:50.580

If you don't stop right now, we're going to turn this car around. We're not going to Disney World.

318 "Cana Poteet" (1802355712)

00:50:50.580 --> 00:50:55.260
Right. We've all used that. I've heard it many times. We still went.

319 "Cana Poteet" (1802355712)
00:50:55.260 --> 00:51:01.380
Because you all want to go, we want to go. So that's often are also empty.

320 "Cana Poteet" (1802355712)
00:51:01.380 --> 00:51:11.695
Criticism so criticism we talk about a lot as a way to kind of, like teach people will constructive criticism is a thing, but it's really about the timing of your criticism.

321 "Cana Poteet" (1802355712)
00:51:11.965 --> 00:51:21.355
So, like, if I'm going to Pre, teach somebody how to load the dishwasher, then I'm teaching them but if I'm going to stand beside them and watch them load the dishwasher and continue to point out every.

322 "Cana Poteet" (1802355712)
00:51:21.380 --> 00:51:33.375
A single bad thing that they are doing then. I'm not teaching them. I'm just criticizing them. That's not the way that you load the dishwasher. You need to put. I told you need to put the dishes on the bottom ones, and then you put the balls on the top. Right?

323 "Cana Poteet" (1802355712)
00:51:33.375 --> 00:51:41.295
I'm really I'm teaching them, but I'm just talking about everything that they're doing wrong. Instead of signing the things that they're doing right. To shape.

324 "Cana Poteet" (1802355712)
00:51:41.380 --> 00:51:54.510
Towards the behavior of loading the dishwasher correctly, or realizing that my teaching methods didn't work out the way that I thought that they did. And I needed to try again next time. So, criticism as you don't like what somebody is doing and you tell them about it.

325 "Cana Poteet" (1802355712)
00:51:54.535 --> 00:52:07.555
Right. So if we're trying to coach or teach somebody, we either have to be proactive, or we have to be positively reinforcing excellent job putting all of the, the forks in the same space. I think that's really going to help whenever the water runs through it. Very, very good job, right?

326 "Cana Poteet" (1802355712)
00:52:07.555 --> 00:52:14.305
Even if that's the only thing that they did need to motivate them to want to do this behavior again, or they're never going to want to load the dishwasher.

327 "Cana Poteet" (1802355712)

00:52:16.395 --> 00:52:30.585

Fair so, despair is 1 of those behaviors are 1 of those conversions that is just like, it's really debilitating. It's hard to get out of and it can be a really easy place to go into because it's just like, it's just never going to work.

328 "Cana Poteet" (1802355712)

00:52:30.900 --> 00:52:36.420

I'm so tired, it's never going to work and I'm just done and I don't want to do it anymore. Right? That's just fair.

329 "Cana Poteet" (1802355712)

00:52:36.745 --> 00:52:51.235

You just act as everything is hopeless and if you feel this way, I hope that you can find a nice person to talk to, about trying to get out of this because it's not a fun place to be in. And there are ways that we can move forward just might need to be that.

330 "Cana Poteet" (1802355712)

00:52:51.235 --> 00:52:56.335

We need to try something different. We need to take some data. We need to break it down into more concrete.

331 "Cana Poteet" (1802355712)

00:52:56.420 --> 00:53:09.135

Steps because trying to take on the world, it feels very despairing and sometimes these behaviors that we deal with, they can get us there. So if you're feeling like, you're really overwhelmed and you want to go into this. I just don't know what to do anymore.

332 "Cana Poteet" (1802355712)

00:53:09.345 --> 00:53:16.305

Go and find a comfortable person to talk to, to work through these things and come up with a plan together, but avoid trying to say these things and.

333 "Cana Poteet" (1802355712)

00:53:16.420 --> 00:53:20.910

Kind of the person, because imagine you getting on the receiving end of that.

334 "Cana Poteet" (1802355712)

00:53:20.910 --> 00:53:26.880

I'm I'm coming to you and I need help and you say, I just don't know what to do anymore. You never really get anything done.

335 "Cana Poteet" (1802355712)

00:53:26.880 --> 00:53:30.570

That really tarnishes that relationship.

336 "Cana Poteet" (1802355712)

00:53:31.525 --> 00:53:44.815

Lecture and logic I've been doing this a lot all day since we've started at 930 I have been lecturing and lodging all of you because I know things and I want you to know things and I'm talking a lot and not giving you a lot of chances to participate,

337 "Cana Poteet" (1802355712)

00:53:44.815 --> 00:53:50.485

so it's just kind of how some of this is, but this lecture and logic would really go. go

338 "Cana Poteet" (1802355712)

00:53:50.570 --> 00:54:04.635

Into an intense coercion, if you come to me, and you say, I have this thing going on and I want to talk about it and I just take the full time to explain to you what you should be doing and then say, does that sound good? You good. All right. Bye. Right.

339 "Cana Poteet" (1802355712)

00:54:04.665 --> 00:54:10.485

We never really have an actual conversation. So there's a difference between discussing something with somebody and then just, you.

340 "Cana Poteet" (1802355712)

00:54:10.570 --> 00:54:15.570

Giving all of the information to the person and expecting them to listen to, you.

341 "Cana Poteet" (1802355712)

00:54:15.925 --> 00:54:22.495

The other thing about lecture and logic is that we typically use it in times of crisis or difficulty right?

342 "Cana Poteet" (1802355712)

00:54:22.645 --> 00:54:35.485

If somebody comes to me, and they say that they lost their phone, I immediately want to slip into logic and just say well, where did you last? Have it let's go recreate your steps. Let's go. Walk around. Are you sure that you brought.

343 "Cana Poteet" (1802355712)

00:54:35.570 --> 00:54:49.245

Today right I'm trying to give a lot of logic based solutions or problem solving strategies here, but, as we know from cognitive psychology and cognitive, like the way our brains work, when people are distressed,

344 "Cana Poteet" (1802355712)

00:54:49.305 --> 00:54:55.545

they cannot think logically. So, if you've ever heard of the flip your lid scenario, or the example.

345 "Cana Poteet" (1802355712)

00:54:55.570 --> 00:54:56.100

Well.

346 "Cana Poteet" (1802355712)

00:54:57.235 --> 00:55:08.335

Every bit of our feeling is right here, and this is our logic brain and if we are steady enable, we're all good here at logic is touching our feeling brain.

347 "Cana Poteet" (1802355712)

00:55:08.335 --> 00:55:16.075

We're having a good time, but if I'm stressed out is way up here, I cannot access that logic. So all of your questions and problem solving solutions.

348 "Cana Poteet" (1802355712)

00:55:16.100 --> 00:55:26.115

They're just not going to work for me so we want to try and go there when people are distressed and I'm going to ask you to instead do something different. We're going to use empathy and encouragement. It's 1 of the skills that we'll talk about.

349 "Cana Poteet" (1802355712)

00:55:26.325 --> 00:55:33.165

The logic is not going to get us where we need to go and it's often just going to make you feel more frustrated because they're not listening to you because they can't.

350 "Cana Poteet" (1802355712)

00:55:36.835 --> 00:55:50.845

Taking away, so this is basically just taking something away removing a privilege a possession access to something to punish the person. Grounding is the best example of taking away that I have. I used to be grounded a lot.

351 "Cana Poteet" (1802355712)

00:55:51.535 --> 00:55:55.615

I was a routing kid so taking away my.

352 "Cana Poteet" (1802355712)

00:55:55.730 --> 00:56:05.820

Time taking away my freedom, those were all punishments and what that really taught me is just ways to get out of it. So I'm really good at crying.

353 "Cana Poteet" (1802355712)

00:56:05.820 --> 00:56:17.995

I learned this, like, I'm easily acquire, but I got really good at fate crying, because my dad was a pushover and when I got grounded, I would just cry a lot and he would give in and let me out.

354 "Cana Poteet" (1802355712)

00:56:18.445 --> 00:56:25.705

So, it didn't really work out in his favor and I learned a skill that I maybe I didn't even need to know because.

355 "Cana Poteet" (1802355712)

00:56:25.820 --> 00:56:27.450
Of what was happening.

356 "Cana Poteet" (1802355712)
00:56:27.450 --> 00:56:41.065

So, it taking away is your thing, I really recommend that you go and look on our website and work think about going to the full tools class because we have a skill called set expectations that is going to diminish this use at all. Right.

357 "Cana Poteet" (1802355712)
00:56:41.065 --> 00:56:46.645

You either earn something, or you don't earn something. We're not taking things away anymore. If that's the route that you want to go.

358 "Cana Poteet" (1802355712)
00:56:47.450 --> 00:56:51.330

Taking away has a replacement behavior with us and it's called set expectations.

359 "Cana Poteet" (1802355712)
00:56:51.330 --> 00:56:56.190

And then, lastly, talking about a person's bad behavior in while they're in the room.

360 "Cana Poteet" (1802355712)
00:56:56.725 --> 00:57:08.275

This can happen very easily in, like, a clinical setting, you know, in the doctor's office. We have a lot of individuals who go into the doctor's office and then the person in the room will talk to the staff instead of the individual.

361 "Cana Poteet" (1802355712)
00:57:08.425 --> 00:57:15.985

And then they start talking about that person's behaviors or what's going on in a support.

362 "Cana Poteet" (1802355712)
00:57:16.190 --> 00:57:29.655

We have individuals who are kind of like hanging around in the living room, for instance, and then staff shifts happen and so we just start talking to each other about what happened with Johnny earlier in the day. And I'm just like, well, Johnny threw something at the wall.

363 "Cana Poteet" (1802355712)
00:57:29.655 --> 00:57:36.135

That's why there's a hole in the wall just so, you know, he's been in a bad mood all day. Well, I'm so sorry for this new staff who's coming in.

364 "Cana Poteet" (1802355712)
00:57:36.190 --> 00:57:49.320

Because now they just, they know that Johnny has had a bad day, and we just talked about Johnny, and he might not be too happy about that. So,

talking about a person in front of them about the things that happened that were negative often.

365 "Cana Poteet" (1802355712)
00:57:49.320 --> 00:57:52.320
It's just it, it just creates a worsening.

366 "Cana Poteet" (1802355712)
00:57:52.320 --> 00:58:00.625
It can be very embarrassing to the person, and it can really arrange future events to follow when they didn't need to happen.

367 "Cana Poteet" (1802355712)
00:58:00.715 --> 00:58:12.085
So, if you need to share something that occurred earlier in the day with somebody that's coming on, or you just need to let somebody know about what's happening, do so discreetly text them, call them outside in your car do.

368 "Cana Poteet" (1802355712)
00:58:12.320 --> 00:58:21.000
Anything away from the person, so that way, they don't feel like they're being put on the spotlight and now everyone's talking about their thing. Right? No, 1 wants to be that type of center of attention.

369 "Cana Poteet" (1802355712)
00:58:22.735 --> 00:58:36.145
So, we talked about 10 different ways that we currently use coercion to impact behavior. And as you can see those typical ways that we impact behavior, they're not very effective and they can really tarnish that relationship.

370 "Cana Poteet" (1802355712)
00:58:36.385 --> 00:58:40.825
So, some other effects of coercion are age avoid get, even in a.

371 "Cana Poteet" (1802355712)
00:58:41.000 --> 00:58:48.870
I mentioned it a few times avoid that, even in a state, we say that coercion ages you. So a void is.

372 "Cana Poteet" (1802355712)
00:58:48.870 --> 00:58:52.200
The person just wants to not be near, you.

373 "Cana Poteet" (1802355712)
00:58:52.200 --> 00:58:55.290
If you've ever had a really bad boss.

374 "Cana Poteet" (1802355712)
00:58:55.290 --> 00:59:09.685
You know, know what this is you avoid them you just, you see him in the hallway and turn around and you go the other direction that's avoiding

the person. Who's just avoiding you completely get even is you use coercion with them.

375 "Cana Poteet" (1802355712)

00:59:09.715 --> 00:59:15.205

This is your behavior and they have a behavior back and now they're going to come back at you. So this is.

376 "Cana Poteet" (1802355712)

00:59:15.465 --> 00:59:29.145

Even so you are doing behavior, they're doing behavior and your butting heads about it oftentimes, depending on who you're working with, or depending what your setting is, especially if you're working with people who have developed mental delays,

377 "Cana Poteet" (1802355712)

00:59:29.385 --> 00:59:35.265

or you're working with children, who are just trying to figure out how the world works, you know, adults who are struggling.

378 "Cana Poteet" (1802355712)

00:59:35.290 --> 00:59:48.365

And distressed they're getting even with you is going to be 1 of those many behaviors that if you look in the chat box, you'll still see scrying creaming, screaming, yelling, rolling their eyes. That's their good even.

379 "Cana Poteet" (1802355712)

00:59:48.845 --> 00:59:54.635

So you might get arguing and arguing, but you could also get arguing enrolling eyes. That's still getting them.

380 "Cana Poteet" (1802355712)

00:59:55.020 --> 01:00:03.960

A state, the state behaviors are just I'm going to figure out some way to get out of this conversation. If you have a teenager.

381 "Cana Poteet" (1802355712)

01:00:03.985 --> 01:00:16.795

Or if you had a teenager, or you were 1 escape, is them just leaving the conversation going to the room and closing the door that's an example. A great example of an escape behavior. I'm getting out of here. I don't want to do this anymore.

382 "Cana Poteet" (1802355712)

01:00:17.485 --> 01:00:20.335

My mom had a great escape behavior by just shutting down.

383 "Cana Poteet" (1802355712)

01:00:20.640 --> 01:00:26.220

She just would completely just like, disassociate.

384 "Cana Poteet" (1802355712)

01:00:26.220 --> 01:00:29.640

So, anytime I wanted to have a conversation with her, and she didn't like it.

385 "Cana Poteet" (1802355712)

01:00:29.640 --> 01:00:35.460

Right. So that has made some conversations much much more difficult.

386 "Cana Poteet" (1802355712)

01:00:35.460 --> 01:00:48.330

You also learn coercive behavior when coercion is used against you. So, if you have a person who is now really good at using logic against you, you taught them that someone taught them that.

387 "Cana Poteet" (1802355712)

01:00:48.330 --> 01:01:02.190

So, you learn that course of behavior. You also behave much, much less confidently anytime that somebody points out everything wrong that I do constantly. I'm not going to be motivated or confident in my skills. And I am actually just gonna be worse at that skill set.

388 "Cana Poteet" (1802355712)

01:01:02.190 --> 01:01:13.290

So, even if you think that it's trying to help that person, if they're getting worse and worse, they're feeling unconfident in what they're doing because they don't actually know what it is that they're supposed to do.

389 "Cana Poteet" (1802355712)

01:01:14.155 --> 01:01:27.895

They also receive a bunch of attention for all of that undesirable behavior. So, every time you use coercion, you are paying off that behavior that we would consider junk the behaviors that we spend a lot of time on the behaviors that we should avoid reacting to most often.

390 "Cana Poteet" (1802355712)

01:01:28.015 --> 01:01:33.265

You are paying it off with every coercion that you use. So, the goal is to not use them and then.

391 "Cana Poteet" (1802355712)

01:01:33.290 --> 01:01:42.270

Instead, we're going to do something different we are going to look at how to build positive relationships.

392 "Cana Poteet" (1802355712)

01:01:42.270 --> 01:01:46.470

And how to avoid reacting to behaviors whenever they occurred.

393 "Cana Poteet" (1802355712)

01:01:46.470 --> 01:01:56.610

So, just as a preface, sometimes you are more coercive when you're tired or you're hungry people call that hungry.

394 "Cana Poteet" (1802355712)

01:01:56.610 --> 01:02:00.960

Um, you're uncomfortable I'm far more likely to be coercive when I'm uncomfortable.

395 "Cana Poteet" (1802355712)

01:02:00.960 --> 01:02:11.100

I just I don't like it it's only the way that it feels and so I need to add control into my environment and we typically use coercion as a controlling method. That's just how it happens.

396 "Cana Poteet" (1802355712)

01:02:11.575 --> 01:02:26.485

I've had a bad day. I'm frustrated. I'm over excited, you know, maybe there are some people who just get really hyped up and they're more likely to use conversions, like, talking about about people's behavior, because they're trying to share something that recently happened and they focus in, on some of those behaviors.

397 "Cana Poteet" (1802355712)

01:02:26.485 --> 01:02:30.865

We don't typically want to share. We encounter our pet peeves. That's a really big 1. if.

398 "Cana Poteet" (1802355712)

01:02:31.100 --> 01:02:40.410

Pet peeve is 1 of your, like, if you can think of a pet peeve really notice that so that way you can avoid using coercion, because that's really going to get.

399 "Cana Poteet" (1802355712)

01:02:40.410 --> 01:02:49.830

So, coercion produces short term compliance, followed by long term problems. You might get what you want now within 5 seconds.

400 "Cana Poteet" (1802355712)

01:02:49.830 --> 01:03:01.945

But next time, it's going to take 10, and next time, it's going to take 30 and next time it's going to take a minute because you might be getting that thing immediately but you're really just teaching a lot of other behaviors you don't want.

401 "Cana Poteet" (1802355712)

01:03:01.975 --> 01:03:09.685

And it's just going to cause long term problems for you and the person. So, conversion is just not the way it is not the way you're going to do.

402 "Cana Poteet" (1802355712)

01:03:09.830 --> 01:03:15.780

Different so, with what if not coercion, then what? Well, 1st, we might want to make a plan.

403 "Cana Poteet" (1802355712)

01:03:15.780 --> 01:03:28.110

So, I'm going to show you a bunch of questions, but they all might just help you kind of think about what it is that we need to do in order to shape this behavior or help this person improve their quality of life.

404 "Cana Poteet" (1802355712)

01:03:29.095 --> 01:03:42.025

So, kind of think about the abc's of behavior was what antecedent or what trigger resulted in this behavior happening, finding that out might really help. You assess if it's the physical environment.

405 "Cana Poteet" (1802355712)

01:03:42.115 --> 01:03:47.635

I, once a new, an individual who they hated their room so much that they.

406 "Cana Poteet" (1802355712)

01:03:48.110 --> 01:04:02.250

Would destroy it with some pretty intense bodily fluids and then once we changed the way that the room looked, it stopped because they hated their environment so much their physical environment that they wanted to change it.

407 "Cana Poteet" (1802355712)

01:04:02.250 --> 01:04:13.620

They wanted to get out if we can figure out what that trigger is or what that antecedent is, we might be able to impact that behavior early on or before, or teach replace something as needed.

408 "Cana Poteet" (1802355712)

01:04:13.620 --> 01:04:24.000

Uh, is the person getting a pay off to look at the consequence? So that's the see of ABC the consequence are we feeding into that behavior?

409 "Cana Poteet" (1802355712)

01:04:24.000 --> 01:04:28.080

Is something feeding into that behavior? Are we paying it off?

410 "Cana Poteet" (1802355712)

01:04:28.080 --> 01:04:35.130

What's going on because if a behavior is continuing to happen, it is being paid off by something. Um.

411 "Cana Poteet" (1802355712)

01:04:35.605 --> 01:04:48.235

If the bad, or we're sending situation occurs in frequent or similar times, does that person do any desirable behaviors? And if so, what do we do with those desirable behaviors?

412 "Cana Poteet" (1802355712)

01:04:48.415 --> 01:04:54.325

So, if Kana sits on the couch and she watches TV, and she writes in her journal.

413 "Cana Poteet" (1802355712)

01:04:55.130 --> 01:05:02.370

Then every couple of hours she gets up and she slams the kitchen door and she yells at people. Um.

414 "Cana Poteet" (1802355712)

01:05:02.370 --> 01:05:07.230

What happened during the whole time that Keenan was sitting on the couch watching TV and doing her journal.

415 "Cana Poteet" (1802355712)

01:05:07.230 --> 01:05:20.245

Did we say anything there? Does she feel like she needs to increase what's happening? So somebody will talk to her who knows what do others get out of those desirable behaviors? What does this person maybe need to learn to do? Right?

416 "Cana Poteet" (1802355712)

01:05:20.245 --> 01:05:22.285

If we're if I need to.

417 "Cana Poteet" (1802355712)

01:05:23.580 --> 01:05:30.025

Take my medication on a regularly scheduled set of time. Do I need to learn how to set a schedule?

418 "Cana Poteet" (1802355712)

01:05:30.265 --> 01:05:43.555

Do I need an equipment that's going to help me, like an alarm on my phone, or 1 of those little pill organizers that say all of the pills that you have within the week is some sort of skill going to help me learn to take this on a regular schedule instead of.

419 "Cana Poteet" (1802355712)

01:05:43.580 --> 01:05:48.210

Just leaving it up to whatever's going on in the environment to remind me at that time.

420 "Cana Poteet" (1802355712)

01:05:48.210 --> 01:05:59.100

And then what in the environment might need to change to prevent undesirable behaviors and motivate desirable ones oftentimes promoting desirable behaviors, require some sort of training to your staff.

421 "Cana Poteet" (1802355712)

01:05:59.100 --> 01:06:05.820

Just because they don't know all of the things and teaching them extra skills is definitely going to be helpful.

422 "Cana Poteet" (1802355712)

01:06:05.820 --> 01:06:09.360

Okay, so we talked a lot about Co.

423 "Cana Poteet" (1802355712)

01:06:10.015 --> 01:06:23.365

I recognize the city of you're like, oh, my God, that's totally me. I think everybody usually feels that at least once. But do you have any questions we're going to spend the rest of the time working through really quickly some about building positive relationships.

424 "Cana Poteet" (1802355712)

01:06:25.920 --> 01:06:33.805

Where to start with staples for random our team, and this is where we're going to get back into that back and forth a little bit.

425 "Cana Poteet" (1802355712)

01:06:33.805 --> 01:06:42.775

So, based off of the time that we have left, we're probably gonna only have 1 scenario per skill to do, but we're going to try and get through them as fast as possible.

426 "Cana Poteet" (1802355712)

01:06:43.375 --> 01:06:51.115

So, this all comes from session to stay close, cool, random and routine. And then we'll have another section about staples hat.

427 "Cana Poteet" (1802355712)

01:06:51.175 --> 01:07:02.935

They all come from the same session and these are about building positive relationships by using a very, very specific set of skills. These are recreatable skills or competency based skills, which means that you can.

428 "Cana Poteet" (1802355712)

01:07:03.080 --> 01:07:17.775

Them over and over and over again and monitor that they are happening, that's why this tool of choice. Skillset is so powerful because I can see what's going on. And then I can count how many times it happens, even of these particular skill sets and behaviors.

429 "Cana Poteet" (1802355712)

01:07:18.165 --> 01:07:20.085

So, 1st, we're going to move towards the person.

430 "Cana Poteet" (1802355712)

01:07:20.845 --> 01:07:35.155

Generally just remain within arm's reach. There are lots of reasons to do this, but we just want to try and get closer, let them know we're a safe person, build that relationship in a positive time. Right? If I can tell that me, being close to her in a positive time is safe.

431 "Cana Poteet" (1802355712)

01:07:35.185 --> 01:07:38.455

And when I move close to her in a difficult time, she still feel safe.

432 "Cana Poteet" (1802355712)

01:07:39.175 --> 01:07:53.815

I might attach if it's appropriate high 5, a fist bumps. I'm going to be very caring in my facial expression tone of voice and body language be

very, very relaxed. I often do kind of like the baggers post. So you just kind of keep your arms out and open.

433 "Cana Poteet" (1802355712)

01:07:53.965 --> 01:07:58.285

I really avoid crossing my arms or putting my hands on my hips. Those are typically more.

434 "Cana Poteet" (1802355712)

01:07:58.670 --> 01:08:07.590

Intense aggressive looking behaviors, so I'm just very loosey. Goosey. Very calm. I might even lean towards the person. If I'm sitting down.

435 "Cana Poteet" (1802355712)

01:08:07.975 --> 01:08:18.355

Ask open ended positive question. So these are some of our most important skills ask open ended positive questions what's going on how can I assist you today? What's something that really?

436 "Cana Poteet" (1802355712)

01:08:18.355 --> 01:08:27.295

That was really awesome that you did say you want to tell me more empathy statements, saying something that you shows that you care and relate to the situation.

437 "Cana Poteet" (1802355712)

01:08:27.590 --> 01:08:37.635

Especially the emotion that they are feeling, right? It's not just that you have been there before, but you can relate to that emotion. We are connecting creatures.

438 "Cana Poteet" (1802355712)

01:08:37.635 --> 01:08:43.365

Humans want to connect with others and by connecting with empathy, you make a very powerful bond right out of the gate.

439 "Cana Poteet" (1802355712)

01:08:43.680 --> 01:08:55.950

Um, encouragement acknowledge how that person is currently acting, or who has access in the past to improve their current situation. Listen listen listen listen listen listen listen.

440 "Cana Poteet" (1802355712)

01:08:55.950 --> 01:08:59.670

This is how you avoid accidentally slipping into logic. Just listen.

441 "Cana Poteet" (1802355712)

01:08:59.670 --> 01:09:05.010

Sometimes that's all people need and don't react and don't interrupt and avoid using coercion.

442 "Cana Poteet" (1802355712)

01:09:05.010 --> 01:09:13.500

So, like I said, empathy is being able to take the perspective and another person, and then communicate that back to the person. So you want to identify the emotion.

443 "Cana Poteet" (1802355712)

01:09:13.795 --> 01:09:25.525

You can see Kayla has a smile on her face she might be happy if you can see that she's kind of bouncing up and down she might be giddy. She's like, just having a good vibe and time for her life, she might be ecstatic. Right?

444 "Cana Poteet" (1802355712)

01:09:25.555 --> 01:09:33.145

Finding good emotion words that are more powerful and just happy and glad are going to get you a lot further.

445 "Cana Poteet" (1802355712)

01:09:33.500 --> 01:09:47.715

Then, if you just throw out that you really happy today, right? They're going to be very, very powerful to use teams so stoked what's going on right? The more powerful, the emotion word the better you'll make that connection and we talk about empathy and empathy statements.

446 "Cana Poteet" (1802355712)

01:09:47.985 --> 01:09:52.935

So, it's not just that you can see this emotion of a person. It's a, you verbally reflected back.

447 "Cana Poteet" (1802355712)

01:09:53.250 --> 01:09:59.610

So, you look you see, I can tell you feel I'm going to add that in the chat box. You look, you've seen.

448 "Cana Poteet" (1802355712)

01:09:59.610 --> 01:10:12.025

I can tell you feel these statements are going to connect you to the emotion word and be very reflective. Right? You are a mirror and whatever they're showing you, you want to reflect it back. You look so happy today.

449 "Cana Poteet" (1802355712)

01:10:12.505 --> 01:10:19.585

You seen so ecstatic about going to the zoo later. I can tell you who really motivated and excited about what.

450 "Cana Poteet" (1802355712)

01:10:19.610 --> 01:10:24.060

It's happening, right? So all of those are you look you seem I can tell you feel.

451 "Cana Poteet" (1802355712)

01:10:24.060 --> 01:10:30.780

And it's just a reflection. You might be wrong. They'll tell you it's okay, but that's generally what we're going for.

452 "Cana Poteet" (1802355712)

01:10:30.780 --> 01:10:36.930

Empathy is a statement, it's a verbal statement more so than just feeling the emotion with the person.

453 "Cana Poteet" (1802355712)

01:10:37.345 --> 01:10:49.915

Encouragement is being able to communicate how that person's own behavior has improved their situation. So you're saying something to let the person know that they, that you believe that they can do the thing that you want, or create more improvements.

454 "Cana Poteet" (1802355712)

01:10:49.945 --> 01:10:55.795

So, I usually think about encouragement as I know that you can do this, because.

455 "Cana Poteet" (1802355712)

01:10:56.010 --> 01:11:00.420

You are currently doing something good right now I know you can do this because.

456 "Cana Poteet" (1802355712)

01:11:00.420 --> 01:11:13.465

You've done something similar in the past this is a really difficult situation, and I can see that you're, you're calming down because they're doing something in the moment. That's good. For them. That's gonna be good for our stakeholder scenario.

457 "Cana Poteet" (1802355712)

01:11:13.495 --> 01:11:20.395

But encouragement is either finding the desire will behavior that they're doing right now and verbally reflecting it back to them. So they.

458 "Cana Poteet" (1802355712)

01:11:20.420 --> 01:11:24.030

Know that they're doing well, it's the grounding technique or.

459 "Cana Poteet" (1802355712)

01:11:24.030 --> 01:11:31.140

Relating to something that they've previously done in the past to show you that they can do that again. Right now.

460 "Cana Poteet" (1802355712)

01:11:31.140 --> 01:11:34.260

Okay, so we're doing this really, really quickly.

461 "Cana Poteet" (1802355712)

01:11:34.975 --> 01:11:49.645

Alec has passed his g. E. D. so this is really exciting. Really, really pumped for Alex. He did something huge. He studied for hours preparing for this. You were walking down the hall and he brushes over you to tell you that he passed his GED.

462 "Cana Poteet" (1802355712)
01:11:49.825 --> 01:11:54.235
So, let's look at that empathy statement. What empathy word might you be able to.

463 "Cana Poteet" (1802355712)
01:11:54.260 --> 01:12:00.420
Connected to, and if you're extra awesome try and put it in that phrase, if you look to see, I can tell you feel.

464 "Cana Poteet" (1802355712)
01:12:09.780 --> 01:12:13.800
But Alex passes, how would you empathize with him?

465 "Cana Poteet" (1802355712)
01:12:32.730 --> 01:12:38.310
I can tell you feel really proud and excited about your accomplishment. I love that. Carolyn, right?

466 "Cana Poteet" (1802355712)
01:12:38.310 --> 01:12:52.105
You can tell that he's proud and excited about the accomplishment. You can see it all over him. He rushes up to tell you how score is right John here. How does that make you feel? Right that is a very good open. Ended question to kind of gauge what's going on.

467 "Cana Poteet" (1802355712)
01:12:52.105 --> 01:12:58.045
Especially if Alex doesn't really have a lot of, like, expressive features, you know, if he's just like, hey.

468 "Cana Poteet" (1802355712)
01:12:58.310 --> 01:12:58.890
1.

469 "Cana Poteet" (1802355712)
01:12:59.425 --> 01:13:05.605
Hey, man, how you, I heard you press your g, how does that make you feel I'm so excited, man, right?

470 "Cana Poteet" (1802355712)
01:13:05.815 --> 01:13:18.745
Like, that might get you to that the emotion a little bit faster if you're not sure what he's really feeling, but don't be afraid to just go ahead and say that emotion where, if you can really tell that that's how that person is feeling.

471 "Cana Poteet" (1802355712)
01:13:18.890 --> 01:13:23.070
I said they'll say I'm really excited. I feel more like.

472 "Cana Poteet" (1802355712)
01:13:23.070 --> 01:13:35.670

It's still kind of like BA, you know, like, I really did this, so that might be what you just use. Okay you feel really that's awesome. Right? So don't be afraid to just provide that empathy statement.

473 "Cana Poteet" (1802355712)

01:13:35.995 --> 01:13:50.725

Asking to open ended questions to gain more information is always a good safe bet, but if you can see what's going on, it's really going to get you into the door. Very, very quickly. Yeah, it's great to see how excited you are. You're so proud of this amazing accomplishment. That is incredible.

474 "Cana Poteet" (1802355712)

01:13:50.725 --> 01:13:55.495

I love that extra little positive consequence and praise down there. If we wanted to add some.

475 "Cana Poteet" (1802355712)

01:13:55.670 --> 01:14:07.935

Encouragement it might be, you know, you studied so hard for this test and look at the the hard work that is paid off for you. Right? The thing that you did back here has really brought you to a great thing right now, right?

476 "Cana Poteet" (1802355712)

01:14:07.965 --> 01:14:15.405

Or now that you've passed your, I know that you're going to nail that whatever it is that they're doing their drivers Ed test. I don't know, you know.

477 "Cana Poteet" (1802355712)

01:14:15.670 --> 01:14:16.680

So.

478 "Cana Poteet" (1802355712)

01:14:17.155 --> 01:14:29.335

That would be that good encouragement and you can combine all of that together. So I'm going to use curious as just because I think it's so lovely. It's so great to see how excited you are. You're so proud of this. Amazing accomplishment.

479 "Cana Poteet" (1802355712)

01:14:29.365 --> 01:14:36.385

You worked so hard and getting that thing done and working for your setting for your it is so awesome that you passed it.

480 "Cana Poteet" (1802355712)

01:14:36.680 --> 01:14:42.240

Way to go you rocked it right? Like, I'm just throwing it out a lot of positive pricing. That's awesome. Good job guys.

481 "Cana Poteet" (1802355712)

01:14:42.745 --> 01:14:52.615

Skip this 1 so pivot, I'm going to run through this really fast. This is not comprehensive of how intense and card pivot is.

482 "Cana Poteet" (1802355712)

01:14:52.765 --> 01:15:02.215

So, please, please, please come back again to 1 of these, if you want more information, go to our website and, or just sign up for the full class, period is our hardest skill because.

483 "Cana Poteet" (1802355712)

01:15:02.240 --> 01:15:11.820

I'm going to ask you to not react to things and that's really difficult. So, 1st, off pivot. Remember junk behavior is not harmful.

484 "Cana Poteet" (1802355712)

01:15:13.105 --> 01:15:20.725

People often use drunk behavior to get attention that they need. They might want you to comfort them. They might just want your reaction for a long time.

485 "Cana Poteet" (1802355712)

01:15:20.755 --> 01:15:31.675

My nephew used to say, blah, blah, blah is a, because it got a lot of laughs and that it didn't because it started to become junk behavior. So they're.

486 "Cana Poteet" (1802355712)

01:15:31.820 --> 01:15:43.740

Looking for that reaction, because they used to get it or once have, or they might just try to get you to age they're trying to age you, they want you to get even or avoid or escape the situation.

487 "Cana Poteet" (1802355712)

01:15:44.755 --> 01:15:58.975

Uh, they could also make you give in to them, so on and so forth. So, I kind of reiterated some of these they often start with serious behavior or serious behaviors often start with junk that just escalates because people either ignore it completely, or they react to it.

488 "Cana Poteet" (1802355712)

01:15:59.185 --> 01:16:03.685

So, Kenya is stemming, right? She's just kind of rocking back and forth and no.

489 "Cana Poteet" (1802355712)

01:16:03.740 --> 01:16:16.245

1 is paying attention and, you know, depending on if streaming is just a general behavior that this person does, this might not lead to anything else. But if I know that swimming is a trigger behavior, that is frustrated and she doesn't know what to do.

490 "Cana Poteet" (1802355712)

01:16:16.905 --> 01:16:23.565

Then this is now a place for me to jump on and start doing some other skills and paying attention versus letting that.

491 "Cana Poteet" (1802355712)
01:16:23.740 --> 01:16:31.350

Escalate to now more serious behavior if that's the particular trajectory of this particular person.

492 "Cana Poteet" (1802355712)
01:16:31.350 --> 01:16:35.280
So, how do we pivot okay.

493 "Cana Poteet" (1802355712)
01:16:35.280 --> 01:16:41.490
We're not going to react just you can't react. You can't react with your tone of voice.

494 "Cana Poteet" (1802355712)
01:16:41.490 --> 01:16:45.060
Facial expressions your body language, anything.

495 "Cana Poteet" (1802355712)
01:16:45.060 --> 01:16:58.765
You just kind of have to be poker face, got to be stoked. You got to keep behaving and having the facial expression that you've had moments before. So, if you were already kind of like, smiling, just maintain that that smile don't provide any reaction.

496 "Cana Poteet" (1802355712)
01:16:58.765 --> 01:17:05.005
Because some people might be looking for even the micro reactions that you could give them. So really don't pay it off in your.

497 "Cana Poteet" (1802355712)
01:17:05.060 --> 01:17:11.325
Phase tone or body language instead when you encounter undesirable junk behavior, you want to try to pivot.

498 "Cana Poteet" (1802355712)
01:17:11.385 --> 01:17:24.945
And pivot is really based off of that scale in basketball where we're just kind of keeping 1 foot planted, but we're looking for a bunch of different outs to throw our ball to. That's what your pivot is. You're trying to stay in this moment and stay with.

499 "Cana Poteet" (1802355712)
01:17:25.060 --> 01:17:31.740
Person, you're really trying to find a bunch of different routes for you to take. So you don't react to this particular behavior.

500 "Cana Poteet" (1802355712)
01:17:31.740 --> 01:17:42.120

So, you might suddenly pivot to another person if there's another person in the room and Sarah's over here, she's complained about fact, can't wear crocks at work anymore. I'm going to talk to John.

501 "Cana Poteet" (1802355712)

01:17:42.385 --> 01:17:51.445

We're just gonna have a quick conversation when Sarah stops complaining, I'm going to pay it back to Sarah and I'm going to continue as if the conversation never involve cracks right?

502 "Cana Poteet" (1802355712)

01:17:51.445 --> 01:18:01.975

If we were talking about something prior to, if she's talking, if she mentioned something other than crux in her conversation, I'm going to pivot to that instead of but I am not going to look at think about or.

503 "Cana Poteet" (1802355712)

01:18:02.120 --> 01:18:05.430

And use the word that Sarah was complaining about.

504 "Cana Poteet" (1802355712)

01:18:05.905 --> 01:18:20.845

And that's pivot to another person so I pivot to another person, but I have to come back to Sarah. Eventually I might pivot to an activity. So I need to find an activity to actively attend to to avoid reacting. So, Sarah is complaining about crux.

505 "Cana Poteet" (1802355712)

01:18:20.875 --> 01:18:25.345

She's over there in front of me, and I know that I just I feel the urge to.

506 "Cana Poteet" (1802355712)

01:18:25.430 --> 01:18:33.390

Well, my eyes or just, like, let out of side. So I'm actually going to pivot to an activity of drinking from my cup.

507 "Cana Poteet" (1802355712)

01:18:33.390 --> 01:18:42.330

Take a little slow brain break there to compose myself. So I don't react. And then I'm going to wait for my chance to pick it back to Sarah, because I pivoted away.

508 "Cana Poteet" (1802355712)

01:18:42.330 --> 01:18:57.120

Need to put it back it to another activity is my activity that I am finding to distract myself. So I do not react, but I have never once left the conversation pivot on the person is just thinking that anything else that's going on.

509 "Cana Poteet" (1802355712)

01:18:57.120 --> 01:19:00.300

Was what's the person itself and.

510 "Cana Poteet" (1802355712)

01:19:00.300 --> 01:19:07.890

Pivoting on that. So, Sarah is complaining about the crux and the situation and she says something like.

511 "Cana Poteet" (1802355712)

01:19:08.125 --> 01:19:19.165

Well, you know, I really, I actually do better with my with my 10 issues, because they're they're a little bit. They're a little bit safer, whatever, but it's still stupid that I can't wear them.

512 "Cana Poteet" (1802355712)

01:19:19.375 --> 01:19:27.655

I'm going to I'm in a heavily grab onto those tissues for desperation and be like, okay, so, like, wait so, tell me about these 10 issues.

513 "Cana Poteet" (1802355712)

01:19:27.890 --> 01:19:42.765

I think you've ever told me about these. I like 10 issues. Right? I'm just going to try and have that conversation about the 10 issues, because that's the better conversation. And I am staying with the person, and I'm continuing to act as if everything is fine and that the crux are just not even in my repertoire.

514 "Cana Poteet" (1802355712)

01:19:42.795 --> 01:19:47.715

So, again, I never talk about the thing that's going on. I either pivot away. I.

515 "Cana Poteet" (1802355712)

01:19:47.890 --> 01:19:52.920

Absolutely, always pivot back. That is 1 of the skills you have to pay it back.

516 "Cana Poteet" (1802355712)

01:19:52.920 --> 01:20:01.020

You got to come back generally you want to come back within 10 seconds of the behavior stopping. So, Sarah stops talking about crops.

517 "Cana Poteet" (1802355712)

01:20:01.020 --> 01:20:13.950

I'm going to pivot back anywhere from a couple of seconds to 10 seconds the longer that you wait to pivot back the more it feels like ignoring and the more Sarah just might get upset. Like, are you even listening to me?

518 "Cana Poteet" (1802355712)

01:20:14.305 --> 01:20:26.065

Right, I don't want that to happen, so I definitely want to make sure that they put it back fast enough and then repeat, because you're never going to have a successful 1 time pivot. Never behaviors never going to happen again.

519 "Cana Poteet" (1802355712)

01:20:26.245 --> 01:20:33.685

It's just not that's not going to work because pivot isn't our fixed it skill. It's just the, in the moment reaction. So we avoid.

520 "Cana Poteet" (1802355712)

01:20:33.950 --> 01:20:45.990

Off the behavior as we have been, so it might if you continue to pivot constantly consistently forever, but it is not the skill that you will use to shape behavior. It is just.

521 "Cana Poteet" (1802355712)

01:20:45.990 --> 01:20:51.180

It's just a, it's just a skill that we use in the moment to keep ourselves sane.

522 "Cana Poteet" (1802355712)

01:20:51.180 --> 01:21:01.260

More or less. I know that that's really complicated. And pivot is 1 of our really difficult skills, but we're going to practice it in just a 2nd, and we're going to work through it together as a team.

523 "Cana Poteet" (1802355712)

01:21:01.260 --> 01:21:05.490

So, why do we not want to ignore the behavior? Because it's coercive.

524 "Cana Poteet" (1802355712)

01:21:05.490 --> 01:21:12.060

It can be reinforcing and it can cause a behavior burst. Remember Sarah said, are you even listening to me? That's the behavior burst.

525 "Cana Poteet" (1802355712)

01:21:12.060 --> 01:21:17.550

It could also be very reinforcing, especially if that's what the person wanted.

526 "Cana Poteet" (1802355712)

01:21:17.550 --> 01:21:25.980

Right if they're picking their nose and you think it's disgusting and you ignore it and you walk away, they got what they wanted because they wanted you to go away.

527 "Cana Poteet" (1802355712)

01:21:26.305 --> 01:21:41.005

So we really have to go back to again that plan of what's the trigger antecedent is the consequence paying it off or not because if they continue to pick their nose every time that they're around you, they want you to get away from them in some way shape or form, we might need to figure that out.

528 "Cana Poteet" (1802355712)

01:21:41.310 --> 01:21:45.090

It can also be coercive. Right? Have you ever felt ignored?

529 "Cana Poteet" (1802355712)

01:21:45.090 --> 01:21:49.110

We're talking to somebody and they just totally didn't respond to you at all.

530 "Cana Poteet" (1802355712)

01:21:49.110 --> 01:21:52.260

Do you want to talk to that person? Very often?

531 "Cana Poteet" (1802355712)

01:21:52.675 --> 01:22:02.575

Not really does hurt your relationship. Yeah, absolutely. The advantages of using pivot is it increases desirable behaviors, because we're paying off just okay ones.

532 "Cana Poteet" (1802355712)

01:22:02.605 --> 01:22:12.175

Especially whenever we pick it back, right we might pivot back to a more desirable behavior and have lots of opportunities to pay it off. Pivoting on the person. We're pivoting.

533 "Cana Poteet" (1802355712)

01:22:12.260 --> 01:22:26.550

Do a better conversation that can lead us down to more desirable behaviors to pay off and it also decreases the, the attention that we give to the undesirable behavior. So we're focusing on the right thing and we're avoiding reacting to the other thing.

534 "Cana Poteet" (1802355712)

01:22:26.550 --> 01:22:31.350

They can avoid a behavior verse because you're there that's just kind of how that works.

535 "Cana Poteet" (1802355712)

01:22:31.465 --> 01:22:39.925

Okay, so, hey, look, Abby frequently picks her nose. She's telling you about this cool package that she got, and you're in the middle of typing an email.

536 "Cana Poteet" (1802355712)

01:22:40.105 --> 01:22:49.615

So, remember back on our pivot to a person, another person or an activity, which type of pivot might you want to try to use here? She's telling you about the cool package she got.

537 "Cana Poteet" (1802355712)

01:22:49.950 --> 01:22:59.970

She, you're looking at an email and she's doing she's picking her nose while she's while you do this. So pivot on the person, another person or an activity, which 1, what you want to try.

538 "Cana Poteet" (1802355712)

01:23:17.250 --> 01:23:23.670

Okay, so Carolyn says the email so would you say that's pivot on a person another person or an activity.

539 "Cana Poteet" (1802355712)

01:23:30.480 --> 01:23:34.620

Smile says, uh, gave 2 different options. I think that's awesome.

540 "Cana Poteet" (1802355712)

01:23:34.620 --> 01:23:43.560

Yeah, excellent. Yeah. Good job Chris on an activity. That's an excellent 1 to do. Especially if you're thinking about the email, your email is an activity.

541 "Cana Poteet" (1802355712)

01:23:43.645 --> 01:23:54.625

Right, my emails over here and addie's over here and she's picking the notes. I'm just going to turn my head and I'm going to finish. I'm going to just kind of type out this email even if I'm not really focused and I'm not going to send it.

542 "Cana Poteet" (1802355712)

01:23:54.805 --> 01:24:01.795

I'm just going to pretend to type out some of this stuff in the email and then the corner of my, I might see Addy put her hand down.

543 "Cana Poteet" (1802355712)

01:24:02.130 --> 01:24:06.570

And then I'm going to return my attention to her. Right? And it is not it.

544 "Cana Poteet" (1802355712)

01:24:06.570 --> 01:24:09.840

It's gross, but it is not harmful.

545 "Cana Poteet" (1802355712)

01:24:09.840 --> 01:24:16.170

Right. As far as I'm aware everything with that Addie is fine. She's healthy. It's just gross.

546 "Cana Poteet" (1802355712)

01:24:16.170 --> 01:24:29.425

So, I'm going to look back at her when she starts picking her nose and I'm going to continue to talk to her about this tool package. I could go that route. That smile said about just going right to the package. Oh, tell me about the school package.

547 "Cana Poteet" (1802355712)

01:24:29.665 --> 01:24:36.115

And I'm just going to focus on the conversation around the package, and I'm not going to focus on the nose picking. Right? Any reaction.

548 "Cana Poteet" (1802355712)

01:24:36.195 --> 01:24:40.695

Like, I'm going to pull a tissue and give it to her that's feeding into the behavior, I'm going to say oh,

549 "Cana Poteet" (1802355712)

01:24:40.725 --> 01:24:53.325

by the way you might want to go wash your hands that's feeding into the behavior I'm going to reach over and I'm going to give her hand sanitizer that's feeding into the behavior because you're drawing attention to the notes picking and the fact that you don't like it, I guess pivots hard.

550 "Cana Poteet" (1802355712)

01:24:53.670 --> 01:24:58.530

And asking you not to react to things, but remember junk behavior is not harmful.

551 "Cana Poteet" (1802355712)

01:24:58.530 --> 01:25:05.575

Is not going to hurt anybody that she's doing this who knows what's going on with her maybe she's got something to her nose deal with that later.

552 "Cana Poteet" (1802355712)

01:25:05.815 --> 01:25:16.675

Right now, do you have the opportunity to focus on something else or focus on the different conversation and continue to maintain this relationship? You can build a plan of how to respond to that later.

553 "Cana Poteet" (1802355712)

01:25:16.980 --> 01:25:26.610

Okay, so lastly, in our last like 5 minutes, we're going to talk about stay close hot. Um, let's keep going. Okay.

554 "Cana Poteet" (1802355712)

01:25:26.905 --> 01:25:40.795

So, Staples hot this is when things are going out of control, things are really heated. People are upset too. Maybe they're frustrated. They're hysterically sobbing. Right? All of these behaviors are all of these emotions are tied to a stateless hot.

555 "Cana Poteet" (1802355712)

01:25:41.005 --> 01:25:45.985

Somebody's life has gotten worse and it doesn't matter the intensity of that.

556 "Cana Poteet" (1802355712)

01:25:47.395 --> 01:26:01.525

If it's, they poured their bubbles out on the concrete and now their bubbles are gone, versus they have their bikes stolen. Those are the same emotional reactions that people are allowed to feel. No 1 is ever going to diminish the way somebody feels.

557 "Cana Poteet" (1802355712)

01:26:01.795 --> 01:26:06.565

And that's really going to help you build that relationship up is that you just live in that moment with that person.

558 "Cana Poteet" (1802355712)

01:26:06.800 --> 01:26:16.170

So, what we're going to do, we are not going to use junk. We're not going to react to junk behavior. We're not going to be coercive. We're going to stay calm, carrying and relaxed.

559 "Cana Poteet" (1802355712)

01:26:16.170 --> 01:26:30.295

Your calm, caring and relax the other person will slowly match your relaxed this if you react to the junk behavior, you use coercion, you're going to re, escalate that person. So if you're ever in a difficult situation, you're trying to use these skills.

560 "Cana Poteet" (1802355712)

01:26:30.475 --> 01:26:35.635

If they ramp back up, think about what you said, you might've used logic, you could have used criticism.

561 "Cana Poteet" (1802355712)

01:26:36.170 --> 01:26:41.970

That you might have said something in a way that they didn't, like, just try again. There's always times to try it again.

562 "Cana Poteet" (1802355712)

01:26:41.970 --> 01:26:55.980

Usually move towards the person, unless you're already close by if you feel safe enough to do that if you're not safe, get as close as you feel comfortable doing the way that you can build that safeness proximity is just to do more stay close moments.

563 "Cana Poteet" (1802355712)

01:26:55.980 --> 01:26:59.430

Move closer to that person when we're calm versus when we're upset.

564 "Cana Poteet" (1802355712)

01:27:00.085 --> 01:27:13.975

Touch with appropriate ask open ended questions this is going to be your questioning replacement if you are like, man, I really want to ask questions to gain information do. So this way what happened? Tell me what's going on, you seem really distressed.

565 "Cana Poteet" (1802355712)

01:27:14.005 --> 01:27:19.405

Why don't you share what's happening to meet with me? Right? You're just trying to gain more information. Oh, my gosh. Then what did you do?

566 "Cana Poteet" (1802355712)

01:27:19.430 --> 01:27:24.030

To right, you want to know more, you're not trying to problem solve yet.

567 "Cana Poteet" (1802355712)

01:27:24.030 --> 01:27:32.730

I didn't say you couldn't just not yet. I promise you're going to get to a chance to problem solved, but it is not in the crisis moment. It's going to be a little bit later.

568 "Cana Poteet" (1802355712)

01:27:33.325 --> 01:27:44.905

Listen, listen, listen, gain information, you're going to hear so much good information that you can use for your empathy statement and your encouraging statement just keep listening to that person. They're going to throw something out there for you to grab onto.

569 "Cana Poteet" (1802355712)

01:27:45.145 --> 01:27:52.705

So, if you don't have anything, I would say, that sounds really hard and then ask another question throw empathy, ask a question don't question.

570 "Cana Poteet" (1802355712)

01:27:52.730 --> 01:28:02.490

Stack people, they'll get really overwhelmed. Remember we're flipping our lid. The more questions you ask the less likely you'll be able to answer so you want to try and just do a really nice balance of those.

571 "Cana Poteet" (1802355712)

01:28:03.415 --> 01:28:11.335

Validate their emotion with empathy you don't have to agree with what happened. You don't have to agree with why they're upset. You're just validating them. Right?

572 "Cana Poteet" (1802355712)

01:28:11.545 --> 01:28:22.375

If they're frustrated because Sarah sat in my spot, and I wanted to sit in that spot because it's my chair and it's not her chair. And now I'm really mad. Don't have to agree.

573 "Cana Poteet" (1802355712)

01:28:22.490 --> 01:28:26.220

About it you just have to say that sounds really difficult.

574 "Cana Poteet" (1802355712)

01:28:26.220 --> 01:28:38.070

I would be upset if somebody took a spot that I really wanted. Right you're just agreeing that, that they have an emotion about it. That's all that it is. And you're going to use the same. You look you seem I can tell you feel.

575 "Cana Poteet" (1802355712)

01:28:38.070 --> 01:28:41.190

Encouraging statements are a little bit more challenging here.

576 "Cana Poteet" (1802355712)

01:28:41.190 --> 01:28:54.385

You really just want to make sure that you focus on a desirable behavior that they're doing a deep breath calming down talking to you about it. Anything that you would hope that they would do to de escalate. You just got to show them that they're doing it.

577 "Cana Poteet" (1802355712)

01:28:54.745 --> 01:29:01.165

Repeat repeat repeat and then once they have come back down to a plateau and they're a bit more level headed, get them out of.

578 "Cana Poteet" (1802355712)

01:29:01.190 --> 01:29:09.330

That space get them somewhere else that's when you can start talking about problem solving solutions, but not before not when they're at the peak of their crisis.

579 "Cana Poteet" (1802355712)

01:29:09.330 --> 01:29:15.750

Okay, so we talked about empathy already, so let's talk about this practice scenario. Really, really quick.

580 "Cana Poteet" (1802355712)

01:29:15.750 --> 01:29:19.260

So, Sam has just had an argument with his roommate.

581 "Cana Poteet" (1802355712)

01:29:19.260 --> 01:29:23.220

Um, she frequently lays it that for hours crying when she's upset.

582 "Cana Poteet" (1802355712)

01:29:23.220 --> 01:29:33.510

She's in bed, crying and text to you about the fight and says, I'm so over this, I'm just not going to take this crap anymore. So you look you see, I can tell you feel what is your empathy statement?

583 "Cana Poteet" (1802355712)

01:29:37.860 --> 01:29:43.320

How might you empathize with Sam here? The 1st step is always to emphasize.

584 "Cana Poteet" (1802355712)

01:29:48.270 --> 01:29:52.860

And if you want to throw in a question to gain more information, starting with empathy is great.

585 "Cana Poteet" (1802355712)

01:29:52.860 --> 01:29:57.990

Because you can recognize that emotion if you're not sure about the emotion start with a question.

586 "Cana Poteet" (1802355712)

01:29:57.990 --> 01:30:02.310

And then throw in your empathy when you gain more information.

587 "Cana Poteet" (1802355712)

01:30:02.310 --> 01:30:15.780

Very interchangeable. I can see that you're upset and understand those feelings. Yeah that's great. I can see you're upset. Oh, my gosh Sam, you sound so upset.

588 "Cana Poteet" (1802355712)

01:30:15.805 --> 01:30:24.265

Right. And then I want to go into the I want to talk about it. Let's gain more information, because we're all here kind of like in the in the helping field to make people feel better.

589 "Cana Poteet" (1802355712)

01:30:24.505 --> 01:30:34.015

So, you can still do all of the things that you want by asking those questions by providing that empathy by making that connection it's just your solutions.

590 "Cana Poteet" (1802355712)

01:30:34.200 --> 01:30:44.280

We're gonna come a little bit later. Okay. You're just going to come a little bit later. Excellent. Thank you so much. corissa I very much appreciate your participation. So.

591 "Cana Poteet" (1802355712)

01:30:44.725 --> 01:30:53.455

In the last I'm stealing maybe 1 or 2 more minutes from you. Thank you so much for those of you who stayed on. I want to pitch our Co version podcast.

592 "Cana Poteet" (1802355712)

01:30:53.455 --> 01:31:03.715

So, if you want to learn more about the coerces or the things that we talked about, the ways that we currently try to control or shape behavior, and they don't really do what we think that they will do this.

593 "Cana Poteet" (1802355712)

01:31:04.280 --> 01:31:09.420

Code we'll take you to our coercion podcasts. They're really fun. They're going to teach you a lot more about that.

594 "Cana Poteet" (1802355712)

01:31:11.125 --> 01:31:25.255

You could also attend the tools of choice class so we have weekly opportunities and in October we're going to have even more opportunities that are going to kind of be in different schedules. So you'll always have a chance to really join 1.

595 "Cana Poteet" (1802355712)

01:31:25.885 --> 01:31:29.065

they have prerequisite recordings that.

596 "Cana Poteet" (1802355712)

01:31:29.420 --> 01:31:43.605

Kind of lengthy they're about an hour ish each but they give a lot of like lecture and background kind of what we talked about here, but sometimes in very more in great detail. So those are really great. You can always watch those on our website.

597 "Cana Poteet" (1802355712)

01:31:43.605 --> 01:31:49.155

They're through reliance, we have a portal that you can access the QR code will take you to a flyer with lots of.

598 "Cana Poteet" (1802355712)

01:31:49.420 --> 01:31:53.880

Your information about how to register, what does it look like? So on? So.

599 "Cana Poteet" (1802355712)

01:31:54.175 --> 01:31:58.255

Check that out we also have family coaching workshops.

600 "Cana Poteet" (1802355712)

01:31:58.255 --> 01:32:13.045

So if you are a person who knows a lot of people who especially are caretakers for individuals, or have a lot of need for this type of information, please. Oh, do you really can't.

601 "Cana Poteet" (1802355712)

01:32:13.880 --> 01:32:17.579

Oh, wow, okay. So.

602 "Cana Poteet" (1802355712)

01:32:19.044 --> 01:32:26.724

If you have people who really could use this information, we actually have family coaching workshops that you can access.

603 "Cana Poteet" (1802355712)

01:32:27.204 --> 01:32:37.554

They're about an hour each, we offer them in the evenings because we know that parents have a lot of things going on and it might be easier for them to access this in the later part of the.

604 "Cana Poteet" (1802355712)

01:32:37.579 --> 01:32:50.774

Day they're very cool. You don't have to come to any of them in any particular order. If you go to the QR code, you'll see all of the different options and topics that we talk about. And so they can just go to that get in the link.

605 "Cana Poteet" (1802355712)

01:32:50.804 --> 01:32:57.494

They don't have to register they just show up and they get to talk about some really cool skills with the, with a caretaker.

606 "Cana Poteet" (1802355712)

01:32:57.579 --> 01:33:01.679

So, with that we have made.

607 "Cana Poteet" (1802355712)

01:33:01.679 --> 01:33:11.459

Great progress. I am excited that we have reached here at the very end of our work or little session before we leave.

608 "Cana Poteet" (1802355712)

01:33:11.459 --> 01:33:24.989

I did run some through some things a little bit quickly. Was there any questions or anything that you guys wanted me to recover or, like, talk about before we wrap up.

609 "Cana Poteet" (1802355712)

01:33:24.989 --> 01:33:28.949

And if you feel wanna unmute, you can definitely unmute.

610 "Cana Poteet" (1802355712)

01:33:28.949 --> 01:33:34.499

To ask you a question. Oh, good. Thank you.

611 "Cana Poteet" (1802355712)

01:33:34.499 --> 01:33:48.324

This happen all of the time we're pretty much doing this weekly so if you ever want to come back and get another refresher or just sit back in, all of our facilitators are incredible. So, always just feel free to share this with the people around.

612 "Cana Poteet" (1802355712)

01:33:48.324 --> 01:33:53.064

You come back any time we really enjoy having you so.

613 "Cana Poteet" (1802355712)

01:33:53.579 --> 01:33:57.839

Awesome well, thank you Carolyn.

614 "Cana Poteet" (1802355712)

01:34:12.029 --> 01:34:23.939

Well, you did great to smile. I could really see all of the historic tools information coming through every time that you responded. I do miss observable and measurable.

615 "Cana Poteet" (1802355712)

01:34:28.649 --> 01:34:36.929

All right, well, if you guys don't have any questions, I will release you cat. Is there anything else that we need to talk about? Before.

616 "Kat Craig" (1180674816)

01:34:36.929 --> 01:34:40.829

We wrap up no.

617 "Cana Poteet" (1802355712)

01:34:41.064 --> 01:34:55.914

Okay, awesome. I will stick around if you guys have any additional questions, or just want to chat with me. Otherwise Thank you so much for being here. We really appreciate it go off and do incredible things. All of the work you do is just just we are great.

618 "Cana Poteet" (1802355712)

01:34:55.914 --> 01:34:56.454

So.

619 "Cana Poteet" (1802355712)

01:34:56.939 --> 01:35:00.779

Um, take these skills and practice practice, practice.