It’s About Relationships
- Will We Listen?
- Can We Bear It?

It’s About Change
- How Will We Know?
- What Do We Need?

It’s About Action
- What Places Will We Create?
- What Are We Learning?
Certainty is the sin of bigots, terrorists, and Pharisees.

Compassion makes me think I could be wrong.

Anthony DeMello
The Wellspring of Life
ABC’s of Changing Behavior

Proactive Intervention

Reactive Intervention
Antecedents as unmet needs

**Personal Autonomy**
- Control
- Choices
- Power
- Self regulation
- Pleasure and joy
- Accomplishment

**Relationships**
- Interdependence
- Safety and trust
- Communication
- Self esteem
- Sense of belonging
- Generosity
# Antecedents as unmet needs

## Sensory Regulation
- Filter v. Prism

## Escape and Avoidance
- I don’t understand . . .
- I don’t like this . . . (pain)
- I don’t like you . . .
- I don’t want to . . .

## Attention
- Be careful with this one
- What’s so great?
- Is this the best way?

## Tangible
- Food
- Object
- Specific person
- Place or activity
ABC’s of Changing Behavior

Reactive Intervention

Proactive Intervention
Becoming a Disciplinarian
Skill 1

- Be a leader, parent, teacher, and therapist worth following
- Try not to be critical—your approval is critical
- Praise achievement—praise effort when achievement is lacking
- Be interested in what they do, what they say, and how they feel
- Remember how overly sensitive some individuals are—go easy on sarcasm and teasing—but use humor when appropriate
- Help identify or discover strengths and capacities
- Encourage opinions and expression of them—even ones you disagree with
- Teach responsibility by giving choices
- Be tolerant of trends, fads, and fashions by not making a big fuss
- Remember individuals in dependent relationships will do as you do, not as you say
- Give them love
- Give them hope
The Basics

You've got to have something to eat and a little love in your life before you can hold still for anybody's sermon on how to behave.

*Billie Holiday*
Finding the Balance
Skill 2

- What is important to this person
- What is important for this person?

What happens in between?

Michael Smull
So much of our thought, time and energy are devoted to individual’s extraordinary needs-arising due to impairment and disability-that we neglect or overlook their ordinary needs-those things we all want in our lives. (That are sometimes extraordinarily hard to get.)
Learning the language of behavior
Skill 3

• What is happening? (Antecedents/Precursors)
• Then he/she does this . . . (Behavior)
• We think it means this . . . (Interpretation)
• And we should . . . (Analysis and action)
Our clients spend their lives being told by every one to behave, to be good. Few have any idea what we mean. Most get that it’s about conforming to our idea of what’s good and bad behavior, which we sometimes change at will. We need to ask people what they think we mean.

Chris Heimerl
Remembering to Talk
Skill 4

• On-going conversation about what works, also known as what makes sense; what doesn’t work, also known as what doesn’t make sense. This conversation looks at things from the individual’s perspective, the team members’ perspective’s and the participating organizations’ perspectives.
People's behavior makes sense if you think about it in terms of their goals, needs, and motives

Thomas Mann
Avoiding Power Struggles
Skill 5

Know your triggers
Avoid “hooks”
Listen
Rephrase, restate
Acknowledge feelings
Shift logical levels
Redirect

Acknowledge power issues
Give some control-choices
Offer support, problem-solving
Predict consequences
Remove from setting
Reconnect later
If fear alters behavior, you're already defeated.

Brenda Hammond
Asking the Five Questions
Skill 6
Michael Smull

- What have we tried?
- What have we learned?
- What are we pleased with?
- What are we concerned with?
- Now what?
  - what will we continue to do?
  - what will we do less of or stop doing?
  - what will we begin or return to doing?
Three Roads to Quantum Gravity
Lee Smolin

1. There is one, only one, universe and it contains everything and everything it contains is connected.

2. There is one, only one, universe but many observers and every observer experiences a different reality.

3. In the future, we will know more.

4. The universe is about relationships, not events.