






**Creative Solutions and
Positive Behavioral Supports**

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Presented by:

- Melanie Jordan
Training Associate
Institute for Community
Inclusion/UMass Boston
melanie.jordan@umb.edu










What is Positive Behavior Support?

A set of principles derived from decades of research

PBS Theory

- Believes all behaviors occur within an environmental context
- Begins by examining the scope of the problem
- Is proactive - intentionally structures for success
- Systematically teaches and acknowledges appropriate behaviors

Positive Behavior Support Plan

A comprehensive Positive Behavior Support Plan includes a range of intervention strategies that are designed to prevent the problem behavior while teaching socially appropriate alternative behaviors. The goal is an enhanced quality of life for individuals involved and their support providers in a variety of settings.

The Association for Positive Behavior Support

www.apbs.org



Have you used Positive Behavior Support (PBS) strategies to assist a client to improve their behavior?





Behavior equals communication



Managing Challenging Behaviors

- What are the critical steps to preventing unwanted behaviors – especially in the workplace?

Working with the entire support team is essential for consistent and timely responses to unwanted behaviors.



Behavior Challenges: 1st Analyze *The Situation*

- Is this a real problem?
- Will changing the environment help?
- Is it fair to change the behavior?
Is it part of person's personality?
- Remember:
 - Similar types of behavior occur in almost everyone.
 - Nearly all behaviors serve an adaptive purpose.
 - All behaviors will not respond to same intervention.






2nd Carefully Describe the Behavior

- What does the behavior look like?
- When does it occur?
- Where does it occur?
- With whom does it occur?
- Is the behavior very rhythmic or cyclical?
- Are there physical symptoms with the behavior (headache)?






3rd What's the Task or Activity?

- Type of job or activity?
- Difficulty / frustration / boredom level of job?
 - Demands placed on the individual?
 - Job preferences of the individual?
 - Are there job or schedule changes?




4th What's the Physical Environment Like?

- Is it noisy or quiet?
- Are there disruptions or intrusions?
 - Is it hot? Cold?
 - Is it well-lit? Dim?
- What else can you notice?




5th What Personal Issues Are Present?

- Is the worker tired?
- Family issues (relationships, illness, etc.)?
- Home issues (staff change, roommate problem, etc.)?
- Any anniversaries or other losses?

6th What Happens as a Result of the Behavior?




- Does this behavior result in social reinforcement (attention, etc.)?
- Are social or work demands reduced or eliminated after the behavior occurs?
- Are appropriate behaviors being reinforced? (Does problem behavior receive more or better attention?)

Behavior Challenges: *Finding Solutions*

- **Preventive strategies**
 - *How can frequency of behavior be reduced by changing conditions?*
- **Consequences**
 - *How will you respond when behavior occurs?*
 - *Focus on function of behavior in deciding how to respond*
 - *Remember, be respectful!*
- **Adaptive alternatives**
 - *Choose & teach adaptive alternatives that substitute / replace behavior*




Choose a Plan To Address All 3

Ask Yourself These Questions




- What is the antecedent (what occurs right before the behavior)?
- What is the behavior?
- What is the consequence- is it a reinforcer?
- Is the antecedent a functional cue?
- What is your hypotheses about function/purpose of the behavior?

Develop a plan to enforce an appropriate behavior instead or to change the environment

Identifying Antecedents & Consequences




Antecedent	Behavior	Consequence	Is Consequence a Reinforcer?	Is Antecedent a Functional Cue?	Hypothesis about Function/Purpose of Behavior?

A-B-C Scenario 1

Every morning when the break truck arrives at Acme Plastics, Bob comes outside with his co-workers to get coffee. Since all of the other workers are trying to get coffee at the same time, Bob usually has to wait in line. While in line he begins to complain and shove the people in front of him. Fred, his employment specialist, has Bob move to the front of the line so that Bob will be quiet and not draw attention to himself.




1. What is happening right before the behavior occurs? (the antecedent)
2. What is the behavior?
3. What is the consequence- is it a reinforcer?

A-B-C Scenario 2

John works steadily in the dish room. However, when a strange person walks into the work area John leaves his job and hides behind the dish machine. The employment specialist usually approaches John and talks to him when this occurs, but John continues doing it.

1. What is the antecedent?
2. What is the behavior?
3. What is the consequence- is it a reinforcer?

A-B-C Scenario 3

Whenever the phone rings at the enclave at Balmoral Packaging, the group of employees with disabilities sitting at nearby work tables yell, "the phone is ringing". Nearby co-workers laugh at this, then answer the phone.

1. What is the antecedent?
2. What is the behavior?
3. What is the consequence- is it a reinforcer?



A-B-C Scenario 4

Every morning the residence staff had to tell Mary it was time to go to work, but she was usually late.

A new plan was instituted: The staff still remind Mary that it is time to go to work, but if she arrives at least ten minutes early she can have a cup of coffee before starting. Mary arrives at work on time every day now.

1. What is the antecedent?
2. What is the behavior?
3. What is the consequence- is it a reinforcer?



General Principles

- Encourage adaptive behavior
- Promote full participation
- Don't target every behavior
- Replace, rather than eliminate:
behavior has a function



Lets hear from you



What challenges have you encountered in the workplace?

Have you been able to resolve them, if so how?

Would you like some suggestions from the audience?



Challenging Situation #1

You have been supporting Katrina at a position you carved for her at a local Italian Restaurant rolling silverware. She has been there for six months and is very successful in her position. You have started to fade from supporting her everyday to now coming in twice a week. The manager just informed you that she has been going home sick two to three days per week for the last month on the days that you are not there. She starts coughing on the silverware as she is rolling it and gets asked to leave. If this behavior does not stop, she will be fired. What do you do? Please write your answer in the notepad provided.



Challenging Situation #2

You are supporting Peter at a job in a grocery store. Due to his psychiatric disability, he has a habit of talking to himself. And can sometimes get very loud. You have noticed that lately, he seems to be yelling much on the job. This concerns you, because part of his job includes interacting with the public, bagging groceries. In addition a few customers have moved to other cashier lines due to his behavior. How would you handle this situation? Pleae write on your answer on the notepad provided.



Remember...

- Allowing people to communicate the message behind their behaviors in other ways will yield better results than trying to silence them further.
- A little patience goes a long way!



In Conclusion

- Analyze the behavior
- Investigate situation surrounding the behavior
- Ask “does the behavior need to be addressed?”
- Work proactively with the support team and the individual to develop a plan that will:
 - Reduce the behavior,
 - Prevent the behavior *or*
 - Substitute the behavior



- *Thanks for participating!*
- *Enjoy the rest of the conference.*