Using Positive Social Strategies to Support Person-Centered Practices

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Research and Training Center on Community Living

Goals

• Describe the Relationship Between Person-Centered Practices and Positive Behavior Support (PBS)
• Define Universal Positive Social Strategies
• Explore Strategies That Align With Person-Centered Practices
Continuum of Person-Centered Practices

Tertiary Tier
• In Depth Person Centered Plans
• Integrated Plans (PCP, PBS, Trauma-informed Therapy)
• Teams Monitor Plan Progress

Secondary Tier
• Monitor PCT Action Plans
• Additional Quality of Life Strategies
• Increase Strategies for Supporting
  Independence and Community Involvement
• Mental Health and Wellness Interventions

Primary Tier
• Universal Person Centered Strategies
• Encourage Self Expression
• Self-Determination and Choice Making
• Meaningful Participation in the Community

Continuum for Preventing Negative Interactions

Positive Behavior Support

Tertiary Tier
• Individualized PBS Plans
• Integrated with Other Positive Supports (PCP, Trauma-Informed Care, DBT, Etc.)
• Plans Are Monitored- Data-Based Decision Making
• Teams Monitor Progress of Each Person

Secondary Tier
• Early Intervention and Data Monitoring
• Additional Supports for Key Social Skills
• Function-Based Decisions
• Simple Interventions
• Mental Health and Wellness Interventions

Universal Tier
• Teach and Encourage Communication
• Predictable and Proactive Settings
• Encourage and Reinforce Social Skills
• Consensus-Based Team Focus
• Emphasis on Using Data For Decisions
Universal Positive Strategies for Two Roommates

<table>
<thead>
<tr>
<th>Cleaning</th>
<th>Meal Prep</th>
<th>Dishes start and Empty</th>
<th>Grocery Shopping</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Respect</strong></td>
<td>Get chores done on time, before dinner</td>
<td>Say, “thank you” or, “that looks good.” Maybe get a kudos board</td>
<td>Honor each other's compliments on the good food</td>
</tr>
<tr>
<td><strong>Kindness</strong></td>
<td>Say, “thank you” or, “that looks good.” Maybe get a kudos board</td>
<td>Assist each other in looking up new recipes on the tablet</td>
<td>Ask if help is needed</td>
</tr>
<tr>
<td><strong>Helpfulness</strong></td>
<td>Offer to bring supplies if needed</td>
<td>Offer to teach each other cooking skills</td>
<td>Rinse your plate. Clear your dishes. Put away someone else’s dishes.</td>
</tr>
<tr>
<td><strong>Communication</strong></td>
<td>Look at the calendar so you don’t have to remind each other. Let your great work speak for itself (No need to talk about what you did)</td>
<td>Look at calendar to know when is going on. Learn the likes and dislikes of each other. Ask the likes and dislikes of each other.</td>
<td>Tell each other if you need to switch days</td>
</tr>
</tbody>
</table>

Similarities Between Person-Centered Practices and PBS

- Communicating Effectively
- Being Self-Determined & Making Choices
- Expanding Our Social & Emotional Skills
- Feeling Respect & Having Valued Social Roles
- Growing in Relationships
- Contribute and Connect with Our Community
Themes Associated With PBS and Person-Centered Practices

• Balancing What is **Important To** and **For** a Person
• Increasing Awareness of **Power With** Versus **Power Over**
• Being Open to and Show **Ongoing Interest in Cultural Differences** (Cultural Humility)
• Understanding **How Trauma Impacts Our Responses**

Positive Social Strategies:

Tools and Strategies for Improving Social Interaction in Person Centered Practices

.....And Helps Us Build on the Inter-related Features That Create a Positive Community
Positive Social Strategies

• Encouraging and Building Relationships
  • Empathy & Cultural Responsiveness
  • Mindfulness and Well-Being
  • Organization/Family Systems

Encouraging and Building Relationships

• Active Listening
• Paraphrasing What a Person Says
• Nonjudgmental Statements
• Encouraging People to Connect With Others
• Working With People in Collaboration
• Being Positive and Encouraging
• Showing Empathy & Understanding
Strategies for Learning

Exploring What is Important To People
• Routines & Rituals
• History
• Hopes and Fears
• Important Places People
• Strengths and Areas to Work On
• Hobbies and Interests
• Health and Wellness
• Social Strengths
• What Works/Doesn’t Work
• How We Communicate
• Barriers & Opportunities
• Important To and For

Don’t Just Talk About These Strategies...Practice!

Positive Social Strategy Self-Assessment
Positive Social Strategies

• Encouraging and Building Relationships
• **Empathy & Cultural Responsiveness**
• Mindfulness and Well-Being
• Organization/Family Systems

"You never really understand another person until you consider things from his point of view - until you climb inside of his skin and walk around in it."
-Harper Lee, *To Kill a Mockingbird*
Practicing Empathy

• Accepting People Without Judgment
• Not Assuming We Know What is Best for Someone
• Taking the Perspective of Others
• Recognizing Emotions of Others
• Acknowledging Emotions
• Managing One’s Own Emotions

Cultural Humility

• Lifelong Learning and Self-Reflection
• Recognize and Decrease Power Imbalances
• Actively Model and Support Cultural Responsiveness
Practicing Cultural Awareness

- Be Aware of Your Own Cultural Values
- Learn and Celebrate Cultural Differences
- Build Your Cultural Knowledge
- Help Create a Climate That is Welcoming
- Mindful Attention to Possible Differences

Activity

- Share a Story That Has Passed Down Through Your Family
  - What Values Are Represented in the Story

- How Has This Impacted Who You Are as a Person
Positive Social Strategies Completed in One County

<table>
<thead>
<tr>
<th>Values</th>
<th>Before Meetings</th>
<th>At the Beginning of Meeting</th>
<th>While Sharing Person’s Information</th>
<th>Supporting Other Team Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use Person-Centered (PC) Language</td>
<td>Use PC Language in Documents (Emails, Handouts)</td>
<td>Provide Reminders Before Meeting (Be Sensitive to Acronyms Too)</td>
<td>Be Receptive and Aware of Language Used</td>
<td>Celebrate Use of PC Language as Team</td>
</tr>
<tr>
<td>Show Your Respect for People</td>
<td>Use Active Listening During Conversation</td>
<td>Attend Meetings on Time</td>
<td>Share Only Information Needed</td>
<td>Listen to Others and Ask if Feedback is Invited</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell Phones to Vibrate</td>
<td>Provide</td>
<td></td>
</tr>
<tr>
<td>Demonstrate Appreciation of Culture</td>
<td>Review Plans and Discuss Role and Identity &amp; Culture</td>
<td>Review Possible Cultural Bias and Assumptions</td>
<td>Share Thoughts on the Role of Culture in Person’s Life</td>
<td>Discuss How Culture Can be Incorporated Into Plan</td>
</tr>
</tbody>
</table>

Positive Social Strategies

- Encouraging and Building Relationships
- Empathy & Cultural Responsiveness
- **Mindfulness and Well-Being**
- Organization/Family Systems
Practicing Mindfulness

Focusing Attention and Awareness on the Current Moment While Attending to Experiences (Thoughts, Emotions, Breathing, etc.)

Cultivating Mindfulness

- Observing Our Experiences
- Using Patience with Self and Others
- Letting Go of Judgement and Negative Thoughts
- Willingness to Begin
- Focus on Being Instead of Doing
- Trusting in Self and Feelings
- Accepting the Present

Benefits of Mindfulness in Social Interactions

Examples
• Being Present for a Person
• Suspending Immediate Response Before Knowing What a Person is Saying
• Listening to Others During Conversations
• Decrease in Anxiety, Frustration, Anger

How Mindfulness Empowers Us
https://www.youtube.com/watch?v=qEfh95k2898
Eight Dimensions of Wellness

- **Emotional**—Coping effectively with life; satisfying relationships
- **Environmental**—Living in pleasant, stimulating environments
- **Financial**—Satisfaction with current and future finances
- **Intellectual**—Recognizing creative abilities; finding ways to expand knowledge and skills
- **Occupational**—Personal satisfaction and enrichment from one’s work
- **Physical**—Recognizing the need for physical activity, healthy foods, and sleep
- **Social**—Developing a sense of connection, belonging, and a well-developed support system
- **Spiritual**—Expanding a sense of purpose and meaning in life

https://www.samhsa.gov/wellness-initiative/eight-dimensions-wellness

Positive Social Strategies

- Encouraging and Building Relationships
- Empathy & Cultural Responsiveness
- Mindfulness and Well-Being
- **Organization/Family Systems**
  - Conflict Resolution
  - Problem Solving
  - Matching/Temperament
Conflict Resolution

• Suspending Your Opinion
• Listen First, Then Express Yourself
• Focus on Needs Before Solutions
• Look for Ways to Achieve Goals by Combining Ideas
• Embracing Differences of Ideas
• Stay Calm & Be Respectful

Managing Conflict

<table>
<thead>
<tr>
<th>Unhealthy Response</th>
<th>Healthy Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failure to Understand what is Important To a Person</td>
<td>Recognize and Respond to Other’s Needs</td>
</tr>
<tr>
<td>Emotional Response</td>
<td>Calm, Respectful, and Non-Defensive</td>
</tr>
<tr>
<td>Negative Statements That are Shaming, Rejecting</td>
<td>Forgiveness of Emotional Responses</td>
</tr>
<tr>
<td>No Ability to Compromise</td>
<td>Compromise</td>
</tr>
<tr>
<td>Avoiding Conflict</td>
<td>Belief That Disagreements Can Lead to Better Outcomes</td>
</tr>
<tr>
<td>Reacting in a Way That Shows “I am Right”</td>
<td></td>
</tr>
</tbody>
</table>

Don’t Just Talk About Resolving Conflicts...Reflect and Practice!

Conflict Resolution Self-Assessment

Strategies for Problem Solving

• Solution Focused
• Person Centered Thinking 4+1
• Brainstorming
• Reverse Brainstorming
• Starbursting
Assessing Social Matches

Goal: Consider Building Relationships Based on Compatibility

• People Have Personality Types That Are a Good Match
  – Activity Levels
  – Distractibility
  – Persistence
  – Intensity
  – Sensitivity
  – Adaptability
  – Mood

• Some People Have Similar Hobbies, Activities, Movies, etc.
• Learn More About Unique Cultural Diversity

Online Examples of Assessment of Social Match Assessment

Toddler Temperament Tool
https://www.ecmhc.org/documents/CECMHC_IT3_Booklet_Toddler.pdf

Infant Temperament Tool
https://www.ecmhc.org/documents/CECMHC_IT3_Booklet_Infant.pdf
Review of What We Have Covered Today

Positive Social Strategies:
Compatible Strategies That Overlap & Work With Person-Centered Practices

…..to Help Us Build a Positive Community for All

Organizational Systems
Community Mapping
Problem Solving
Conflict Resolution

Building Relationships

Empathy & Culture
Mindfulness & Wellness

Presentation & Application Information

Application Deadline for Submission:
November 2, 2018

MNPS.P.ORG
Direct Link
• https://mnpsp.org/application-and-training-materials/

Informational Webinar
• Friday, October 5, 2018; 12-1pm via WebEx or Phone
• Monday, October 15, 2018: 2-3pm via WebEx or Phone
Thank You for Your Time!

Contact Information

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Positive Supports www.mnpsp.org

All people deserve to be respected, have choices, and feel safe. Find out how Minnesota is embracing positive supports at the Positive Supports Minnesota website.

Positive supports is about respecting the dignity and rights of every person, and supporting people in the life they want to live.

Positive Supports Minnesota is a new website with information for families, service providers, educators, social workers, and others in helping professions on respectful, individualized, and effective services and supports.

Find out more at www.mnpsp.org.
MNPSORG
Look for Training Materials at the Bottom of the Home Page

Making Community Connections

MNPSORG
- Training Materials
- Universal Social Skills

http://rtc.umn.edu/docs/Friends_Connecting_people_with_disabilities_and_community_members.pdf
Empathy Museum
http://www.empathymuseum.com/#athousandanddonebooks

Examples - Short Videos for Staff Meetings

Empathy
• https://www.newconversations.net/communication-skills-workbook/listening/

How Mindfulness Empowers Us
• https://www.youtube.com/watch?v=qEf 취k2898

Mindfulness
• https://www.youtube.com/watch?v=o-kMJWk9E0
• https://www.youtube.com/watch?v=iN6g2mr0p3Q

Introversion Vs. Extroversion
• https://www.youtube.com/watch?v=Uaji7rij6MI8&list=PLMo9vGiZPs0RQa_kypI53tchANZa-MJGO&index=17
**Examples - Short Videos for Staff Meetings**

**Historical Trauma**
https://www.youtube.com/watch?v=AWmK314NVrs

**How People Experience Trauma**
https://www.youtube.com/watch?v=sjJUQlodh0g

**What is Cultural Healing?**
https://www.youtube.com/watch?v=l1o7ls7JnxA

**Blame**
https://www.youtube.com/watch?v=IL1Jglj3_fA

**Tools for Implementation**

**MN Team Checklist Person-Centered Subscale**

**MN Team Checklist PBS Subscale**

**Direct Observation Tool**

**Definitions for Observations**
Collaborators Forum
April 30, 2019

The Collaborators Forum is an event for people interested in Positive Behavior Supports across settings and the lifespan in Minnesota. This year the MN PBS Network is planning to create host sites in other parts of the state and to increase the amount of interactivity for audience members who can’t travel but want to be a part of the Forum.

Growing Evidence for Using Mindfulness in the Disability Field

Free Articles Online

https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5053082/

https://link.springer.com/article/10.1007/s12671-014-0369-0