



TEACH YOUR STAFF GOOD BEHAVIOR MANAGEMENT

GWYNETH EMIGH, MS, CTRS

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WHO IS THIS GWYN LADY?



WHO IS THIS GWYN LADY?



- BS Therapeutic Recreation from Oklahoma State

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- BS Therapeutic Recreation from Oklahoma State
- CTRS

WHO IS THIS GWYN LADY?



WORCESTER
STATE
UNIVERSITY

- BS Therapeutic Recreation from Oklahoma State
 - CTRS
- MS Non Profit Management from Worcester State (MA)

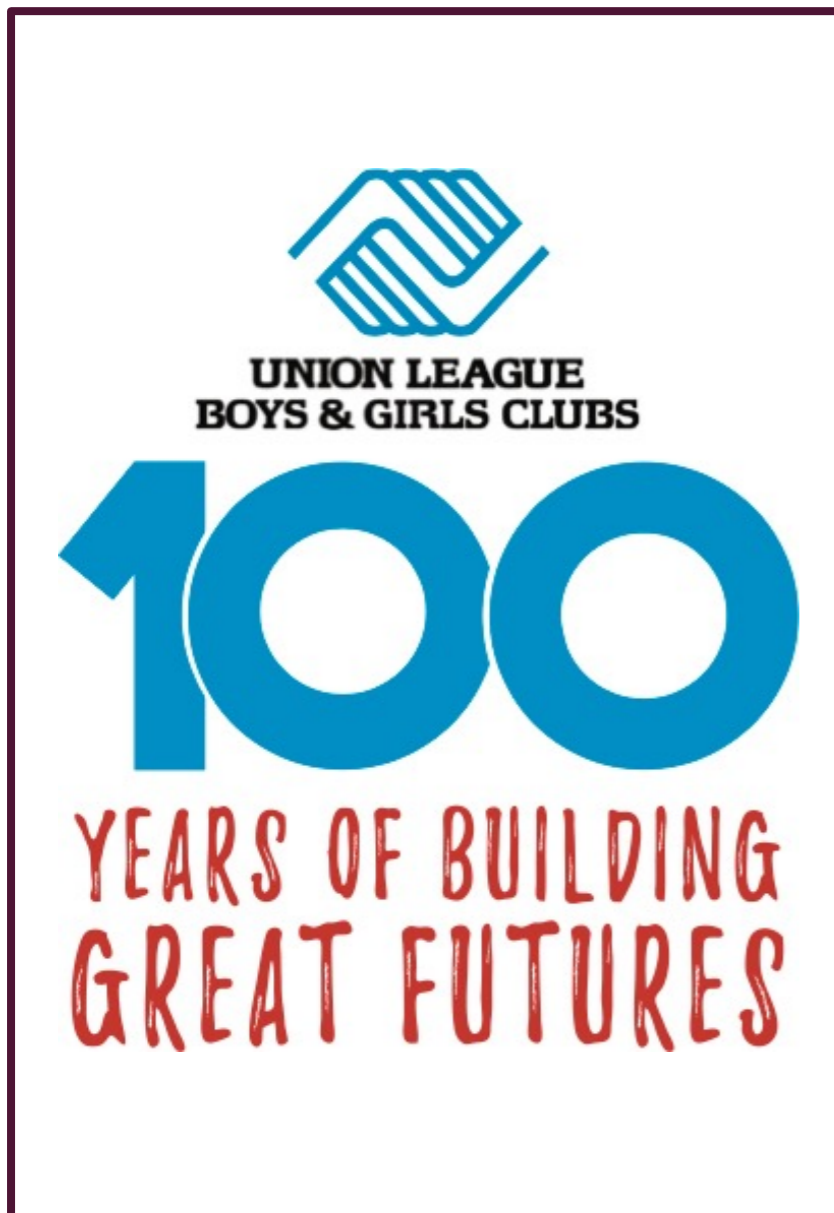
WHO IS THIS GWYN LADY?



Community • Faith • Business

- BS Therapeutic Recreation from Oklahoma State
 - CTRS
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- Ran TEEG's All Star Adventure Program (CT)

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- Current Director of Operations for Union League Boys & Girls Clubs (Chicago)

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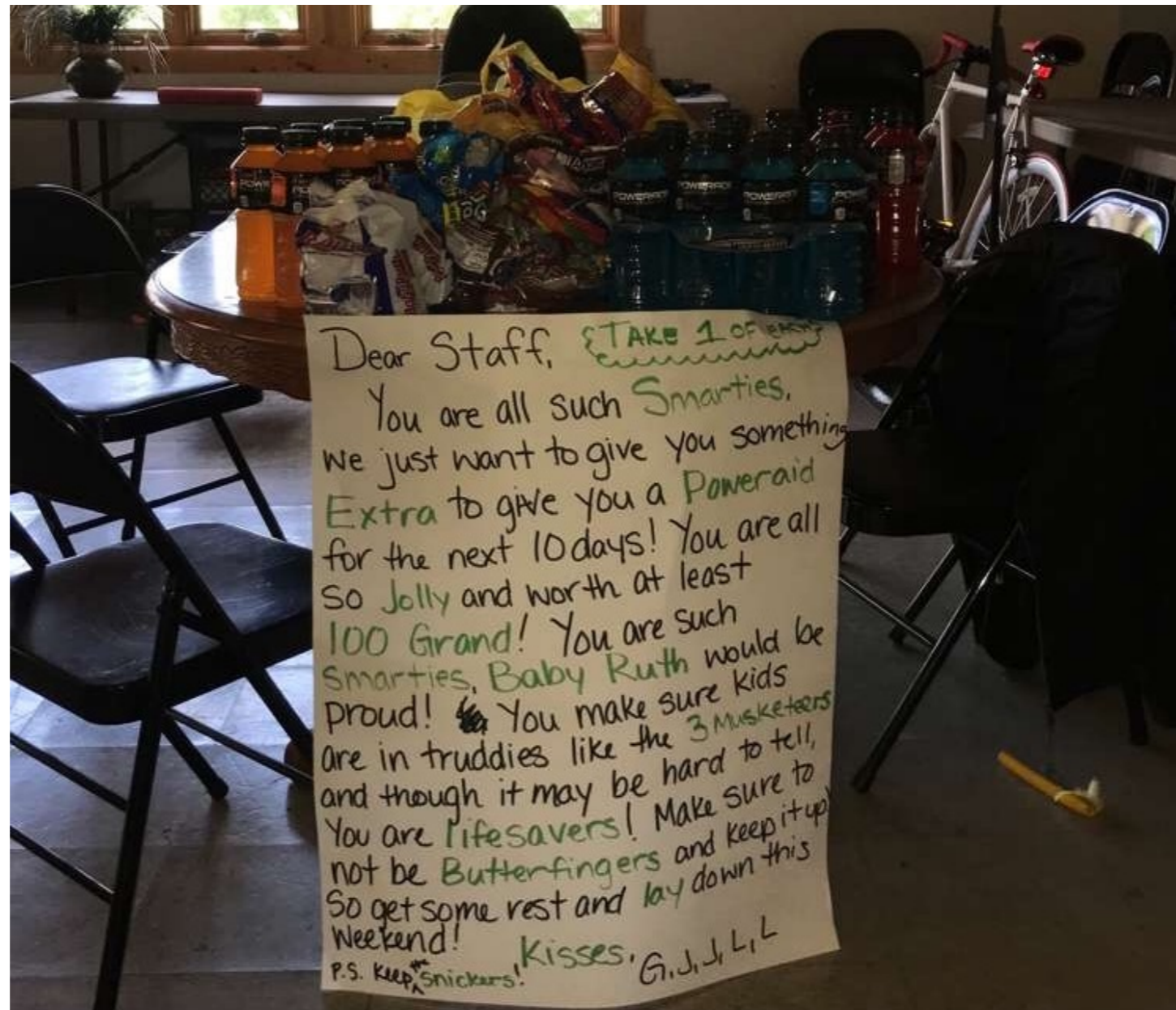
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 - Illinois Lakeside TPA Chairperson

Y'ALL ARE SMART!





Y'ALL ARE SMART!

- You already know professionally appropriate ways to manage your participant's behaviors



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- You already know professionally appropriate ways to manage your participant's behaviors
- You know the expectations you have for staff in dealing with participant's negative behaviors



Y'ALL ARE SMART!

- You already know professionally appropriate ways to manage your participant's behaviors
- You know the expectations you have for staff in dealing with participant's negative behavior
- Your program has Emergency Action Plans that include what to do in case of an Out of Control Participant

GOALS





GOALS

- Gain an outline for how to teach staff appropriate, professional behavior management for your program.



GOALS

- Gain an outline for how to teach staff appropriate, professional behavior management for your program.
- Learn how to ensure that staff stay on task.



GOALS

- Gain an outline for how to teach staff appropriate, professional behavior management for your program.
- Learn how to ensure that staff stay on task.
- Learn how to ensure that the correct message is conveyed.

BACKGROUND FOR THIS METHOD





BACKGROUND FOR THIS METHOD

- There are many trainings out there.

BACKGROUND FOR THIS METHOD

- There are many trainings out there.



BACKGROUND FOR THIS METHOD

- There are many trainings out there.



BACKGROUND FOR THIS METHOD

- There are many trainings out there.



nonviolent crisis intervention®



HANDLE WITH CARE®



**POSITIVE BEHAVIOR
INTERVENTION AND SUPPORT**



BACKGROUND FOR THIS METHOD

- There are many trainings out there.
- I needed something that I could use with typically developing youth.

BACKGROUND FOR THIS METHOD

- There are many trainings out there.
- I needed something that I could use with typically developing youth.
- I needed something that could be used with first time professionals.



BACKGROUND FOR THIS METHOD

- There are many trainings out there.
- I needed something that I could use with typically developing youth.
- I needed something that could be used with first time professionals.
- I needed it to be cheap!





PREMISE



PREMISE

This training lets staff:



PREMISE

This training lets staff:

- Lead the discussion and find your philosophy through trial and error



PREMISE

This training lets staff:

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- Think logically through why things are professional or not



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- Think logically through why things are professional or not
- Allows for problem solving in scenarios



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 - And making appropriate concessions for certain campers



PREMISE

This training lets staff:

- Lead the discussion and find your philosophy through trial and error
- Think logically through why things are professional or not
- Allows for problem solving in scenarios
 - And making appropriate concessions for certain campers
- Allows for it to change from year to year based on research, laws, and changes in professional practice, and changes in your mission.

RULES





RULES

- I'm not here to problem solve specific behavior issues.



RULES

- I'm not here to problem solve specific behavior issues.
- I can give you ideas of what to do



RULES

- I'm not here to problem solve specific behavior issues.
- I can give you ideas of what to do
- We all come from different backgrounds – our discussion needs to include everyone!



RULES

- A behavior is not negative.



RULES

- A behavior is not negative.
- The most effective behavior management happens with well behaved people.



RULES

- A behavior is not negative.
- The most effective behavior management happens with well behaved people.
- Negative behaviors will happen.

SUPPLIES NEEDED FOR THIS TRAINING





SUPPLIES NEEDED FOR THIS TRAINING

- Bare walls



SUPPLIES NEEDED FOR THIS TRAINING

- Bare walls
- Space for lecture, group work, and performance



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- Bare walls
- Space for lecture, group work, and performance
- Large, self sticking presentation paper



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- Poster board markers



SUPPLIES NEEDED FOR THIS TRAINING

- Bare walls
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- Large, self sticking presentation paper
- Poster board markers
- The Back Pocket Good Behavior Management Training Guide



LET'S GET INTO IT!



STICKY #1

NEGATIVE BEHAVIORS WE SEE





STICKY #1

NEGATIVE BEHAVIORS WE SEE

- Have returning staff name negative behaviors seen at the program



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- Have returning staff name negative behaviors seen at the program
- Let new staff discuss negative behaviors they have seen in similar programs as a participant or as a staff member



STICKY #1

NEGATIVE BEHAVIORS WE SEE

- Have returning staff name negative behaviors seen at the program
- Let new staff discuss negative behaviors they have seen in similar programs as a participant or as a staff member
- Put this sticky aside for later



THE BEHAVIOR SPECTRUM



STICKY #2

CALM





STICKY #2

CALM

Ask your staff:



STICKY #2

CALM

Ask your staff: What does a calm participant look like?



STICKY #2

CALM

Ask your staff: What does a calm participant look like?

A participant who is calm does not equal a participant who is not animated and engaged in the program.



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Ask your staff:



STICKY #2

CALM

Ask your staff: What does a calm participant look like?

A participant who is calm does not equal a participant who is not animated and engaged in the program.

Ask your staff: Why is a participant calm?

STICKY #3

ANXIOUS



STICKY #3

ANXIOUS



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ANXIOUS



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ANXIOUS



STICKY #3

ANXIOUS



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ANXIOUS





STICKY #3

ANXIOUS

Ask your staff:



STICKY #3

ANXIOUS

Ask your staff: What does an anxious participant look like?



STICKY #3

ANXIOUS

Ask your staff: What does an anxious participant look like?

An Anxious participant is not someone who is misbehaving



STICKY #3

ANXIOUS

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An Anxious participant is not someone who is misbehaving

Ask your staff:



STICKY #3

ANXIOUS

Ask your staff: What does an anxious participant look like?

An Anxious participant is not someone who is misbehaving

Ask your staff: Why does a participant go from calm to anxious?

STICKY #4

ACTING OUT





STICKY #4

ACTING OUT

Ask your staff:



STICKY #4

ACTING OUT

Ask your staff: What does an acting out participant look like?



STICKY #4

ACTING OUT

Ask your staff: What does an acting out participant look like?

A participant who is acting out still has some control of their actions.



STICKY #4

ACTING OUT

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Ask your staff:



STICKY #4

ACTING OUT

Ask your staff: What does an acting out participant look like?

A participant who is acting out still has some control of their actions.

Ask your staff: Why might a participant go from anxious to acting out?

STICKY #5

OUT OF CONTROL





STICKY #5

OUT OF CONTROL

Ask your staff:



STICKY #5

OUT OF CONTROL

Ask your staff: What does an out of control participant look like?



STICKY #5

OUT OF CONTROL

Ask your staff: What does an out of control participant look like?

An out of control participant is a threat to their self, others, and the property around them.



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STICKY #5

OUT OF CONTROL

Ask your staff: What does an out of control participant look like?

An out of control participant is a threat to their self, others, and the property around them.

Ask your staff: Why does a participant go from acting out to out of control?



HOW TO MANAGE PARTICIPANTS ALONG THE BEHAVIOR SPECTRUM



CALM

STICKY #6





STICKY #6

CALM

Ask your staff:



STICKY #6

CALM

Ask your staff: What can you do to support a calm participant?



STICKY #6

CALM

Ask your staff: What can you do to support a calm participant?

(hint:) Behavior Managers should work the hardest with well behaved participants!

Best-Selling Author, Writer/Presenter of Emmy® Award-Winning TV Series

Michael Brandwein

CALM

Ask your staff: v

Growing Great Qualities in Kids

The L.A.S.E.R.B.E.A.M. Technique for
Bringing Out the Best in Young People

a calm participant?



(hint:) Behavior Managers should work the hardest with well behaved participants!

ANXIOUS

STICKY #7





ANXIOUS

STICKY #7

Ask your staff:



ANXIOUS

STICKY #7

Ask your staff: What can you do to support an anxious participant and guide them to calm?

STICKY #8

ACTING OUT





STICKY #8

ACTING OUT

Ask your staff:



STICKY #8

ACTING OUT

Ask your staff: What can you do to support an acting out participant and guide them to anxious?

STICKY #9

OUT OF CONTROL





STICKY #9

OUT OF CONTROL

Ask your staff:



STICKY #9

OUT OF CONTROL

Ask your staff: What can you do to support an out of control participant and guide them to acting out?



QUESTIONS?

CONSTANTLY GIVE YOUR STAFF OPPORTUNITIES TO ASK QUESTIONS!





**BREAK YOUR STAFF UP INTO
GROUPS OF 4-6 PEOPLE**



SKITS!





SKITS

Refer back to sticky #1



SKITS

Refer back to sticky #1

Give each group two negative behaviors/incidents on sticky #1



SKITS

Refer back to sticky #1

Give each group two negative behaviors/incidents on sticky #1

- I should be closer to calm



SKITS

Refer back to sticky #1

Give each group two negative behaviors/incidents on sticky #1

- I should be closer to calm
- I should be closer to out of control



SKITS

Refer back to sticky #1

Give each group two negative behaviors/incidents on sticky #1

- I should be closer to calm
- I should be closer to out of control

Have them perform 2 skits for each negative behavior



SKITS

Refer back to sticky #1

Give each group two negative behaviors/incidents on sticky #1

- I should be closer to calm
- I should be closer to out of control

Have them perform 2 skits for each negative behavior

- The appropriate and professional way to handle the situation



SKITS

Refer back to sticky #1

Give each group two negative behaviors/incidents on sticky #1

- I should be closer to calm
- I should be closer to out of control

Have them perform 2 skits for each negative behavior

- The appropriate and professional way to handle the situation
- The inappropriate and unprofessional way to handle the situation



SKITS

Refer back to sticky #1

Give each group two negative behaviors/incidents on sticky #1

- I should be closer to calm
- I should be closer to out of control

Have them perform 2 skits for each negative behavior

- The appropriate and professional way to handle the situation
- The inappropriate and unprofessional way to handle the situation

Debrief after each set of skits



**WANT TO CHALLENGE YOUR
STAFF?**



WANT TO CHALLENGE YOUR STAFF?

Give scenarios where the negative behavior is that of a peer's
instead of a participant's



GUIDING STAFF TO TEACH THEMSELVES





**NEW PROFESSIONALS ARE
FULL OF UNPROFESSIONAL
IDEAS**



SAY NO



~~BECAUSE~~

~~I SAID SO~~



CONTROL THE MESSAGE



**WRITE EVERY
CORRECT ANSWER
DOWN**



**KEEP THE
CONVERSATION
GOING IN A
PROFESSIONAL
DIRECTION!**



QUESTIONS?

COMMENTS?

CONCERNS?



NOW WHAT?



NOW WHAT?

Make a notebook with the titles for each sticky note.



NOW WHAT?

Make a notebook with the titles for each sticky note.

As you think this through, write down things you want to make sure your staff know.



NOW WHAT?

Make a notebook with the titles for each sticky note.

As you think this through, write down things you want to make sure your staff know.

Repeat this throughout the summer.



NOW WHAT?

Make a notebook with the titles for each sticky note.

As you think this through, write down things you want to make sure your staff know.

Repeat this throughout the summer.

Continue going to trainings to manage behaviors.



NOW WHAT?

Make a notebook with the titles for each sticky note.

As you think this through, write down things you want to make sure your staff know.

Repeat this throughout the summer.

Continue going to trainings to manage behaviors.

Let me know how this works for you!



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THANK YOU FOR JOINING ME TODAY!

