

“Handling Difficult People.” Behaviorally

Guided Notes

for

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Handling Difficult People

Workshop August 16, 2013

Atlanta, GA

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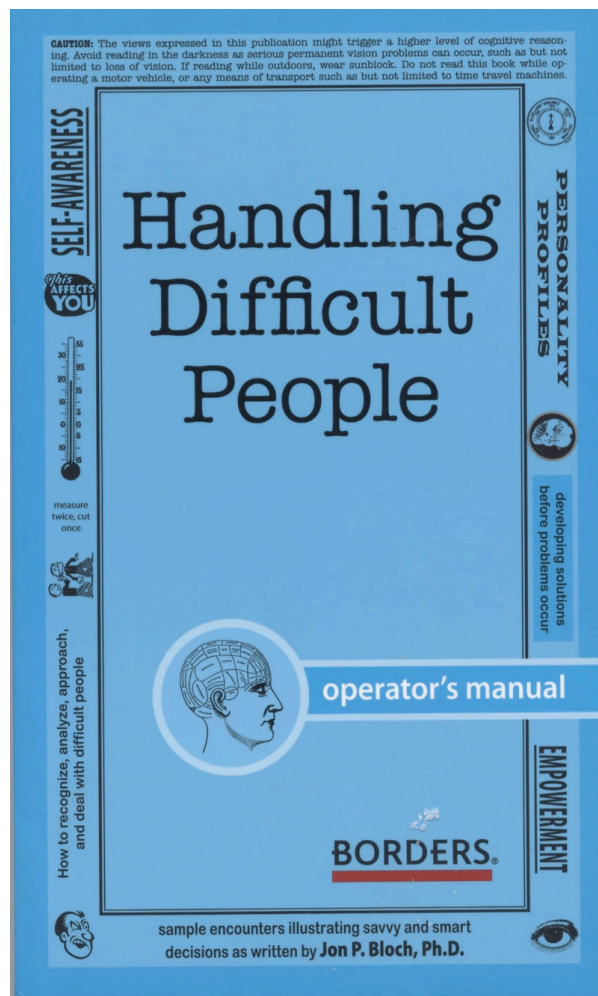
DataFinch
TECHNOLOGIES



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Categories of Difficult People

The Bully*
The Drama Queen/
King
The Constant
Complainer
The Procrastinator
The Temper Tantrum
Type



“You really--REALLY--
cannot change another
person.”

-Bloch, 2005

The General Strategies

HOW DID THEY GET THAT WAY?

"BULLIES SUFFER FROM POOR SELF ESTEEM."

CONSTANT COMPLAINERS GREW UP IN A HOUSEHOLD OF
COMPLAINERS

DRAMA QUEEN/KINGS GREW UP SPOILED AND OVERLY PAMPERED

AVOID THE PERSON

MAKE "SMART" COMMENTS

"I'M SORRY DID YOU SAY SOMETHING?"

"I KNOW, YOU'RE ABSOLUTELY RIGHT. WHY DO I EVEN BOTHER?"

"WHAT'S THE REAL REASON YOU CALLED ME AT 2 AM?"

OCCASIONALLY THEY GET IT RIGHT

FOR THE DRAMA QUEEN...

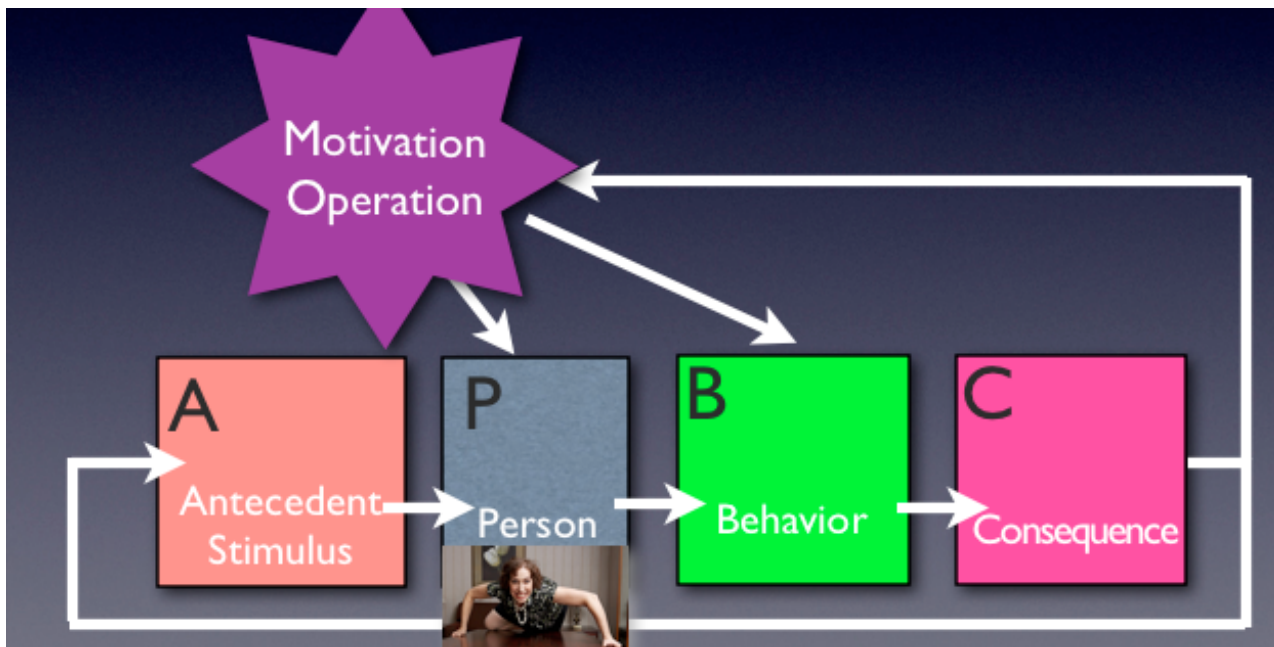
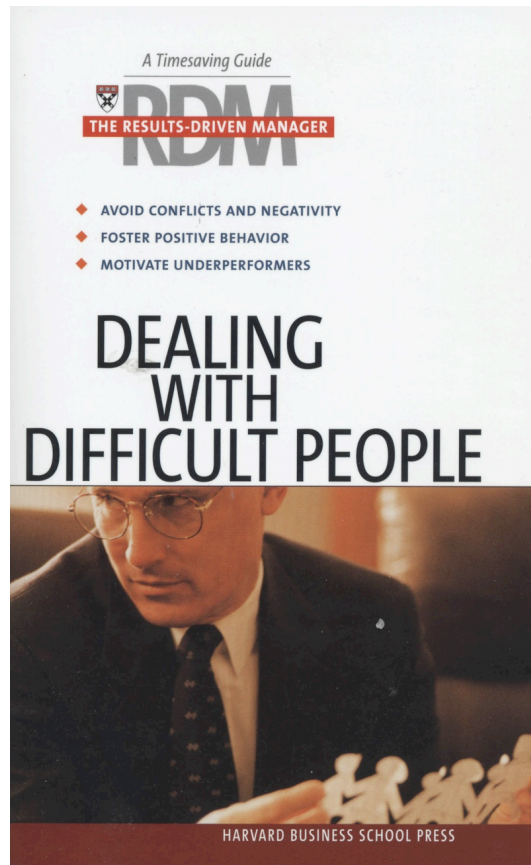
"I ENJOYED BEING WITH YOU TODAY. IT WAS LOW KEY AND
RELAXED, AND I LIKED THAT."



Additional Difficult People

Argumentative People
Passive-Aggressive People
Lazy People
Burned-Out People
Defensive People

“Define the problem as a person and you’re in trouble; define it as a behavior and you can do something.”



What tools from ABA do we have available?

Functional Analysis--understanding maintaining variables

Stimulus Control

Extinction

Self Monitoring

Passive Aggressive

- Refuses to take responsibility
- Unpredictable behavior
- Disconnect between what they say and what they do

Reinforcement & Assessment

Shaping

Schedules

Premack Principle

DRO

Passive Aggressive

- Refuses to take responsibility
- Unpredictable behavior
- Disconnect between what they say and what they do

Behavioral Momentum

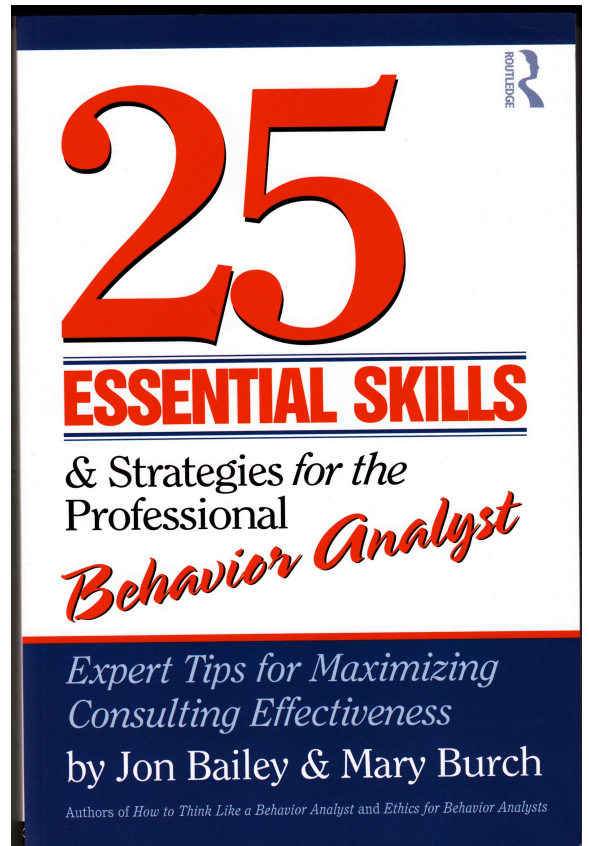
Other Consequences

Time-out

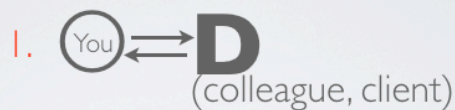
Response Cost

Passive Aggressive

- Refuses to take responsibility
- Unpredictable behavior
- Disconnect between what they say and what they do



There seem to be three relationships that cause the most difficulty.



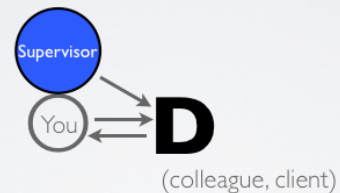
Are you looking for
Quick, Easy, Painless Solutions
to Your Difficult Person?

Real Solutions are Slow, Difficult, and Often Painful

You will need:
Good discipline, a strong stomach,
no fear of conflict, exquisite timing,
a Jekyll-Hyde personality and a
complete mastery of
ABA techniques

1. ABOUT YOU. Tell us your job title, your credentials, and years of experience. **Senior behavior therapist, MEd in Educational Psychology, Four years of experience working with children with autism**
2. ABOUT THE DIFFICULT PERSON. Describe the person (e.g., age, gender, job title or position). **Teacher, female, 35**
3. ABOUT THE SETTING. Describe the setting where the difficult behavior occurs. **In the classroom**
4. ABOUT THE INCIDENT or SITUATION (Tell us about a specific incident or ongoing behavior re: the difficult person). **When I first met her (last week) she stated that she doesn't like data collection and she made her own data sheets and didn't want to use our data sheets. She also said she doesn't want to do DTT (that is the type of classroom she is in; ABA classroom). Very resistant and didn't seem like she wants me in her classroom .**
5. Miscellaneous related information that you think might be important in understanding the person. **She has taught for 15 years but this is her first ABA classroom .**

You don't have any
power with respect to
this person, you need
some additional clout.



1. ABOUT YOU. Tell us your job title, your credentials, and years of experience. *I am a Masters level BCBA. I have 4 years of experience.*
2. ABOUT THE DIFFICULT PERSON. Describe the person (e.g., age, gender, job title or position). *I have a hard time with staff that implement programs.*
3. ABOUT THE SETTING. Describe the setting where the difficult behavior occurs. *I work at a residential psychiatric facility.*
4. ABOUT THE INCIDENT or SITUATION (Tell us about a specific incident or ongoing behavior re: the difficult person). *Programs are taught to the staff but they don't implement them.*
5. Miscellaneous related information that you think might be important in understanding the person. *They are underpaid and worn out.*

You may have authority with respect to the staff but they are not coming into contact with contingencies to maintain their behavior.



You may want to try using outcome measures plus the Premack Principle, a token economy, or basic Performance Management techniques

1. ABOUT YOU. Tell us your job title, your credentials, and years of experience. *Behavior Analyst, MS, BCBA.*
2. ABOUT THE DIFFICULT PERSON. Describe the person (e.g., age, gender, job title or position). *Upper 30's, female, Director.*
3. ABOUT THE SETTING. Describe the setting where the difficult behavior occurs. *Over email /by phone.*
4. ABOUT THE INCIDENT or SITUATION (Tell us about a specific incident or ongoing behavior re: the difficult person). *Passive aggressive behaviors - blaming, attacking.*
5. Miscellaneous related information that you think might be important in understanding the person.

This is very difficult since it is one-on-one, but it is on the phone and email so you can control your responses.



Differential Reinforcement of Other Behaviors (DRO) and then fade to DRI is your best bet. Pull out your shaping skills and go to work.

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