Supervising and Motivating Staff
Provision of Positive Behavior Support

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Importance of Using Evidence-Based Procedures for Working with Staff

Logical extension of using evidence-based interventions for people with special needs
Cop out view vs. accountability

Essence of Supervising Staff

Bottom line 1: change and/or maintain performance (maximizing work effort and proficiency)
Bottom line 2: creating and maintaining a desirable work environment (maximizing work enjoyment)
IMPORTANCE OF PROMOTING STAFF WORK ENJOYMENT
(Motivation: Working Hard and Enjoying Work)

1. Lack of enjoyment hinders work productivity
2. Staff work enjoyment impacts client enjoyment
3. Enjoyment with work reduces absenteeism and turnover
4. Enjoyment promotes discretionary effort
5. Enjoyment and happiness are highly valued and coincide with PBS values

**Agenda**
- Performance- and evidence-based approach to supervising staff
- Acceptable monitoring practices
- Supporting (reinforcing) staff performance
- Correcting staff performance
- Creating an enjoyable work environment

**Behavioral Outcome Management**
- Select consumer outcome
- Specify staff performance
- Train
- Monitor
- Support
- Correct
- Evaluate
Making Monitoring Acceptable


Making Monitoring Acceptable

- Greet staff upon entering work site
- Briefly explain reason for monitoring
- Use common sense re proceeding
- Provide feedback quickly
- Acknowledge staff upon departing

Behavioral Outcome Management

- Select consumer outcome
- Specify staff performance
- Train
- Monitor
- Support
- Correct
- Evaluate
Supportive Management

- Set the occasion for proficient staff performance
- Positively support/reinforce proficient performance

The Power of Systematic and Frequent (Positive) Feedback

- Most evidence-based, readily available means of improving staff performance.
- vs. supplemental role of special recognition

Feedback Protocol

- Parsons & Reid (1995). Training residential supervisors to provide feedback for maintaining staff teaching skills with people who have severe disabilities. *Journal of Applied Behavior Analysis, 28*, 317-322.
Feedback Protocol

1. Begin with positive or empathetic statement
2. Identify skills performed correctly
3. Identify skills performed incorrectly
4. Specify how to change/improve incorrect performance
5. Solicit questions
6. Describe next actions
7. End with positive or empathetic statement

Behavioral Outcome Management

- Select consumer outcome
- Specify staff performance
- Train
- Monitor
- Support
- Correct
- Evaluate

Corrective Management

- Identify correct performance
- Identify incorrect performance
- Specify how to change/improve incorrect performance
- Contingent use of disciplinary action
Staff Motivation
- Working hard (proficiently)
- Enjoying work

Enhancing Motivation
- Increase the "goods" 
  - Formal recognition

Enhancing Motivation
- Increase the "goods"
  - Formal recognition
  - Informal recognition
Enhancing Motivation
- Increase the "goods"
  - Formal recognition
  - Informal recognition
  - Impromptu praise

Enhancing Motivation
- Increase the "goods"
  - Formal recognition
  - Informal recognition
  - Impromptu praise
  - Special recognition meetings

Enhancing Motivation
- Increase the "goods"
  - Formal recognition
  - Informal recognition
  - Impromptu praise
  - Special meeting recognition
  - Take home the goods
A Curriculum for Training Supervisors

- www.aaidd.org
- http://bookstore.aaidd.org

Reference for Evidence-Based Staff Motivation

- www.behaviordevelopmentsolutions.com

Motivation

Working Hard (Proficiently) & Enjoying Work

- Evidence based
- Active
- When successful:
  - EVERYBODY WINS
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