

Name of Client: Jerry
Age: 30 years old
Name of Consultee: Macy Geiger
School: Rider University

Date: November 9, 2022
Consultant: Jennifer Aussicker, BA

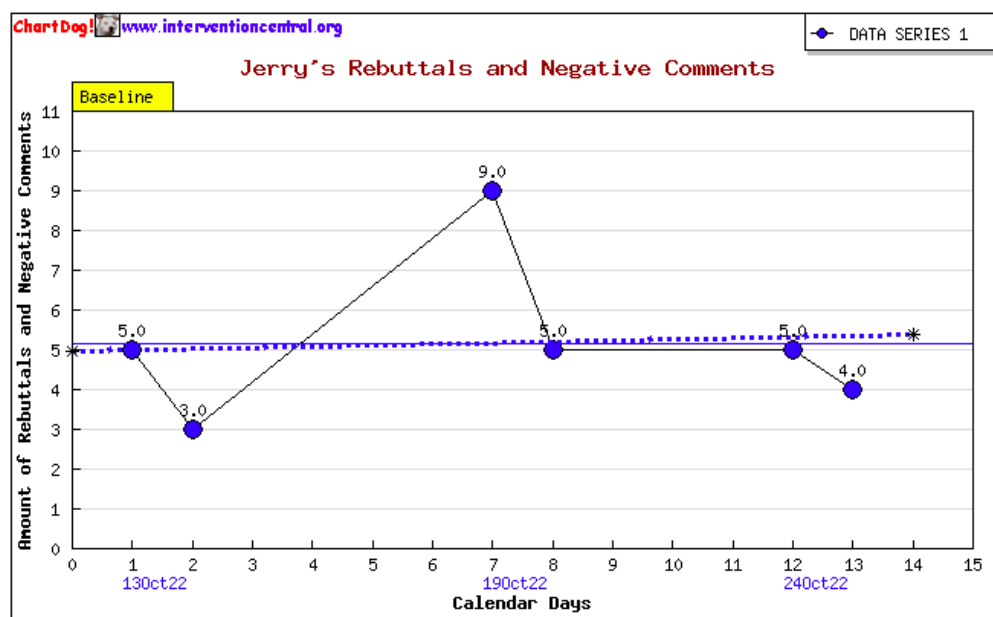
Consultation Summary Report

Problem Identification

Behavioral Definition

The problematic behavior that Jerry displays is the lack of praise he gives and the negativity he presents. The lack of praise coupled with the negativity presented fills his staff with self-doubt and frustration. An example of this is if Macy told him a situation she handled, Jerry would criticize and correct her, rather than provide reassurance or valuable feedback. A nonexample of this problem behavior would be if it were an emergency situation, such as a student having an allergic reaction, and there was no time to provide praise, rather, instruction might be given to get said student's EpiPen.

Baseline Data



The graph depicts the baseline data for Jerry's target behavior of rebuttals and negative comments. There are six data points, the first point begins on October 13, 2022 and the last point ends on October 24, 2022. The data shows a range of three to nine occurrences of the target behavior. The mean score of behaviors is 5.2. The general trend is an increase of 0.03 occurrences per calendar day, as well as an increase of 0.21 occurrences per calendar week. This indicates that, on average, the behavior increased slightly in frequency over the baseline data collection period. There was some variability on October 19, 2022 which can be explained by the increased workload, and therefore increased stress level, on Jerry that day. In all, Macy would like to see much less of this behavior coming from Jerry on a daily basis.

Problem Validation

Jerry gave rebuttals or negative comments anywhere from 3-9 times throughout a given day in the baseline data, with the average number of instances being 5.2 times. Jerry does not meet Macy's expectations as a boss when he displays this behavior. At most, Macy would like to see this behavior happen only 3-4 a week, rather than 3-4 times a day. By giving rebuttals and negative comments, Jerry is not being a good boss or providing Macy with helpful insights. Rather, it makes Macy feel discouraged and underappreciated. Macy would like to see a change in Jerry's behavior so that she can have a supportive, positive, and helpful boss. Although other bosses like Jerry are also very stressed at this time of year in their field, they are not displaying these negative behaviors like Jerry is. Many people in his place are able to separate work from home life, and balance any and all duties that come their way. Least of all, they do not take out their frustrations on their staff.

Problem Analysis

Jerry has been displaying rebuttals and negative comments since he and Macy began working together, for about 3 weeks prior to the initial consultation interview. On average, Jerry's behaviors occur 3-9 times per day, every day. There has not been any change in the behavior since Macy and Jerry began working together.

After speaking with Macy, it was determined that the most common antecedents, or events that occur directly before the behavior occurs, of Jerry's behaviors were discussing current building issues related to student behavioral issues, such as exit signs removed without permission, or when poop was smeared in the bathroom. Setting events, or things in Jerry's life that might impact the situation, of Jerry's behaviors include Jerry being part of an understaffed workplace (thus having to take on many roles), having uncooperative employees, and drama in his personal life, such as having to drive his wife because she is unable to drive herself. The behavioral sequence that normally occurs after Macy talks about some current building issue is Jerry questioning Macy's capabilities as a staff member, rebutting anything she says about how she handled the situation, and providing her with negative feedback. Consequent conditions following the behavioral sequence include Macy asking him "Why?" when she was questioned or rebutted, ask for his advice on how to do it in his opinion, or simply not continuing the conversation any further and walking away. If the conversation were to continue, Jerry might question Macy's abilities again. There normally wasn't a peer response to Jerry's actions since these conversations typically occur in a one-on-one setting.

Plan Implementation

Goal Setting

Time Frame	2 weeks
Behavior	Giving rebuttals and negative comments
Conditions	Throughout the work day at any point, every day of the week
Criteria	Giving rebuttals and negative comments no more than 4 times per week

Throughout 2 weeks of intervention implementation, the target problem behavior to reduce was Jerry giving rebuttals and negative comments to Macy. The problem behavior occurred throughout the work day at any point, every day of the week. The short-term goal after two weeks of intervention implementation was that Jerry only gave rebuttals and negative comments only 4 times any given week. Ultimately, Macy would like this number to reduce to 0 instances of giving negative comments and rebuttals during the week so that she has a positive work environment and a boss who is helpful and kind.

Intervention Plan

The devised intervention plan, detailed in the steps below, met the function of Jerry gaining control and having a say in things by keeping him updated with day-to-day happenings and asking his opinion often. In doing so, Jerry feels a sense of control and can keep tabs on his employees. This happens in the office setting or over the phone if both parties are not in the office. The only material needed is an iPhone that Macy takes data on.

How To: Manage Problem Behaviors: Negativity and Rebuttals

This is a simple behavioral intervention package designed for use during a routine work day. The staff member reviews the positive behaviors to perform during the work day beforehand, and collects data during the day of possible occurrences of the target behavior. At the end of the work day, data is reviewed and scored.

Preparation. In preparation for the target behavior, the staff member:

- Selects three things (minimum) to bring up in conversation as positive talking pieces.
- Will find one way to minimize the workload of her boss, and discuss with colleagues to be a collective effort.
- Creates a list to write down occurrence amounts throughout the work day.
- Meet with the boss to discuss if these methods will assist in his mood and relieve some of the stress in his life

Procedure. During any work day, the staff member will follow these steps:

- **Check-in.** Begin the day by asking the boss how his day is going. Ask what is on his plate that day and if she can be of any assistance. Throughout the day, the staff member will speak in a positive light regarding any situations that might be brought to his attention (ex. Student issues). Additionally, staff members will attempt to keep conversation with the boss regardless of situations that may arise to keep spirits high. If possible, management should complement/recognize the work of the boss.
- **Monitoring.** Throughout the workday, the staff member will collect data if there are any occurrences of the target behavior.
- **Evaluation.** At the end of the work day, tallies will be counted and noted on the data collection sheet. In addition, any methods that proved successful during the day (ex. Certain talking points, or ways to help reduce stress) will be recorded.

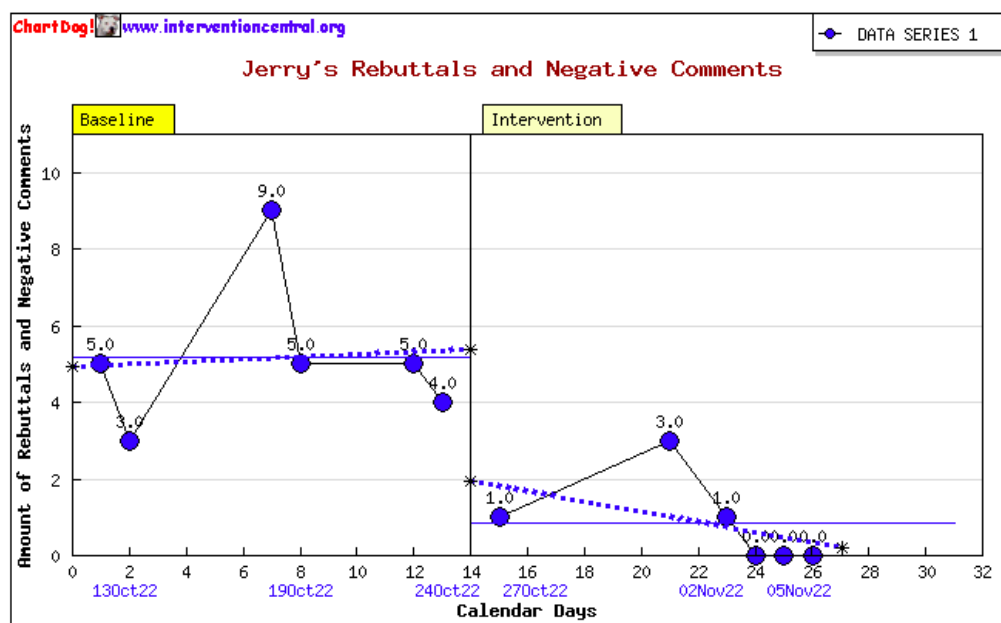
Measurement Strategy

Macy recorded the frequency of Jerry's rebuttals and negative comments on her cell phone's note app. This proved useful as she always carries it with her and it is also discreet, which prevents Jerry from knowing that this is being conducted and possibly skewing the data. After baseline data was collected, both the consultant and consultee agreed that the data collection method was sound and should be continued to be used for the next set of data. One tally mark indicated one instance where Jerry gave a rebuttal or negative comment to Macy during the work day. The only data collected was the number of instances that the behavior occurred on, as well as the date.

Evaluation

Treatment Integrity

To measure treatment integrity, Macy was asked to complete treatment integrity forms daily, which detailed the steps of the intervention plan implementation. A total of 54 steps were implemented. Treatment integrity was 100%, meaning the intervention plan was implemented as intended and the data is considered a valid representation of the intervention's effectiveness.



Intervention Evaluation

There is a difference between the baseline data collected and the intervention data collected. The baseline data had a mean score of 5.2, whereas the intervention data had a mean of 0.8 occurrences of the target behavior. The baseline data had an increasing trend of 0.03 occurrences per day, whereas the intervention data had a decreasing trend of 0.13 occurrences per day. This change of trends is dramatic and important. Rather than increasing at a slower rate, the behaviors are decreasing at a faster rate. There is a mean difference of 4.6 occurrences per day between the baseline data and the intervention data. With regards to latency, the plan started to work almost immediately, given that the first data point on the intervention data graph is 3 units below the last point of baseline data.

Positive Impact

The effect size from baseline to intervention was calculated to be 0.55. This is considered to be a medium effect size and indicates that the intervention had a moderately positive impact on the problem behavior. The intervention was effective in reducing the frequency of Jerry's rebuttals and negative comments.

Jennifer Aussicker, BA

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