

# Connect the Dots between Human Need and Behavior

## *Behavior: Name It, Claim It, Tame It, or Prevent It from the Get-Go!*

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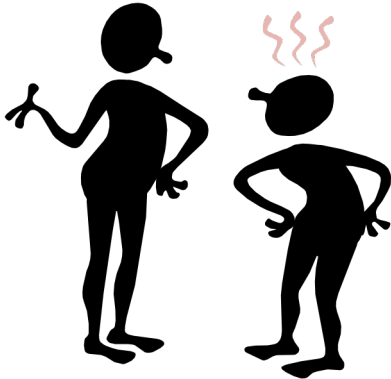
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### Fundamental Need: TO BE LOVED

<b>Need</b>	attention, involvement, contribution, belonging
<b>Goal of Misbehavior</b>	Attention
<b>Indicator</b>	You feel annoyed, bothered; you tend to remind or coax
<b>Proactive Practices</b>	SECURITY: routine, procedure, system, safety precautions, consistency, predictability, continuity. . .



#### Proactive Responses

- When possible, ignore misbehavior.
- At neutral times, give attention for positive behavior.
- Avoid undue “service,” baby-ing, smothering.
- Schedule time with the person on a regular basis.
- Give clear explanation, boundaries and limits.
- Say what you mean and mean what you say.
- Catch the person being good.
- Suggest appropriate ways to ask for attention; to identify needs.
- Stand close by. Give eye contact or touch.
- Determine a secret signal (an emotional connection).
- Ask a direct question.
- Practice what you preach.

### Fundamental Need: TO BE IN CONTROL

<b>Need</b>	power, autonomy, responsibility, independence
<b>Goal of Misbehavior</b>	Power
<b>Indicator</b>	You feel angry; provoked; perceive your authority is threatened; you tend to fight or to give in
<b>Proactive Practices</b>	AUTONOMY: responsible independence, self-governance, accountability, intrinsic self-control, respectful assertiveness . . .

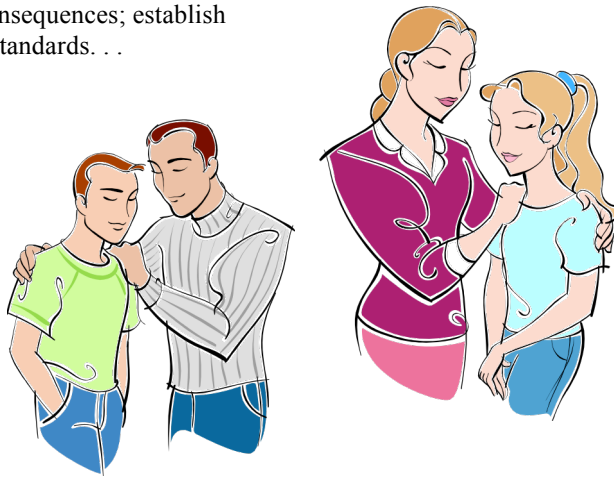
#### Proactive Responses

- Withdraw from the conflict.
- Act kindly, but firmly, without speaking.
- Redirect the focus to a constructive action.
- At neutral times ask for help and give responsibilities.
- Do not fight or give in.
- Allow the person to have voice and choice.
- Grant legitimate power.
- Involve the person in decision-making.
- Delegate responsibility.
- Emphasize effort more than result.

## Fundamental Need: TO BE TREATED RESPECTFULLY, JUSTLY, FAIRLY

<b>Need</b>	Trusted, treated reasonably, given consideration and recognition
<b>Goal of Misbehavior</b>	Revenge
<b>Indicator</b>	You feel deeply hurt; you tends to retaliate and get even or punish
<b>Proactive Practices</b>	INITIATIVE: expose person to varied experiences; model positive recovery after making a mistake; provide the materials, tools, and resources that are related to interests; view process and ideas as more important than product; value freedom tempered with responsibility and consequences; establish basic deadlines and standards. . .

Proactive Responses
<ul style="list-style-type: none"> <li>• Avoid feeling hurt.</li> <li>• Withdraw from the cycle of revenge.</li> <li>• Show respect and depend upon the person.</li> <li>• Speak ENCOURAGEMENT sentences.</li> <li>• Separate the BEHAVIOR from the PERSON.</li> <li>• Build a caring relationship.</li> <li>• Focus on the effect that choices have on relationships.</li> <li>• Suggest appropriate expressions of feelings.</li> <li>• Foster the dignity of the person.</li> <li>• Celebrate IDEAS &amp; PROCESS more than PRODUCT.</li> </ul>



## Fundamental Need: TO BE COMPETENT, RELIED UPON, NEEDED

<b>Need</b>	Accomplishment, capability, skillfulness
<b>Goal of Misbehavior</b>	Display of Inadequacy
<b>Indicator</b>	You feel despair; hopelessness; “I give up!” You tend to agree with the person that nothing can be done.
<b>Proactive Practices</b>	INDUSTRY: steady care over time, productivity, follow-through, meet deadlines, finish what you start, long-range projects, time management, planning (calendar, checklists, chore charts, etc.).

Proactive Responses
<ul style="list-style-type: none"> <li>• Stop all criticism.</li> <li>• Arrange for small successes.</li> <li>• Focus on assets.</li> <li>• Avoid pity and despair.</li> <li>• Provide skill training.</li> <li>• Work side-by-side through a challenging task.</li> <li>• Plan your work; work your plan.</li> <li>• Eliminate situations of competition.</li> <li>• Modify instructional methods.</li> <li>• Encourage positive self-talk.</li> <li>• Reframe “I can’t” statements.</li> <li>• Suggest the use of the word “yet.”</li> <li>• Teach ways to become <i>unstuck</i> from negativity.</li> <li>• Foster organizational skills.</li> </ul>