



Managing Participant Behavior

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Why Manage Behavior?

- ✦ Best Interest of the Child
- ✦ Accountability and Well-Being of Parents
- ✦ Safety and Health of the Community

Create an Environment Where Success is Possible

How to Manage Behavior?

- ✦ Decades of Scientific Research
- ✦ Behavior is influenced by what came BEFORE and what came AFTER
- ✦ Use of Incentives and Sanctions
 - Effective
 - Appropriate

Behavior Modification 101

GOAL FOR CLIENT

Do something

Stop doing something

Provide
something

**Positive
Reinforcement**

Punishment

**ACTION
BY STAFF**

Remove
something

**Negative
Reinforcement**

Response Cost
– OR –
Extinction

Thinking In the Box

TARGET BEHAVIOR

Do something

Don't do something

**Give something
they like**

**Give something
they don't like**

**DRUG COURT
RESPONSE**

**Take away
something
they don't like**

**Take away
something
they like**



First Things First

- ✚ A journey starts with a single step
 - Pick short term goals that lead to long term goals
 - Structure, Process, Phase
 - Simple, Specific, Attainable Tasks
- ✚ Recognize the context we are working in
 - ASFA, Best Interest of the Child, Family Unit, Community Systems



Ten Science-Based Principles of Changing Behavior Through the Use of Reinforcement and Punishment



1

All Pain.....No Gain

✚ *Certainty is more important than severity*

✚ *Making Meaningful Connections*



2

● What do you want, what do you really...really want?

- ✦ As a team identify the individual motivators for clients?
- ✦ How will this evolve over time?
- ✦ Accentuate the positive behavior!
- ✦ Perceptions of Fairness



3

"Punishment" Should Fit the "Crime"

☀️ Too Hot

- Avoidance, Escape, Overgeneralization

☀️ Too Cold

- Thick-Skinned
- "Tolerance"

☀️ Just Right

- Response must be meaningful
- Response must match the behavior



4

Trust But Verify

- ✦ Define the Target Behaviors
- ✦ Targeted behavior must be reliably detected
 - negative and positive
- ✦ Response should be delivered for every target behavior
- ✦ Accountability of program and clients



5

Justice Delayed Is Justice Denied

✚ IMMEDIACY

- Time is not on your side

✚ CERTAINTY

- This is not a mystery novel



6



Testing: 1...2...3... Testing: 1...2...3..

✦ Frequent

✦ Random

✦ Reliable



7

Keep it simple and clear

✚ Response must be predictable

✚ Response must be within the client's control



For Every Action There is a Reaction

✖ Unintended consequences

✖ Extrinsic vs Intrinsic Motivators



9


Catch More Flies with Honey than Vinegar

“The Vinegar”

- ✖ Punishment is hard to do correctly
- ✖ Punishment has a lot of side effects

“The Honey”

- ✔ Positive Reinforcement is more effective
- ✔ Positive Reinforcement is easier on the team
- ✔ Positive Reinforcement is a different means to the same end



10

I Can't Get No Satisfaction

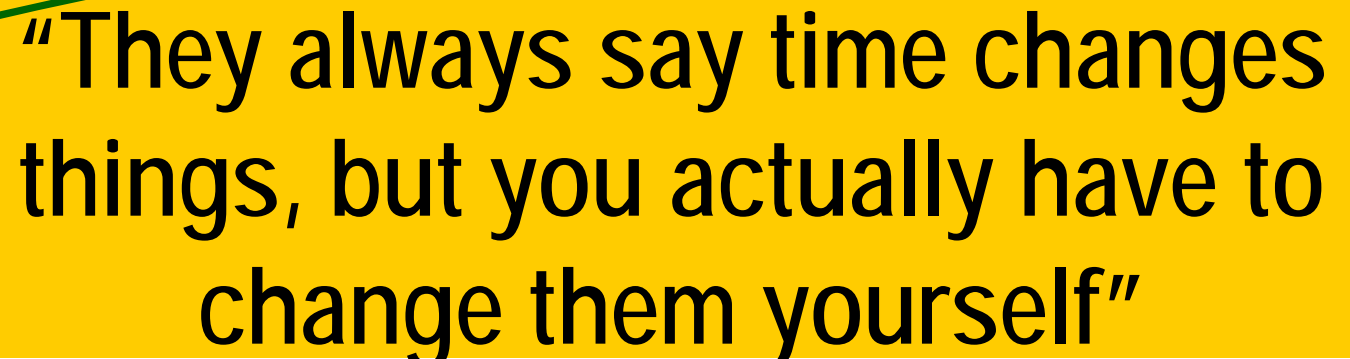
Getting to Know You

- Interpersonal Skills*
- Empathy*
- Enthusiasm*
- Valuing*
- Engagement*



Using the Courtroom

- ✦ Presence of Children in Courtroom
- ✦ Response must be put in context for participant, observers and the team
- ✦ Perception of fairness
- ✦ Presentation of information in Court
- ✦ Staffing as part of the process



“They always say time changes things, but you actually have to change them yourself”

-Andy Warhol, *The Philosophy of Andy Warhol*