

Positive Behavioral Outcomes, LLC

BACB ACE Provider OP-16-2689

Session 119: Feedback F-Ups and How to Avoid Them
Instructor: Natalie Parks, Ph.D., BCBA-D

CE Offering: 1.0 (Supervision)

Board Certified Behavior Analysts are trained to design and implement behavioral interventions for clients, but very often, less time is devoted to preparing trainees to supervise direct support staff members. In this podcast, Dr. Natalie Parks discusses best practices for providing feedback, so that BCBA's can ensure that staff members deliver the highest quality services as possible. Specifically, she discusses the variables that can influence the effectiveness of performance feedback, such as where the feedback is given, the tone of the supervisory meeting, and so on. Specific examples are provided to address the challenges of the increasing need to provide supervision and feedback on virtual platforms. Additionally, Dr. Parks has been successful in introducing OBM into non-ABA settings, and she provides tips for disseminating ABA outside of traditional applications.

Learning Objectives:

1. Describe two ways to deliver feedback with virtual platforms.
2. Describe what a “feedback sandwich” is, why it is a bad idea to use them, and what to do instead.
3. Describe one strategy for reducing the likelihood of staff members taking feedback poorly.
4. Describe two strategies Dr. Parks used to “sell” OBM to non-behavioral consumers.

Instructions for this event:

1. Listen to Session 119 of The Behavioral Observations Podcast. Click [here](https://www.behavioralobservations.com/start-here/) for the various places to download and listen to it (note: if the link does not work, cut and paste the following into your browser: <https://www.behavioralobservations.com/start-here/>)
2. [Purchase the CE](#). This will require creating an account for first time purchases, or logging in for returning customers.
3. Check your email for a link to a quiz.
4. Take the quiz in order to demonstrate attendance. NOTE: prior to taking the quiz, you will be prompted to enter your name and BACB Certificant #. ***Please enter your name in the way you want it to appear on your CE attendance certificate.*** This is important because some customers will occasionally enter their user names into this field, and in the event of a CE audit, the BACB will likely refuse to accept documentation with incorrect names.
5. Download the certificate of completion.
6. Save all materials, including emails confirming purchase.
7. Optional: complete C.E. feedback survey, again you may need to cut and paste this URL into your browser: (<https://goo.gl/forms/vA1Uyd5hsCcCdZAG2>)

Thank you so much for participating in this Type 2 Continuing Education event. If you have any questions about this event or anything else related to the podcast, please feel free to email me at Matt@behavioralobservations.com!