



**Teaching** Channel™

A K12 Coalition Company

# Increasing Compliance

K12 Hub | Content originally developed by Learners Edge



# Something to think about...

How we make a request is just as important as the request that is being made.

Next time you are interacting with a client and the client doesn't comply, think about how you presented the direction.

# Build Relationships **First**

- Demonstrate **age-appropriate** touch like high fives, handshakes, etc.
- Make sure your tone of voice matches the social situation.
- Use relaxed body language, be attentive, and look at the client.
- Ask open-ended questions.
- **Listen** while the client is speaking. Talk less than the student. :)
- Reflect the client's feelings by expressing your understanding and caring.
- Ignore nuisance behavior and let the little stuff slide.
- Be consistent and fair.
- Show them **respect**.
- Be patient.
- Establish clear boundaries.
- **Be genuine**.
- Find commonalities.



# Two Strategies

## 1. Give Choices You Can Live With

- Do you want to fold your laundry now or in 30 minutes?
- Would you like to work at the table or at the desk in your room?
- When you finish this task, what would you like to do?

## 2. If...Then

Try “if...then” statements.

- If you put your dish away, you can watch tv.”
- “If you finish getting ready, we can leave for the store.”



# Format

## Precision Requests

A method for delivering teacher directions to prompt compliance and consistently follow up noncompliance

1. First, request for compliance using “**please**” and characteristics of effective commands
2. Wait 5 seconds – if there is compliance: **REINFORCE!**
3. Noncompliance: Repeat request using signal words: **“You need to ...”**
4. Compliance: **REINFORCE!**
5. Noncompliance: Mild preplanned negative consequence (e.g., loss of opportunity to earn token for that time period)

try using,

**“I need you to...”**

instead of

**“Will you please...?”**

# Distance

- Stand approximately **3 ft away** when you ask someone to do something, but don't get too close.
- Do not give a directive from across the room.
- Consider getting down to eye level with clients in wheelchairs.



# Eye Contact

- Look the client in the eye.
- However, **do not** force clients to look you in the eye.
  - A lack of eye contact does not mean a person is not paying attention.
- **Disability**
  - This can be a stressful and sensory-taxing experience for clients with Autism.
- **Culture**
  - In many cultures, it is considered disrespectful or rude to look at others in the eye.





# Two requests...

Limit the number of times you repeat yourself to **one**.

Too much verbal input is overwhelming to some clients.



# Time

- Give the client time to comply.
- During the wait time, **do not** talk to the client.



# Non-emotional Requests

Clients will be more compliant if you do not let your negative emotions show.

- You are your clients' favorite toys.
- When do you come to life? Which "buttons" of yours give clients the most energy?
- Have you ever thought that **you** get to choose what kind of toy you are?
- "Light up over the great things!"





# Resources

<https://my.vanderbilt.edu/specialeducationinduction/files/2013/07/Tip-Sheet-Compliance-Strategies.pdf>

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