

THE BASICS

“Sizing up Skills”

1. Positioning *(Elements: Safe Distance; Be able to see and hear groups)*
 - a. Distancing
 - b. Facing the inmate
 - c. Looking Directly
2. Posturing *(Hold your body to show strength, confidence, control)*
 - a. Standing Erect
 - b. Elimination Distracting Behaviors
 - c. Inclining Slightly Forward
3. Observing
 - a. Looking at behavior, appearance and environment
 - b. Drawing inferences
 - c. Deciding Normal/Abnormal
 - d. Deciding Trouble/No trouble
4. Listening
 - a. Suspend Judgment
 - b. Pick out key words
 - c. Identify Intensity *Determine by (Volume, Emotion, Pitch)*
 - d. Reflect on Mood

THE ADD-ONS

“Communicating with Inmates”

1. Responding to Inmates
 - a. Identify Content
 - b. Identify Feeling
 - c. Identify Meaning
2. Asking Questions
 - a. Using 5 W’s and H Method
 - b. Thinking about what was said or not said
 - c. Responding to the answers

THE APPLICATIONS

“Managing Behavior”

1. Handle Requests
 - a. Check things out
 - b. Give response and reason
2. Making Requests
 - a. Check things out
 - b. Take appropriate action
3. Reinforcing Behavior
 - a. Reinforcing positively and negatively
 - b. Using verbal and non-verbal techniques