SupervisorABA

Promoting Behavior Analytic Professionalism: Embedding Soft Skills into Supervision

Key Soft Skills: NO FLOPS HUMOR

Skill	Definition
No negativity	- Does not speak poorly about a client or caregiver - Does not take negative actions or comments personally - Is able to state why the client or parent said something negative - Is able to problem-solve based on negative statements - Reassess situations that lead to negative statements for improvement - Never holds a grudge
Failure is not an option	- Is solution driven: when a problem arises, always has options rather than making statements like "we can't", "it didn't work" - Receives reinforcement by generating solutions to problems - Creative problem solver who is able to "think outside the box"
Likes people	- Demonstrates genuine concern for others - Is compassionate - Is forward thinking when discussing behavior change - Quickly develops rapport with client, caretakers and stakeholders - Enjoys the job
Optimism	- Sees small or slow behavior change as a "glass half-full" - Makes positive comments about progress - Describes how behavioral programming will be successful - States positives about clients, caregivers, and progress - States problems in a positive manner appropriate to the situation
Perceptive sensitivity	- Observes clients and caretakers for important indicators of moods, feelings, and perceptions - Notices small, subtle, and gradual changes that may indicate a need, preference, or aversion - Is perceptive, always observing what is going on in the environment and able to adapt quickly to needs
Self-actualized	- Assesses your own skill set to determine if you are prepared to contribute to the current situation - Seeks out new learning opportunities aligned with your values (e.g., CEs, conferences, etc.)

Self-actualized continued	• Constantly assesses if goals, assessments, strategies, etc. remained aligned with both your values and your clients' values • Plans how to reasonably handle situations where there is misalignment • Accepts others for who they are and values the contributions others make even if they differ from yours • Demonstrates creativity in problem-solving, building relationships, and achieving professional goals
Humor	• Approaches situations with a willingness to laugh, but sensitivity to individual differences • Identifies moments that are funny, silly, or light-hearted • Avoids any humor that could be perceived as being at someone else's expense • Models laughing at oneself, by pointing out humor in your own behavior, mistakes, or misunderstandings • Follows cues carefully and reduces attempts at humor if not well-received • Signals attempts at humor with a kind smile, nodding, and other positive gestures • Avoids sarcasm or dry humor unless sure that your audience is receptive

Reference:
Callahan, K., Foxx, R. M., Swierczynski, A., Aerts, X., Mehta, S., McComb, M. E., Nichols, S. M., Segal, G., Donald, A., & Sharma, R. (2019). Behavioral artistry: Examining the relationship between the interpersonal skills and effective practice repertoires of applied behavior analysis practitioners. *Journal of Autism and Developmental Disorders, 49*(9), 3557-3570.

Soft Skills Assessment

This can be a self assessment or one conducted on trainees or staff.

* Required

Being optimistic *

	Has this skill	Skill is emerging	Would like to better develop this skill	Don't think this skill is important
Sees small or slow behavior change as a "glass half-full"	○	○	○	○
Makes positive comments about progress	○	○	○	○
Describes how behavioral programming will be successful	○	○	○	○
States positives about clients, caregivers, and progress	○	○	○	○
States problems in a positive manner appropriate to the situation	○	○	○	○

Managing negative statements or comments *

	Has the skill	Skill is emerging	Would like to better develop this skill	Don't think this skill is important
Does not speak poorly about a client or caregiver	○	○	○	○
Does not take negative actions or comments personally	○	○	○	○
Is able to state why the client or parent said something negative	○	○	○	○
Is able to problem-solve based on negative statements	○	○	○	○
Reassesses situations that lead to negative statements for improvement	○	○	○	○
Never holds a grudge	○	○	○	○

Likes people *

	Has the skill	Skill is emerging	Would like to better develop this skill	Don't think this skill is important
Demonstrates genuine concern for others	○	○	○	○
Is compassionate	○	○	○	○
Is forward thinking when discussing behavior change	○	○	○	○
Quickly develops rapport with client, caretakers and stakeholders	○	○	○	○
Enjoys the job	○	○	○	○

Perceptive sensitivity *

	Has the skill	Skill is emerging	Would like to better develop this skill	Don't think this skill is important
Observes clients and caretakers for important indicators of moods, feelings, and perceptions	○	○	○	○
Notices small, subtle, and gradual changes that may indicate a need, preference, or aversion	○	○	○	○
Is perceptive, always observing what is going on in the environment and able to adapt quickly to needs	○	○	○	○

Failure is not an option *

	Has the skill	Skill is emerging	Would like to better develop this skill	Don't think this skill is important
Is solution driven: when a problem arises, always has options rather than making statements like "we can't", "it didn't work", etc.	○	○	○	○
Receives reinforcement by generating solutions to problems	○	○	○	○
Creative problem solver who is able to "think outside the box"	○	○	○	○

Sense of humor *

	Has the skill	Skill is emerging	Would like to better develop this skill	Don't think this skill is important
Approaches situations with a willingness to laugh, but sensitivity to individual differences	○	○	○	○
Identifies moments that are funny, silly, or light-hearted	○	○	○	○
Avoids any humor that could be perceived as being at someone else's expense	○	○	○	○
Models laughing at oneself, by pointing out humor in your own behavior, mistakes, or misunderstandings	○	○	○	○
Follows cues carefully and reduces attempts at humor if not well-received	○	○	○	○
Signals attempts at humor with a kind smile, nodding, and other positive gestures	○	○	○	○
Avoids sarcasm or dry humor unless sure that your	○	○	○	○

Self Actualization *

	Has the skill	Skill is emerging	Would like to better develop this skill	Do not think this skill is important
Assesses own skill set to determine if you are prepared to contribute to the current situation	○	○	○	○
Seeks out new learning opportunities aligned with your values (e.g., CEs, conferences, etc.)	○	○	○	○
Constantly assesses if goals, assessments, strategies, etc. remained aligned with both your values and your clients' values	○	○	○	○
Plans how to reasonably handle situations where there is misalignment	○	○	○	○
Accepts others for who they are and values the contributions others make even if they differ from yours	○	○	○	○
Demonstrates creativity in problem-solving,	○	○	○	○

building
relationships, and
achieving
professional
goals

Interaction skills *

	Socially appropriate	Emerging skill	Area for growth	Do not think this is important
Facial expressions	○	○	○	○
Eye contact	○	○	○	○
Word choice	○	○	○	○
Stance/body language	○	○	○	○
Small talk	○	○	○	○
Use of jargon	○	○	○	○

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