One of the most important ways for management to show their support and commitment to a behavior management program is to provide staff with encouragement and positive feedback for the quality work they perform while serving individuals.

To ensure the Behavior Management Program is being properly utilized, management should make routine observations of staff interacting with individuals. These observations should be unannounced and document the activities and findings of the interactions. While it would be ideal to observe a staff member actively de-escalating a crisis incident, these events don’t occur with enough predictability for this to happen on a regular basis. The prevention of a crisis is the primary goal of behavior programs.

As such, the organization needs to implement a process through which management may observe staff interacting with individuals during routine program activities. The observations should focus on:

- Effective communications, both verbal and non-verbal
- Providing appropriate personal space
- Developing positive relationships
- Body positioning and body language
- Environment
- Other information contained with the Behavior Support Plan

The frequency of observations will be dependent on the size of the organization, number of staff, number of facilities and types of services provided. At a minimum, supervisors should perform quarterly observations of all staff performing direct care with individuals.

The observations should include:

- Review of the Behavioral Support Plan
- Date of the observation
- Names of the staff member and individual(s) being observed
- Name of the staff member observing
- Interactions observed
- Positive/successful practices observed
- Practices which may need to be changed

An observation form will consistently document interactions and provide information that can be shared during the coaching process. Management should take the time to discuss their observations with the staff observed. Positive feedback should be given at every chance to encourage the continued use of proper work practices. Observations should be submitted to other designated management personnel for review and retention.