

L.A.S.E.R.B.E.A.M.

Basic Hypotheses

- Some campers are perfect
- None of them come to our camp
- All staff members are teachers!

Truths

1. Over 80% of the time we communicate with people about their behavior in response to undesired behavior (negative triggers)
2. Over 80% of the time we communicate with people we do so at the time least likely to produce the desired result
3. Poop Principal - You are what you shovel. If you deliver negative strokes, this is the environment you will create (Are positive strokes associated with “What do You want?” ?)

Looking for

Any

Signs of

Encourageable

Reinforceable

Behavior so that

Expectations

Are

Motivated or Met

4 steps to achieve LASERBEAM

1. Know what you expect
2. Tell them
3. Look for them to do it
4. Praise it, love it, reward it!!

Step 1 Know What You Expect

Make a dream list of characteristics that the ideal camper would possess. List your top 10.

We as leaders don't know what positive behavior is; therefore, we must identify what we really want to see

Break down the words in the dream list to actual things that people do . This is how we will know they are doing that characteristic.

Should be the kind of action that you would be able to take a picture of it and show them.

Step 2: Tell them ----COMMUNICATE!!!!

- a) Talk
- b) Write (notes last forever) **c) Model (most important
- d) overhear praise (let them hear you telling someone else how well they did

Step 3: Look For Them to Do It!

Know what you are looking for
Once you know -- you will see more of it
Train yourself to notice what you see

Step 4: Praise It, Love It, Reward It!

Normal communications we move from general to specific and people never hear what they did to deserve the praise



3 problems

- a) low self esteem deny complement
- b) others can deny it too
- c) doesn't give a clue **how** to be that way

Need to do it THIS WAY!



Method:

- | | |
|---|--------------------------|
| 1. Specifically state what they just did (FACT) | “Put props are in order” |
| 2. Label it (Conclusion) | “That’s organized!” |
| 3. Reward it - hug, smile, say thanks | Now they have a clue |

IT’S NOT ENOUGH TO TELL PEOPLE THEY’VE DONE A GOOD JOB -- TELL THEM WHY!!!!