

00:00.00

theautismhelper

Okay, there we go.

00:02.91

Janelle Upthegrove

So Sasha have you ever heard about radical candor and I am super excited to to tell you all about it I am currently obsessed with radical candor I have felt um that all of my.

00:06.24

theautismhelper

Um I have not.

00:16.87

Janelle Upthegrove

Adult life I've been searching for this like magical framework or strategy in which I can improve my communication skills something that is really actionable. Really um, you know applicable to situations that are both professional and personal inside or outside of be it aba or the military or whatever is going on in my life. Um, and I recently found radical candor and I just fell in love with it. So I'd love to share that with your listeners if that's something you guys would be in truth yeah and I promise I'm not selling anything I love it. Um, so it was developed by a woman named Kim Scott and she's kind of a big tech business.

00:42.33

theautismhelper

Um, yes oh my gosh that was the best lead and ever.

00:55.17

Janelle Upthegrove

Um, executive experience. So It's not in any way on the surface applicable to what we do, You know what? you and I are doing or even what my military experience was um, but it's just it just makes sense and radical candor is this framework that helps teach you. How. To identify your communication style identify the communication styles of whoever you are communicating with and then improve those. Um it reduces workplace conflict ah Workplace Drama Misunderstandings. You know I Ah I say it helps us now. To catch the Mole Hill before it becomes a mountain and it's just really been Impactful. Um in my organization. So um, so yeah, I'd love to label it more about it. It is a um, shoot hang on. Let me restart that So sorry.

01:47.63

theautismhelper

Um, yeah, no, that's fine.

01:51.22

Janelle Upthegrove

So if you'd like to learn more about radical candor Kim Scott has a 6 minute Youtube video you can watch that kind of lays out the foundational concepts and she has a 1 hour course you could do that's online. It's really well done I've had all of my supervisors and assistant supervisors. Do it. And then in our staff trainings I've actually done direct and explicit training about radical candor. We've done practicing role-playing and it's really helped my team to feel more comfortable providing constructive feedback and sharing things that we might otherwise feel socially uncomfortable sharing.

02:24.26

theautismhelper

Oh and that's something that really so many of us could use in so many different roles.

02:26.64

Janelle Upthegrove

Um.

02:31.12

Janelle Upthegrove

It is it is and 1 of the the so the framework is ah as a 2 by 2 grid and the piece that is radical candor which is what we know we're all striving for right? We always want to be good communicators and say what we mean, but. Do it kindly right? We none of us really truly want to be jerks I don't believe that we just had our behaviors shaped over time and what's been reinforced and so with that the square if you I wish we had a ah video so I could pull up this framework.

02:49.43

theautismhelper

Um.

03:00.82

Janelle Upthegrove

Um, but the square that is represents radical candor is orange and so for anybody who goes and watches this and wants to implement it with their team. What we've found really effective is when we're in an uncomfortable communication moment where we want to practice growing our skills and using radical candor. We say hey. Need to have an orange moment or I'm going to say something orange right now and we use that we precede what we're going to say that might be uncomfortable that might be stretching our boundaries and then it just kind of turns down the temperature on the situation. The other. A communication partner can lower their defenses and say hey Janelle's going to try and say something that is maybe constructive but she's doing it with positive intent and I want to hear that and I want to grow with that. So I just I've had really really positive outcomes with that on my team from.

03:46.49
theautismhelper
Are.

03:54.93
Janelle Upthegrove
You know, somebody who is day 1 coming into the company to those of us who have been around for quite a while and I just really recommend that to all your listeners if they're interested in a communication strategy that is that is really simple and really actionable.

04:09.32
theautismhelper
Um I love that I'm going to link in the show notes the Youtube video you mentioned and and well I'll title that that information as well. But I like even just explaining that initial part of the framework taking away a little bit of surprise factor sometimes that constructive feedback has that it catches people off guard and then.

04:24.55
Janelle Upthegrove
Exactly.

04:28.52
theautismhelper
People go to defensive mode. So I like that it takes away that component of that.

04:30.89
Janelle Upthegrove
It does it does it really sets the stage for hey I'm going to step out of my comfort zone and I'm going to say something that I I feel is important to move us forward or improve situation X Y Z but just defuses that so people can immediately say all right.

04:41.84
theautismhelper
Um, yeah.

04:50.30
Janelle Upthegrove
I'm going to turn on my listening ears and just really again, paying attention while assuming positive intent.

04:57.66
theautismhelper
That's great and you know my my next question was going to be you know tips for handling kind of staff conflict or Miss expectations things like that and I'm assuming that this comes right into play if when

you're having staff issues whether it be you know minor showing up late or bigger. You know, not following plans that this. Would be kind of your go to then.

05:18.17

Janelle Upthegrove

It It is and by again valuing every credential level in an organization and teaching this up and down those credential levels. It doesn't matter if you're brand new or if you've been here forever. Um, it it levels the playing field right.

05:33.62

theautismhelper

Um, yeah.

05:33.87

Janelle Upthegrove

And so when the playing field is more level and everybody feels more empowered that is going to make staff conflict a little less likely to occur in the first place right? But of course there's still opportunities for things to happen. You know we're all human beings. Um, but then encouraging. That if possible if appropriate handle that at the lowest possible level by having a conversation by addressing the molehill before it becomes a mountain. Um, and at the end of the day. It's not going to you know perfectly prevent 100 % of all conflict things are still going to come up. we're all. we're all human beings and and this is real life in the real world. Um, but it's I've found it to be pretty darn helpful.

06:08.15

theautismhelper

Um, yes, that's Great. You know and thinking about you know you've explained I Really appreciate you sharing kind of all these strategies that you utilize and it sounds like such an effective and successful workplace environment that you've established and. Can imagine many rbts listening that are like oh wait I don't have that in my workplace right now. Um, what? What advice do you have for for rbts that are in a setting that is is not so positive and um, you know, nurturing to their skillset and sometimes very often the complete opposite. But what advice do you have for them.

06:46.79

Janelle Upthegrove

Yeah, that's a really tricky one? um because I think the more complex issue at hand here is that most of us live in areas that don't have an expansive array of employment opportunities for a tech most of us are not living in.

06:59.61

theautismhelper

Um, yeah.

07:01.43

Janelle Upthegrove

Big cities with a wide you know variety of clinics and lots of places to choose from. Um, so I think that that overarching um you know hurdle in our field ends up keeping a lot of rbts in some toxic work environments because they still care about the kids.

07:19.22

theautismhelper

Um, yeah.

07:21.50

Janelle Upthegrove

Because at the end of the day. They love what they do and they know that they're um, they're they're doing something meaningful with the kiddos when we get so attached you know and so I think that ends up working against our ability to self-advocate when we're in those toxic situations. So that's that's a really tough one? um and I think.

07:34.25

theautismhelper

Are.

07:40.76

Janelle Upthegrove

That I would advocate for for finding a mentor right? finding somebody even if it's outside the field who can help you kind of learn to professionally advocate for what you need in environment but also learning when it's time to walk away and maybe do something different and that doesn't have to be you know. I'm not saying make a huge career change. You know off the cuff. But I'm just saying really thinking through is this work environment right for me is there something else adjacent to this that might be less toxic because at the end of the day we still have to go home and we still have Families. We still have lives that.

08:03.78

theautismhelper

Um, yeah.

08:12.16

theautismhelper

Are.

08:15.92

Janelle Upthegrove

You know, need our attention and they need our nurturing and we can't do that if we're burned out and miserable at work. So yeah, and it's

It's a tough one but I would also say don't be afraid to be a little bit picky when looking for a clinic. Don't be afraid to be picky and say you know what.

08:19.68

theautismhelper

Yeah, that's really good advice.

08:33.10

Janelle Upthegrove

I Don't know that you you meet my standards. You don't have to jump at every employment opportunity. It's okay to take your time. It's okay to interview around. It's okay to ask for more money when you get an offer right? No one says those things out loud but it's okay, it's okay to do that? um.

08:40.52

theautismhelper

Um, yeah.

08:46.66

theautismhelper

Um, and.

08:51.65

Janelle Upthegrove

So I think that's important as well. Ah.

08:54.50

theautismhelper

Segueing on that. What what should an rbt be looking for when they're interviewing or types of questions to ask to get like some insight into the the workplace culture and environment I know right? and.

09:04.40

Janelle Upthegrove

Yeah, that's a great question I haven't interviewed as an rbt in a long time. But I yeah um, but I would say I think right now our field is going through this big, beautiful and necessary cultural shift towards.

09:09.25

theautismhelper

Run this at you.

09:22.20

Janelle Upthegrove

Compassion towards what you know I dare I say air quote New Aba right? We're getting away from the things that have not been healthy about our field and that so many autistic voices have really bravely spoke

up about and advocated against right? so.

09:26.54

theautismhelper

Um, yes.

09:40.52

Janelle Upthegrove

I would say that if those things are on your mind and you're looking for a healthy work environment if I were the one if I were the interviewee I'd be asking a lot of questions about the mindset of the company right? Tell me about what is your mindset about X Y Z How do you feel about.

09:49.25

theautismhelper

Um, yes.

09:57.70

Janelle Upthegrove

Work Life balance and I be really trying to get the temperature on those those mindsets because at the end of the day when those mindsets are um, offcenter and they don't skew towards valuing every individual in that company. That's where that toxicity starts getting set up. And the burnout starts happening and then the turnover starts happening and it's just a vicious cycle.

10:22.12

theautismhelper

Yes, oh my gosh Janelle thank you so much. This has been a great conversation. You can't see me but I'm like been over here nodding the whole time. But um, thank you so much I think it's been really valuable. To discuss what that leadership role looks like from the bcba down to the rbt and really also what an rbt's position looks like because I know and a lot of special ed teachers have been making moves to the aba field and and kind of vice versa too. You know becoming teachers as well. So um.

10:44.35

Janelle Upthegrove

Yeah, yeah.

10:48.71

theautismhelper

I love that you've shared new strategies that you know maybe aren't under the umbrella of what we typically think of as education or aba leadership strategies and bringing those new frameworks into practice I'm definitely going to link. Um the radical candor in our show notes. So I so appreciate you sharing your insights today.

11:04.99

Janelle Upthegrove

Oh my gosh. Thank you so much for having me. This was so much fun to to just talk about and share my perspectives and I really appreciate the opportunity.

11:14.23

theautismhelper

Um, can you share where your website and where people can go to to hear more from you.

11:18.32

Janelle Upthegrove

Absolutely so my company is called grove behavioral services and we are located in kind of East Central Wisconsin so a little bit out of your Chicago area but you can find us at grovebehavioralservices.com or grove behavioral services on Facebook and Instagram.

11:36.20

theautismhelper

Um, thanks so much I mean if anyone's nearby I think they're going to be applying to be an Rbt at your company I mean you make it sounds so great. Ah, well thanks again. Janelle.

11:40.81

Janelle Upthegrove

Um, what I'd love to have Thank you so much.