

THE CHOICE

IN INTERVENTION

Applying THE CHOICE to Behavior Intervention Efforts

© 2000 The Arbinger Institute. All rights reserved.

INTRODUCTION

This book, and the class that is built around it, applies the principles from Arbinger's publication, *The Choice*, to intervention efforts. For purposes of this book, "intervention" is defined as any effort to make improvements in another—whether that effort is at home, at a formal treatment program, or within the informal context of a relationship between friends or associates.

There is perhaps no more common emotion than the desire for change in another. And what a wonderful desire this can be if it is held responsively—if one desires it because one cares for, and desires happiness for, the other. But there is a *resistant* way to desire such change as well, and such resistance causes more failure in intervention than any other factor—for as we know from *The Choice*, resistance provokes resistance.

This book shows how resistance, in all of its subtle forms, creeps into and undermines intervention efforts. But more importantly, it shows what to do to prevent that from happening. For those who care for others, there is a way to build an intervention effort that is as responsive as the desire they are feeling. Even when prospects seem most bleak, such as when another is lashing out and force seems the only option, the principles of responsiveness show a way, even in the use of force, to preserve the helpfulness of the intervention—a way that invites responsiveness rather than resistance.

As you know, that way depends on a choice...

CONTENTS

I. BENEATH INTERVENTION

- § 1 The Truth about *People*
- § 2 Understanding vs. Blaming
- § 3 Two Ways to Intervene
- § 4 Violent People

2. VIOLENCE AND WAY OF BEING

- § 5 The Common View of Violence
- § 6 The Resistant Message
- § 7 A Deeper Violence
- § 8 The Violent Way
- § 9 Another Way
- §10 The Question in Intervention

3. RESPONSIVE INTERVENTION

- §11 Principles of Responsive Intervention
- §12 Principle 1: “I am not the Healer”
- §13 Principle 2: “My Obligation is to Serve”
- §14 Principle 3: “I Honor Agency”
- §15 Principle 4: “I Help Families”
- §16 Becoming More Responsive in Intervention

4. IMPLEMENTING PRINCIPLE 1

- §17 Principle 1 in Actual Practice
- §18 Treatment of Participants and Staff
- §19 Staff Titles
- §20 Labels and History

5. IMPLEMENTING PRINCIPLE 2

- §21 Principle 2 in Actual Practice
- §22 Those in My Care Come First
- §23 Responsive Service
- §24 Service by Need, Not by Formula

6. IMPLEMENTING PRINCIPLE 3

- §25 Principle 3 in Actual Practice
- §26 Choices that Invite Responsiveness

- §27 Choices that Provoke Resistance
- §28 Moment-to-Moment Invitations

7. IMPLEMENTING PRINCIPLE 4

- §29 Principle 4 in Actual Practice
- §30 Helping Families Prior to Intervention
- §31 Helping Families During Intervention
- §32 Helping Families After Intervention

8. WHEN THINGS GO WRONG: APPLYING NONVIOLENT FORCE

- §33 First: Help Things Go Right
- §34 When Things Go Wrong
- §35 Principles of Nonviolent Force
- §36 Times When Force May be Necessary
- §37 Techniques for Applying Force

9. LEARNING FROM THINGS THAT GO WRONG

- §38 Considering Discipline
- §39 Considering Teaching
- §40 Considering My Relationships with Those in My Care
- §41 Considering My Relationships with Others
- §42 Considering My Way of Being
- §43 A Conceptual Structure for Improving Intervention

10. ANOTHER LOOK AT INTERVENTION

- §44 Miracles
- §45 The Nature of Helpful Intervention