

Compliance Training

Compliance training is used to increase the amount of instructional control over an individual. The ability to follow another person’s directions is critical not only for safety reasons, but for successful experiences in school, at work, at home and in the community. Compliance also plays a critical role in the learning process for persons who need to actually experience an activity in order to learn.

Types of non-compliance:

- **Passive noncompliance:** The person simply acts as if unaware the directive has been presented.
- **Simple refusal:** The person is obviously aware a directive has been given, but does not attempt to comply.
- **Inaccuracy:** The person attempts to comply, but does so incorrectly.
- **Direct defiance:** The person overtly challenges authority when refusing to comply.
- **Negotiating/bargaining/arguing:** The person attempts to change the conditions of the directive given.

You do not need to know which type of non-compliance is being exhibited if you consistently present effective cues. The way in which a cue is presented can impact the amount of compliance that follows.

An effective cue is:

- Clear and concise
- Logical
- Meaningful
- Communicated in a manner which is readily understood and processed by the recipient
- Used to prompt a behavior which the individual can perform
- Presented without excess emotion
- Presented in close proximity to the person being cued
- Presented after obtaining the person’s attention

Examples of Effective Cues	Examples of Ineffective Cues
“Stop and sit.”	“Come back!”
“Go to the TV room.”	“Go find something to do.”
Presenting a picture with a verbal cue.	Presenting the same verbal cue in a louder tone, without additional information.
Calmly saying “Use a tissue.”	Excitedly saying “Stop picking your nose.”
Presenting a written list of the day’s schedule change.	Repeatedly saying the schedule changes for the day.
Walking over to the person and pointing to the symbol for “cool-off”.	Loudly saying across the room “Go to cool-off!”
Walking up to the person and saying “Brian, look,” then giving the directive.	Walking up to the person and giving a cue, then saying “Pay attention. Look at me.”
“Put these in the correct compartment.”	“Sort these and put them back in the box.”

Three-step Prompting:

1. Provide a verbal prompt
2. Supplement with a visual prompt (picture, gesture, sign, etc.)
3. Provide a physical prompt (facilitative touch or hand-over-hand physical guidance from behind).

When providing directives to a person who tends to use arguing or other distracting tactics to avoid compliance, use the Speak and Spin strategy.

Speak and Spin:

- Provide the directive, using effective cueing procedures.
- Immediately turn and walk away.
- With persons who are developmentally younger or more severely challenged, it may be more appropriate to turn attention to another task, instead of walking away.
- Periodically return to the person and cue again or reinforce for compliance.
- Repeat this procedure as often as needed.

NOTE: when using Speak and Spin, avoid changing the way in which cues are repeated.

Things to be aware of:

- Avoid “overtraining” compliance to the degree that an individual will not attempt to spontaneously initiate a response without a specific cue.
- Avoid settling for teaching the easiness of simple obedience, instead of focusing on the importance of teaching independence and responsibility.
- Avoid coercing or harassing the individual into compliance.