Solve Problems with

- Reliable
- Thorough
- Fluent

Behavior

Stephen A. Graf, Ph.D.
  - Youngstown State University
  - Graf Implements
  - Zero Brothers Software

Professional Roots

- Michael: Workshop College Teaching (late 70's)
- Malott & Whaley: Psychology, EPB-1
- Lindsley: Standard Celeration Charts

Background of Ideas

- Bucky Fuller
  - 20th century
- Larry Weed
  - current M.D.
- Stephen Covey
  - corporate consultant

R. Buckminster "Bucky" Fuller

- Familiar with his work and ideas
- Not familiar with his work and ideas

Purpose of Life

- Gather information
- Solve problems

Problems

- "Solved if stated correctly"
- It is my philosophy that a properly stated problem is a problem solved. The adequate statement must contain an inventory of all the resources available and all the variable parameters uniquely involved. The solutions are inherent in such adequacy of statement.

Albert Einstein quote

- "The significant problems we face cannot be solved at the same level of thinking we were at when we created them."

Lawrence Weed, M.D.

- Familiar with his work and ideas
- Not familiar with his work and ideas

Larry Weed quote

- "Never judge people, from earliest childhood on, on what they know. Judge them on how thoroughly and reliably they accomplish the tasks assigned to them."
- "By definition, if real problems are involved, no one knows the answer at the outset and therefore teachers and experts are not in a position to tyrannize others with what they know."

Stephen R. Covey

- Familiar with his work and ideas
- Not familiar with his work and ideas

Stephen Covey

- Identifies common problems of individuals, families, organizations
- Suggests 7 behaviors that will help solve most problems
- "The Seven Habits of Highly Effective People"

Covey's "Seven Habits of Effective People"

- Be proactive
- Begin with the end in mind
- Put first things first
- Think win-win
- Listen first to understand, then to be understood
- Synergize
- Sharpen the saw

Problem-solving Approach

- List problems, before and after conditions
- Rephrase problem as a behavior: who does what
  - Use Contingency Diagram and Job Aid
- Identify consequences
- Monitor and chart behavior

Reliable Behavior

- Define it
- Examples and nonexamples
- Consequate it

Thorough Behavior

- Define it
- Examples and nonexamples
- Consequate it

Fluent Behavior

- Define it
- Examples and nonexamples
- Consequate it

Products of Fluency

- PRACTICED MUSIC REAPS FUN CGS
- REAPS FUN CGS

Tool Skills: a basic repertoire

Personal Viewpoint

- "If you know what to look for...
- Everything boils down to frequency."
- "If you're not tuned in to frequency...
- You'll call me crazy."

The "Crazy" Strategy

- Look the part
- Talk strange
- Expect casualties
- Recruit survivors

Problems: Special Case—Education

- How do you get someone to learn something?
- Threat?
-

Traditional Higher Education

- "You're responsible for anything and everything"
- Midterms and Final
- Grade on curve
- Accuracy only

Objections to "Memorization"

- "Rote Learning"
- "Beneath human dignity"

Alternative View

- Academics
- Athletics