



# **Organizational Behavior Management and Developmental Disabilities Services: Accomplishments and Future Directions**

*Dennis H. Reid*

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Organizational Behavior Management and Developmental Disabilities Services: Accomplishments and Future Directions examines the advances of Organizational Behavior Management (OBM) in human service agencies for individuals with developmental disabilities. Management researchers, working managers, and supervisors will learn strategies for effectively managing the day-to-day work performance of personnel and receive ideas for further enhancement of quality supports in human service agencies. Discussing the history of OBM and future research needs, Organizational Behavior Management and Developmental Disabilities Services offers the information you need to boost staff morale, make your workers more effective, and improve services to clients. This book contains informative training and supervision procedures that can be used in a variety of settings, such as large residential agencies, small community living arrangements, early intervention programs, and schools and related day treatment settings. Organizational Behavior Management and Developmental Disabilities Services provides you with research and techniques that will improve personal and staff effectiveness, including:

- expanding the scope of OBM interventions in developmental disability organizations by integrating total quality management (TQM) approaches (systems analysis, team effectiveness, measurement of consumer responses, and data analysis) into quality improvement
  - keeping residential organizations focused on consumers by adopting short-term goals geared to the immediate benefits for clients
  - using OBM frameworks, such as observing, analyzing, and implementing services, to help specialists involved in early intervention (EI) programs gain further insight into OBM and its relevance to EI
  - teaching and maintaining skills, such as goal setting and keeping records of progress, for middle managers to improve services in community living settings
  - educating professional staff, not just direct service staff, through videotapes of sessions, preservice training, and verbal feedback to improve effectiveness in applied settings
  - increasing acceptability of OBM procedures to service systems staff by improving acceptability assessment methodology, developing guidelines for implementing effective OBM procedures, and involving supervisory and professional staff in acceptability evaluations
- Organizational Behavior Management and Developmental Disabilities Services offers numerous reviews of case studies, providing you with current research and past trends that indicate the successes and failures of OBM and how efficient methods can be used in different areas of human services. Containing graphs and concise charts that summarize research findings, Organizational Behavior Management and Developmental Disabilities Services will help you and your staff implement OBM methods that will improve your effectiveness and better serve clients with developmental disabilities.

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