



Behavior History Taking Skills Course Outline

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I. Why a Behavior History

A. How it can be used

1. analyze a problem
2. assist with diagnosing medical problem (veterinarians)
3. better understand a training problem

B. What value is it?

C. How it applies to hypothesis testing

1. Choose from a number of possible causes or reasons
2. What information do I need to support or refute that possibility?
3. How will I know when I have it?
4. How do I obtain it?

II. Sources of info

- A. Observe pet's behavior
- B. Live or taped
- C. Query owner

III. Options for administration

- A. Live interview
- B. Have client fill out questionnaire
- C. Both

IV. Stumbling Blocks

- A. Not questioning client's view of the problem
- B. Not digging deeper than interpretations and assumptions
 1. yours and the client's
- C. Not getting clear descriptions and behavior sequences

- V. How to ask questions
 - A. Few Yes or No
 - B. Open ended questions
 - C. Avoid leading questions

- VI. Discovering “Nuggets”
 - A. Independent methods of time line
 - B. Ask for same information in different ways

- VII. Communication Skills
 - A. Why they are important
 - B. Professional limits
 - C. Acknowledging
 - D. Normalizing
 - E. Self-disclosure
 - F. Paraphrasing
 - G. Active listening
 - H. Barriers and body postures

- VIII. Related Skills
 - A. Controlling the conversation
 - B. Developing a style
 - C. Managing your own “stuff”

- IX. Examples of history forms
 - A. What to Include
 - B. Why we use the one we do

- X. Review of Three Recorded Interviews
- XI. Review of Participant Submitted Histories
- XII. Practice History Taking Skills