

Your “Everything You Need to Know” User's Guide

Conversations that Matter

The screenshot shows the website's header with the logo on the left and a blue button labeled "START WATCHING VIDEOS" on the right. Below the header is a navigation bar with links for "Features", "Uses & Benefits", "Pricing", "About Norm & Emma", "Contact Us", and a green "SIGN UP" button. The main content area features a video player on a laptop screen displaying an interview with Dave Kingsburger. To the left of the video, there is text describing the content as "The Leading Voices in Community Living and Disability Rights" and two buttons: "FREE PREVIEW" and "SIGN UP NOW". To the right of the laptop, a tablet and a smartphone also display the website's interface.

Conversations that Matter

START WATCHING VIDEOS

Features | Uses & Benefits | Pricing | About Norm & Emma | Contact Us | SIGN UP

An engaging online video library of interviews with

The Leading Voices in Community Living and Disability Rights

FREE PREVIEW

SIGN UP NOW

Come join us for Conversations...that Matter

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Conversations that Matter

USING CONVERSATIONS THAT MATTER

The screenshot displays the website's main navigation and content areas. At the top, there are links for CONTACT, HELP, and LOG OUT, along with a Facebook icon. A user login notification shows the email address mdronet@invisionhs.org. The main content is divided into two columns: 'Our Programme' and 'Our Presenters'. The 'Our Programme' column lists 'STRANDS' (Disability and Society, Family Matters, Leadership Management, Lived Lives, Meaningful Lives, Respectful Support) and 'CONCEPTS' (Belonging, Curiosity, Inclusion, Innovation, Listening, Resilience, Respect). The 'Our Presenters' column features a grid of presenter profiles, each with a photo, name, title, and video count. A vertical sidebar on the right contains various navigation links such as 'NEW VIDEOS', 'ALL VIDEOS', 'VIDEO PLAYLISTS', 'ADDITIONAL RESOURCES', 'ACCREDITATION COMPETENCIES', 'CO-LEARNING & SELF-ADVOCACY', 'YOUR ACCOUNT', 'YOUR REFLECTION RESULTS', 'AGENCY RESOURCES', 'ADMIN FAQs', 'FACILITATION GUIDE', 'EXHIBITORS' HALL', 'FAQS', and 'SEND US YOUR FEEDBACK'.

Conversations that Matter **inVISION** **Health Services** CONTACT HELP LOG OUT You are logged in as mdronet@invisionhs.org [logout](#) [HIDE THIS](#)

Our Programme

Click on a Strand, Concept or Topic to view the videos available

STRANDS

- Disability and Society (16)
- Family Matters (16)
- Leadership Management (2)
- Lived Lives (11)
- Meaningful Lives (28)
- Respectful Support (29)

CONCEPTS

- Belonging (11)
- Curiosity (2)
- Inclusion (2)
- Innovation (12)
- Listening (2)
- Resilience (2)
- Respect (16)

Our Presenters

Click on a Presenter to see more information

1 2 Next Last

<p>Advocates Against Abuse Abuse prevention led by advocates 5 Videos</p>	<p>Pat Amos Parent, Trainer, Consultant 7 Videos</p>
<p>Amythest Schaber - Ask an Autistic Author, Speaker, Activist 11 Videos</p>	<p>Denise Bissonnette Author, Consultant, Trainer 5 Videos</p>
<p>Lydia Brown Trainer, Author, Speaker, Activist 1 Video</p>	<p>Michael Callahan Author, Consultant, Trainer 2 Videos</p>
<p>Doug Cartan Trainer, Consultant 2 Videos</p>	<p>Al Condeluci Author, Presenter 3 Videos</p>

PROGRAMME & PRESENTERS

- NEW VIDEOS
- ALL VIDEOS
- VIDEO PLAYLISTS
- ADDITIONAL RESOURCES
- ACCREDITATION COMPETENCIES
- CO-LEARNING & SELF-ADVOCACY
- YOUR ACCOUNT
- YOUR REFLECTION RESULTS
- AGENCY RESOURCES
- ADMIN FAQs
- FACILITATION GUIDE
- EXHIBITORS' HALL
- FAQS
- SEND US YOUR FEEDBACK

LOGGING ON TO CONVERSATIONS THAT MATTER FOR THE FIRST TIME

PLEASE NOTE:

In order to log into Conversations that Matter, you will need 2 things:

1. an **email address**
2. a **password**

GETTING YOUR INITIAL USERNAME AND PASSWORD

When your agency subscribed to , Conversations that Matter, **each staff member received an email** from “Conversations that Matter Support” that included your own individual **username (usually your email address) and a temporary password.**

If you are unsure of what email address this would have been sent to, please contact the support rep at your agency.

Thank you for registering at Conversations That Matter. You may now log in by clicking this link or copying and pasting it to your browser:

<https://conversationthatmatter.org/user/reset/22391/1507726831/>

This link can only be used once to log in and will lead you to a page where you can set your password.

After setting your password, you will be able to log in at <https://conversationthatmatter.org/user> in the future using:

username: norm@broadreachtraining.com
password: Your password

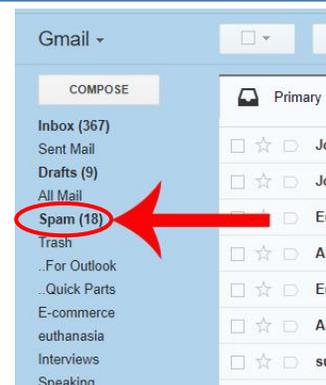
— Conversations That Matter team

WHAT IF I CAN'T FIND THE EMAIL WITH MY TEMPORARY PASSWORD?



If you **have not received** your email with your password...

1. **Check your junk mail or Spam folder.** Online mail servers like Hotmail often direct Conversations that Matter emails to the junk mail folder.
2. If you **did not find it in your junk mail, it easy to receive another email** with a new temporary password. Go to the next page for instructions on how to do this.



HOW DO I GET A NEW PASSWORD?

What if the email with my password not in my spam folder?

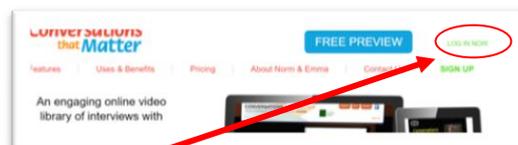


No Problem!!

It's really easy to receive another email with a new temporary password.

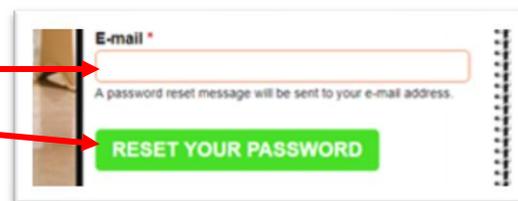
Just do this:

1. Go to www.conversationthatmatter.org
2. Click on **LOG IN NOW** link on the top right side corner of your screen
3. Click on the **Forget your password? Click here.** link.



On the next page:

4. Enter your email address
5. Click the **RESET YOUR PASSWORD** button.



You will immediately receive another email with a link that will take you to a page where you can reset your password.

REMEMBER! If the email doesn't show up in your Inbox, **Check Your Spam Folder!**

6. **Click on the link** in the email to reset your password.

A request to reset the password for your account has been made at Conversations That Matter.

You may now log in by clicking this link or copying and pasting it to your browser:

https://conversationthatmatter.org/user/reset/13842/1510166567/iWBsL7NuiU8TsPnMqe_vNEeY

This link can only be used once to log in and will lead you to a page where you can set your password. It expires after four days and nothing will happen if it's not used.

— Conversations That Matter team

This link will take you to a page in the website where you'll be able to reset your password.

7. Enter your email address.
8. Enter your new password.
9. Re-enter your new password.
10. Click the **SAVE** button.

This link in this email expires after 4 days, so reset your password as soon as you get the email.

HOW DO I CHANGE MY EMAIL ADDRESS?

Click on the **YOUR ACCOUNT** tab on the right side of the booklet.



On the next page:

1. Click the button.



On the next page:

1. Type in your password.
2. Type in your new email address.
3. Click the **SAVE** button

Real Name *

Please use the order "Firstname Lastname"

ID

Agency- or school-specific identification number or code. Leave blank if unused.

Current password

Enter your current password to change the E-mail address or Password. [Request new password.](#)

E-mail address *

A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

Password

 Password strength: _____

Confirm password

To change the current user password, enter the new password in both fields.

SAVE

WHAT DO I DO WHEN I GET AN ERROR MESSAGE WHEN I TRY TO LOGIN

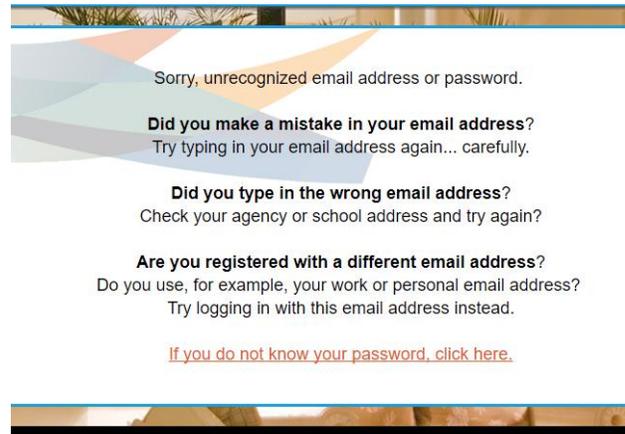
I tried to login but I got an error message saying my email address or password wasn't recognized.

Usually, agencies sign up staff members using their work email address.

If you got an error message saying that your email or password wasn't recognized, it likely means that **you're trying to login with an email address that is different from the email address that was used to subscribe you to the site.**

Try using your work email address or another email address you may have.

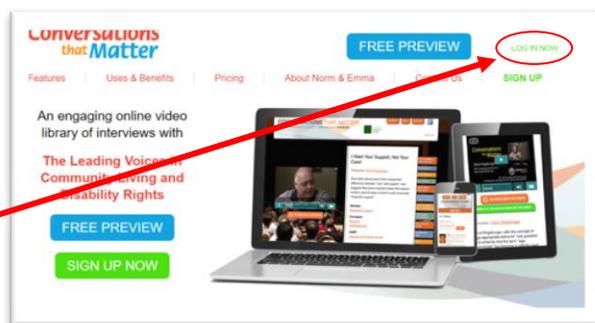
If that doesn't work, **contact the support rep at your agency** to see what email address was used to register you on the site.



LOGGING IN TO CONVERSATIONS THAT MATTER

Once you have your email address and password:

- Go to the Conversations that Matter website at www.conversationthatmatter.org
- Click on **LOG IN NOW** link on the top right side corner of your screen.



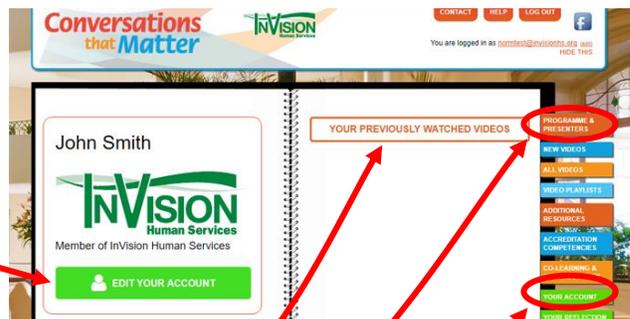
- Enter your email address.
- Enter your password.
- Click the **LOGIN** button.

Congratulations!

If you're reading this, it means that you've successfully logged into Conversations that Matter.

Every time you log in, you'll be taken to your opening page where you can:

1. Click on the **EDIT YOUR ACCOUNT** button to change your name (if you got married), change your email address, or change your password.
2. Click on the **YOUR PREVIOUSLY WATCHED VIDEOS** button to see a list of the videos you've already watched.
3. Click on the **PROGRAMME & PRESENTERS** tab to begin watching videos.



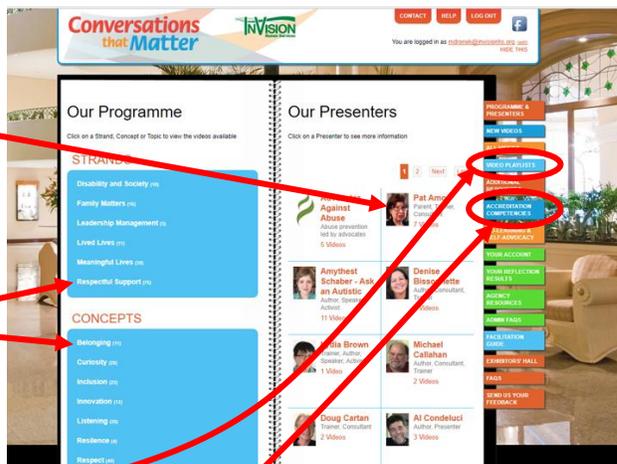
You can get back to this page at any time by clicking on the **YOUR ACCOUNT** tab on the right side of the booklet.

HOW TO SELECT & WATCH A VIDEO

Now it's time to select a video to watch!

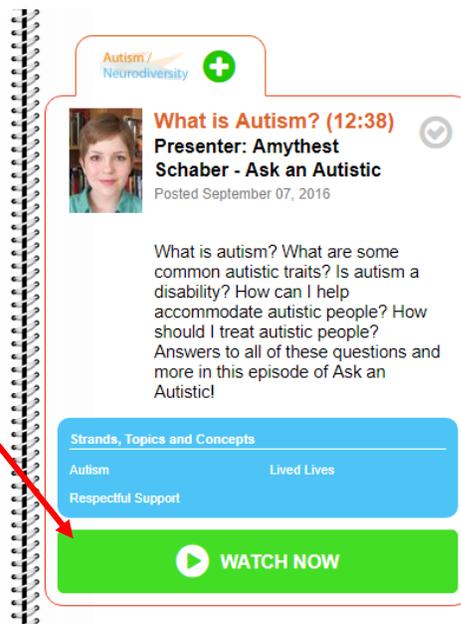
There are many ways to select videos to watch:

1. You can click on a **Presenter** and choose a video of a conversation with that person
or
2. You can click on any link in the **Strands, Concepts, & Topics** sections to watch videos on a specific topic
or
3. You can select a video from a **VIDEO PLAYLISTS** tab
or
4. You can click on the **ACCREDITATION COMPETENCIES** tab to select a video on a specific Accreditation Competency



When you click on a Presenter or a Topic, you'll be taken to list of videos and their descriptions.

Click on the **WATCH NOW** button to begin watching that video.



PLAYING A VIDEO

Click on the  **BLUE PLAY** button to **begin watching** the video.



When you move your mouse over the video, a **control panel will appear** at the bottom of the video.



Click on the  **BLUE PLAY/PAUSE** button to **Pause or Play** the video.



You can drag the  **BLUE SLIDER** back and forth to **go to different parts** of the video.

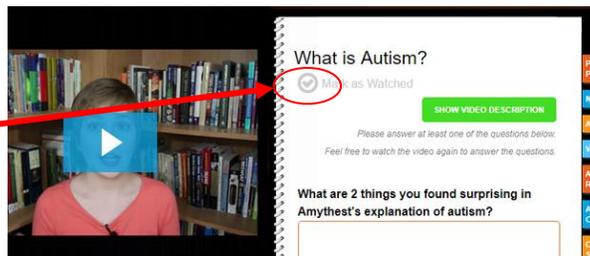
You can click on the  **BLUE ICON** in the bottom right corner of the video to change the video to **FULL SCREEN** or back to a **SMALLER SCREEN**.

Be aware, though, in full screen mode **the video may stall** and start repeatedly if you have a weak internet connection. If this happens, go back to the **SMALLER SCREEN**.

MARKING A VIDEO AS "WATCHED"

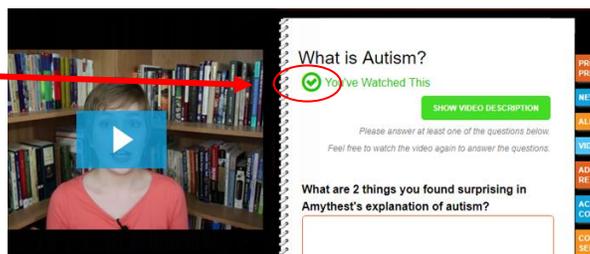
Once you've finished watching a video, you have the option of marking that video as "watched" **so you'll always know which videos you've watched.**

To show that you've watched this video, click on the  icon.



Once you've clicked the grey icon, it will turn green .

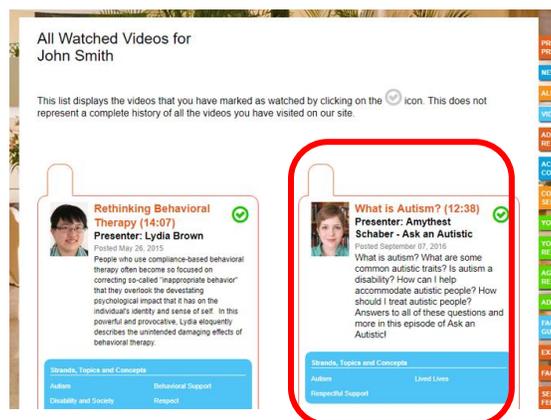
This shows that you've watched this video.



If you click on the **YOUR ACCOUNT** tab

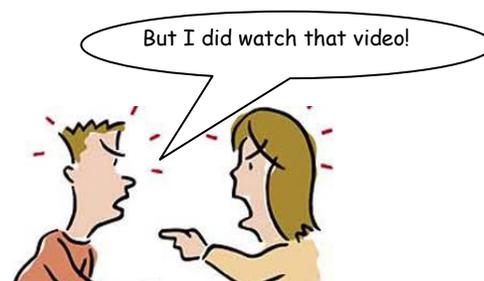
and then click on **YOUR PREVIOUSLY WATCHED VIDEOS**

button, this video will show up on the list of videos you have watched.



PLEASE NOTE: In some agencies, supervisors and Human Resource managers can view reports on which staff members have watched which videos.

You have to mark a video as "watched" in order for it to show up on your supervisors' report.



COMPLETING THE REFLECTION QUESTIONS

Once you've finished watching a video, you have the option of answering the reflection questions for that video.

To do this, click on the

COMPLETE THE REFLECTION FOR THIS VIDEO

button.

What is Autism?
 + Add to a Playlist Mark as Watched

COMPLETE THE REFLECTION FOR THIS VIDEO

Presenter: [Amythest Schaber - Ask an Autistic](#)

What is autism? What are some common autistic traits? Is autism a disability? How can I help accommodate autistic people? How should I treat autistic people? Answers to all of these questions and more in this episode of Ask an Autistic!

Also Appears in These Playlists:

STRANDS:

Type your responses into the text boxes.

Click on the box beside to person or people you want to send your reflections to.

Then click the **SEND ANSWERS** button.

What is Autism?
 Mark as Watched SHOW VIDEO DESCRIPTION

Please answer at least one of the questions below.
 Feel free to watch the video again to answer the questions.

What are 2 things you found surprising in Amythest's explanation of autism?

How might Amythest's video alter the way you support an autistic individual?

Submit this Reflection to Your Agency

- tmiller@invisionhs.org (HR)
- treadinger@invisionhs.org
- vlaggart@invisionhs.org
- Other Email

Choose the recipient of your Reflection.
 You will always receive a copy to your email address. This Reflection may also be viewed by other members of your agency's administrative team. Check with your agency for more details about who has access to these results.

SEND ANSWERS

Print This Reflection

PROGRAMME 4 PRESENTERS
 NEW VIDEOS
 ALL VIDEOS
 VIDEO PLAYLISTS
 ADDITIONAL RESOURCES
 ACCREDITATION COMPLIANCES
 COLLEARNING & SELF-ADVOCACY
 YOUR ACCOUNT
 YOUR REFLECTION RESULTS
 AGENCY RESOURCES
 ADMIN PAGE
 FACILITATION GUIDES
 EXHIBITORS' HALL
 FRIDS
 SEND US YOUR FEEDBACK

SELECTING VIDEOS FROM A PLAYLIST

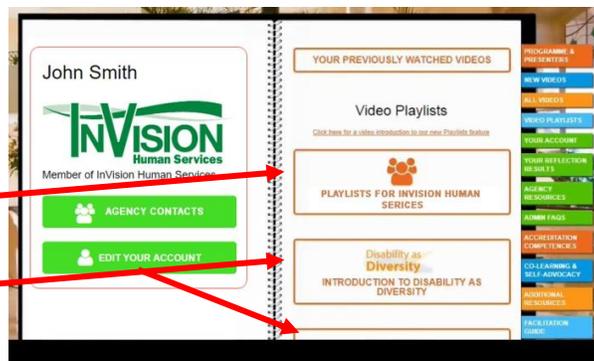
As you may already know, a playlist is a series of songs or videos grouped together and arranged in a particular order.

There are a number of playlists on Conversations that Matter that are made up of videos on a specific topics or for specific purposes.

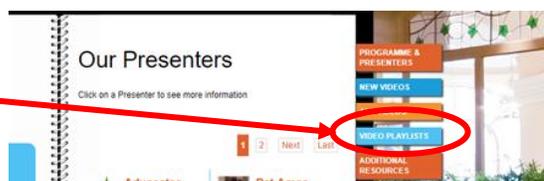
When you first login or when you go to **YOUR ACCOUNT** page, you'll see all the playlists that are available to you.

The playlist/s at the top will be your agency's playlist.

The playlists underneath are the playlists that have been set up by Conversations that Matter

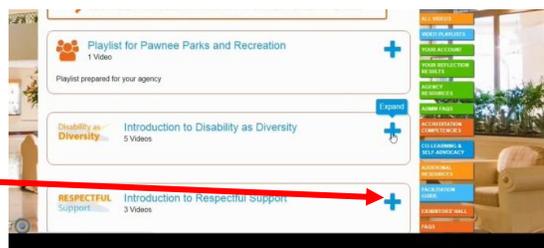


You can also see the list of available playlists by clicking on the **VIDEO PLAYLISTS** tab on the right side of the booklet.



You will be taken to a page that shows all the playlists that are available to you.

Click on the **+** icon to see the videos in the playlist



You will see a list of all the videos in the playlist. If you click on the smaller **+** icon



you will see a description of the video

Click on the **WATCH NOW** button to begin watching that video



Conversations that Matter

Videos, Topics, & Suggestions



INTRODUCTORY VIDEOS

INTRODUCTION TO "DISABILITY AS DIVERSITY"

- Norman Kunc - The Right to be Disabled (11:27)
- Catherine Frazee - Living an Envidable Life (11:28)
- A Credo for Support (4:30)
- Catherine Frazee - The Illusion of Normalcy (10:51)
- Judith Snow - Disability: An Unusual Gift (12:08)

INTRODUCTION TO RESPECTFUL SUPPORT

- Dave Hingsburger The Politics of Support - Part 1: "This isn't about You" (6:02)
- Dave Hingsburger – "I Want Your Support; Not Your Care!" (3:07)
- Catherine Frazee - Providing Personal Care: What Really Matters (7:33)
- David Pitonyak - The Story Of Roland & The Life Lessons He Taught Me (12:19)

INTRODUCTION TO AUTISM / NEURODIVERSITY

- Emily Titon - Autism as Neurodiversity (14:18)
- Amythest Schaber - What is Autism? (12:38)
- Anne Donnellan - Autism as a Movement Difference (13:58)
- Nick Walker - Don't Panic; Trust the Weirdness: Advice for Supporting Autistic Individuals (18:22)

INTRODUCTION TO BEHAVIORAL SUPPORT:

- Herb Lovett - From Behavior Management Toward Behavioural Support (8:46)
- Peter Leidy - A Behaviour Plan that kept sending staff to the E.R. (16:01)
- Sheldon Schwitek - Cross-pollination - What's beekeeping got to do with support? (9:52)

INTRODUCTION TO PERSON-CENTERED PLANNING

- Jack Pearpoint & Lynda Kahn - Person-Centred Planning - : "What it is... What it's NOT!" (9:45)
- Jack Pearpoint & Lynda Kahn - Person Centered Planning: Part 3 - Listening, Learning & Taking Action (26:40)
- Jack Pearpoint & Lynda Kahn - It Started with Spaghetti (6:24)
- Michael Kendrick - Domains of Needs: A framework for Person Centred Planning (10:15)

INTRODUCTION TO INCLUSION

- Norman Kunc - Fostering Ability Through Opportunity: There Is More To Life Than Life-Skills (14:52)

INTRODUCTION TO JOB DEVELOPMENT

- Denise Bissonnette - The Art of Job Development - Part 1: Becoming Passionate about Possibility (12:35)
- Michael Callahan - Customized Employment: A New Way of Thinking about Paid Work (17:16)
- Pat Amos - Part 2: Following the Golden Thread (11:33)

INTRODUCTION TO SEXUALITY AND RELATIONSHIPS

- Dave Hingsurger - Before we talk about sex... (06:39)
- Dave Hingsburger - Respecting Personal Boundaries (8:54)
- Dave Hingsburger - What's Even More Important than Sex? (9:06)

INTRODUCTION TO INSTITUTIONALIZATION

- Fred Ford - The Legacy Of Institutions: What Were They Like? Will They Return? (12:17)
- Fred Ford - Can A Group Home Be An Institution? (9:19)
- Peter Park - Coming Home: A Story Of Institutionalization, Resistance And Resilience (20:40)

INTRODUCTION TO ADVOCACY

- Lynne Seagle - Doing The Wrong Thing Kindly Doesn't Make It Right! (15:27)
- Dave Hingsburger - The Politics of Support -: Providing Real Support for Real Choices (9:11)
- Dave Hingsburger - The Politics Of Support - Part 3: The Dangerous Habits Of Power (6:26)

INTRODUCTION TO MAKING COMMUNITY CONNECTIONS

- Al Condeluci - The Power of Social Capital: 4 Steps to Building Bridges into the Community (12:22)
- John McKnight - Helping People with Disabilities become Connected to Communities (10:45)
- Erin Sheldon - Fostering Friendships and Natural Supports (14:06)

CONTINUED LEARNING VIDEOS

CONTINUED LEARNING ABOUT RESPECTFUL SUPPORT

- Dave Hingsburger - The Politics of Support - Part 2: Providing Real Support for Real Choices (9:11)
- Dave Hingsburger - The Politics Of Support - Part 3: The Dangerous Habits Of Power (6:26)
- Dave Hingsburger - On Listening (02:22)
- Dave Hingsburger - Making a Commitment to Communication: Supporting People who don't Speak (16:18)
- Catherine Frazee - When is a Wheelchair not just a Wheelchair (4:34)
- David Pitonyak - The Neurology of Loneliness: Surprising Discoveries about how our Brains Respond to Rejection (8:40)
- Norman Kunc & Emma Van der Klift - Hell-Bent On Helping: The Politics Of Help (1:16:36)
- David Pitonyak - It's about Relationships, not "Coverage" (4:46)
- Kim Lyster - Language, Labels, and Lies (10:58)
- Emma Van der Klift - Why Socrates would have been a great support worker (2:51)
- Emma Van der Klift - Staying Curious: Part 1 - Asking Powerful Questions (7:14)
- Emma Van der Klift - Staying Curious: Part 2 - Three Dangerous Words (7:14)
- Emma Van der Klift - How Language "Implants" Identity (8:50)
- Thomas Neville - When Good People Cause Harm: In the Name of Help (15:14)
- Thomas Neville - When Good People Cause Harm: The Problem of Power (8:28)
- Norman Kunc - Fostering Ability through Opportunity - Part 2: "I Learned to speak clearly when I quit speech therapy!" (7:37)
- Lorna Williams - An Aboriginal Perspective on Diversity, Disability and Invisibility (12:15)

CONTINUED LEARNING ABOUT AUTISM / NEURODIVERSITY

- David Pitonyak - I Can't Get Started; I Can't Stop - Part 1 (14:09)
- David Pitonyak - I Can't Get Started; I Can't Stop - Part 2 (9:09)
- Pat Amos - Dancing on the Autism Spectrum (16:44)
- Pat Amos - Following the Golden Thread (11:33)
- Pat Amos - Autism: Listening to the REAL Experts (07:25)
- Amythest Schaber - Autism and Executive Functioning (10:58)
- Amythest Schaber - What About Eye Contact? (09:40)
- Amythest Schaber - What are Good Therapies (11:14)
- Amythest Schaber - What are Meltdowns? (12:23)
- Amythest Schaber - What is ABA? (09:16)
- Amythest Schaber - What is Autistic Burnout? (09:57)
- Amythest Schaber - What is Central Auditory Processing Disorder? (14:09)
- Amythest Schaber - What is Echolalia? (12:16)
- Amythest Schaber - What is Stimming? (10:34)

CONTINUED LEARNING ABOUT BEHAVIORAL SUPPORT

- Herb Lovett - Pt 2: Supporting Individuals with Serious or Dangerous Behaviour (12:49)
- Herb Lovett - Pt 3: Advice on Advocating for Respectful Support (07:39)
- Herb Lovett - Pt 4 Supporting Individuals with Self-Injurious Behaviour (08:02)
- Lydia Brown - Rethinking Behavioral Therapy (14:07)
- Pat Amos - The Thing We Call "Behaviour" (06:17)
- Lynne Seagle - A House is not always a Home (8:50)
- Pat Amos Part 1 - Dancing on the Autism Spectrum (16:44)
- Dave Hingsburger - The Inappropriateness of Age Appropriateness (12:45)
- David Pitonyak - An unexpected Perspective on Behavioral Support (13:35)
- Ruth Siegfried / Kim Love - Personalized Behavioral Support without Restraint (12:21)
- Ron Garrison - Restraint and Seclusion: An Expert Opinion (11:52)

CONTINUED LEARNING ABOUT PERSON-CENTERED PLANNING

- Jack Pearpoint & Lynda Kahn - Person Centered Planning: Part 2 - Preparing for The Meeting (9:43)
- Jack Pearpoint & Lynda Kahn - Person-Centered Planning: Part 4 - Checking in (7:45)
- Jack Pearpoint & Lynda Kahn - Person-Centered Planning: Part 5 - Common Concerns about PCP (9:24)
- Jack Pearpoint & Lynda Kahn - Five Valued Experiences
- Michael Kendrick - Developing Reasonable Safeguards for Reasonable Risk (10:17)

CONTINUED LEARNING ABOUT ADVOCACY

- Peter Leidy - Asking The Questions No One Wants To Ask (10:39)
- Thomas Neville - The Art Of Subversive Support (15:00)
- John O'Brien - Deciding To Make A Difference (21:13)

CONTINUED LEARNING ABOUT JOB DEVELOPMENT

- Michael Callahan - Discovery: The Engine Behind Customized Employment (18:16)
- Denise Bissonnette - The Art of Job Development : Working with Employers (7:06)
- Denise Bissonnette - The Art of Job Development: Working with Job Seekers & Advice for Families (15:40)
- Denise Bissonnette - The Art of Job Development - Part 4: On Becoming a Resilient Job Developer (11:31)
- Denise Bissonnette - A Poem: Blue Skies (5:40)
- Pat Amos - How Dan Became a Scientist (8:41)

CONTINUED LEARNING ABOUT MAKING COMMUNITY CONNECTIONS

- Al Condeluci - With The Best of Intentions (9:17)
- Al Condeluci - Relevance & Regularity: (7:26)

OTHER TOPICS

LEADERSHIP

- Doug Cartan - Accountability Based Management - Part 1: From Responsibility to Accountability (14:47)
- Doug Cartan - Accountability Based Management - Part 2: Four Essential Elements of Trust-Enhancing Workplaces (19:52)
- Sheldon Schwitek - Mentoring Support Workers: The Missing Piece of Training (5:23)
- Kim Lyster - The Question of "Customer Service" (4:33)
- Dave Hingsburger - Deliberate Indifference (8:27)

ETHICAL ISSUES

- Fred Ford - Reporting Neglect And Abuse: Having The Courage To Do The Right Thing (8:20)
- Peter Leidy - Asking The Questions No One Wants To Ask (10:39)
- Advocates Against Abuse - Advocates Against Abuse (full length video) (36:13)
- Dave Hingsburger - Disguising Opinions as Facts (02:24)

MANAGING CONFLICT

- Janice Fialka - Fostering Collaborative Parent-Professional Partnerships (17:50)
- Erin Sheldon - Asking New Questions; Finding New Answers (14:48)
- Emma Van der Klift - Managing Conflict Ethically (Upcoming)

DISABILITY AND AGING

- Kim Lyster - Aging & Disability: Ensuring "A Good Life" in the Later Years (17:02)

FOR PARENTS (AND AGENCY STAFF)

- Erin Sheldon - Fostering Friendships and Natural Supports (14:06)
- Erin Sheldon - Asking New Questions; Finding New Answers (14:48)
- Erin Sheldon - Listening Differently: Technology for Communication (12:59)
- Janice Fialka - Fostering Collaborative Parent-Professional Partnerships (17:50)
- Pat Amos - Resisting Stories of Sadness: An alternative Perspective on Raising Autistic children (6:27)

COMMUNITY CONNECTIONS AND MICROBOARDS

- Maria Glaze Microboards - Part 1: Benefits, Challenges, and Lessons (18:04)
- Maria Glaze Microboards - Part 2: Building a Successful Team (18:34)
- Linda Perry Microboards - Part 1: A Flexible Alternative to Traditional Services (14:07)
- Linda Perry Microboards - Part 2: Stories and Lessons Learned (15:49)
- John McKnight - Community, Systems, Service, and Care. (15:31)
- John Lord - Part 1: Working Towards a "New Story" of Support (17:16)
- John Lord - Part 2: Creating a "3rd Alternative" (13:44)

VIDEOS SUGGESTIONS, AS RECOMMENDED BY THE PHSS CORE GROUP

Video	Presenter(s)
Providing Personal Care: What Really Matters	Catherine Frazee
It Started With Spaghetti	Jack Pearpoint and Lynda Kahn
The Politics Of Support, Part 1 This Isn't About You	Dave Hingsburger
Doing The Wrong Thing Kindly, Doesn't Make It Right	Lynn Seagle
The Questions No One Wants To Ask	Peter Leidy
Asking New Questions: Finding New Answers	Erin Sheldon
Rethinking Behavioral Therapy	Lydia Brown
Autism – Listening To The Real Experts	Pat Amos
A Behavior Plan That Kept Sending Staff To The ER	Peter Leidy
Staying Curious Part 2 – Three Dangerous Words	Emma Van Der Klift
Disguising Opinion As Fact	David Hingsburger
Making A Commitment To Communication: Supporting People Who Don't Speak	David Hingsburger
Respectful Support: What Really Matters	Catherine Frazee
Credo Of Support	A Video by Norman Kunc and Emma Van Der Klift
Accountability Based Management Part 1: From Responsibility To Accountability	Doug Cartan