

Communication: Understanding and Addressing the Fear Factor

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Conflict of Interest Disclosure

Geri Amori does not have any real or apparent conflict(s) of interests or vested interest(s) that may have a direct bearing on the subject matter of the continuing education activity.

2

Learning Objectives

This presentation will enable participants to:

- Discuss the fear/anger hormone to interpretation cycle
- Describe strategies to address angry behavior in others
- Give examples of de-escalation strategies
- Describe strategies to manage your own fear/anger reactions
- Apply strategies to learning scenarios

3



The two words 'information' and 'communication' are often used interchangeably, but they signify quite different things. Information is giving out; communication is getting through.

Sydney J Harris

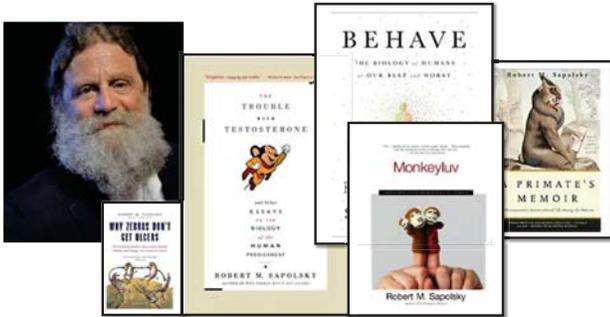
Tell them what you are going to tell them...

- The mind-body connection is much stronger than most of us give it credit for being
- Understanding that is the first step to learning how to break not-useful reaction and communication patterns
- There are strategies to help us become aware of ourselves
- There are strategies that give us greater control when working with others
- The first step to working with others, is working with yourself

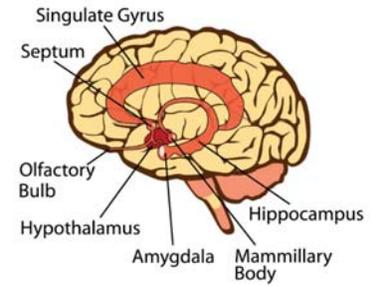
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Discuss the fear/anger hormone to interpretation cycle

Robert Sapolsky



LIMBIC SYSTEM STRUCTURES



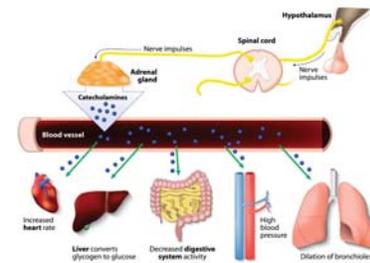
Meet your Amygdala

- Fear Response
- Anger Response



Meet your Hypothalamus

The activation of the stress system



Pity your Frontal Cortex – Dealing with your Amygdala!



Narrative Psychology

The things we “tell ourselves”
to make sense of what we see, hear and experience



T-Shirt Exercise



Human Factors Influencing “Interpretation”

- Depth of Understanding
- Fundamental Attribution Error
- Self-Serving Bias
- Stereotyping
- Halo Effect
- Mood of Interpreter
- Selective Perception/Confirmation Bias
- Nonverbal Codes

http://www.campus-adr.net/ODRmodule/human_factors_influencing_communication.html: accessed 8/14/17

Isn't there an Absolute Truth about Things?



Stories Shape our Lives – For Good or Not

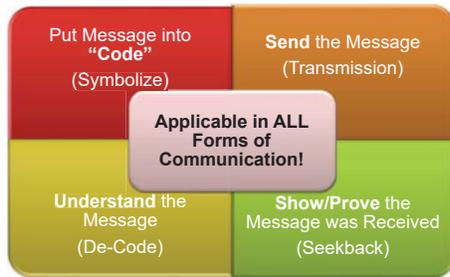


Alternate Truths or False Memories



Describe strategies to address angry behavior in others

All Communication Has 4 Parts



Bottom Line: We are all trying to make it through the day.



McLeod, S. Maslow's Hierarchy of Needs. Simply Psychology. <https://www.simplypsychology.org/maslow.html#needs7>. (accessed 11/11/17)

20

Afraid? Of What?



21

Identifying the Fear: Shout Out Exercise

- Patient is non compliant with medication regimen
- Patient requesting more pain killers
- Husband threatens you... "If she doesn't make it through this...."
- Patient says "If I can't go on this vacation...."
- Patient calls Financial Services and starts talking about how bad the nurses were
- Wife threatens to go to the papers about the way her husband was treated by nurses on the orthopedic unit.....

22

Model



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23

The Fear to Safety Venn

- Name the Fear
 - Acknowledge it
 - Validate its existence
- Acknowledge the anger
- Find the common ground/Moment of Truth
- Create space for safety – It's OK to disagree; to be afraid; to be angry
- It's not ok to create danger

24

Potential Probing Questions: Shout Out Exercise

- Patient is non compliant with medication regimen
- Patient requesting more pain killers
- Husband threatens you...“If she doesn’t make it through this....”
- Patient says “If I can’t go on this vacation....”
- Patient calls Financial Services and starts talking about how bad the nurses were
- Wife threatens to go to the papers about the way her husband was treated by nurses on the orthopedic unit.....

25

Give Examples of De-Escalation Strategies

26

Phases of Aggression

- Trigger phase
- Escalation phase
- Crisis phase
- Recovery phase
- Depression phase

Spencer, S, and Johnson, P. De-escalation techniques for managing aggression. Cochrane Online. January 6, 2016. <http://onlinelibrary.wiley.com/doi/10.1002/14651858.CD012034/full>. Accessed: 2/15/18

27

10 Aspects of De-Escalation

- Personal space
- Avoid provocation
- Establish relationship verbally
- Simple – Concise language
- Compassionate recognition of their wants and feelings
- Careful and genuine listening
- Agree or agree to disagree, but agree to something
- Set clear limits –
- Offer choices – Be Optimistic
- De-Brief

Richmond, J, Berlin, J, Fishkind, AB, et al.. Verbal De-escalation of the agitated patient: Consensus Statement of the American Association for Emergency Psychiatry Project BETA De-escalation Workgroup. Western Journal of Emergency Medicine. February, 2012: XIII (1): 17-25.

28

Some Pragmatics

- Do not allow egress to be blocked
- Watch your body language: clenched jaw, fists, aggressive stance – Never hide your hands
- Speech quality: Slow your speech – BREATHE – Act unruffled no matter HOW ruffled you are!
- Don’t swear or say things angrily – Be firm, but gentle
- Keep your space...minimum 3 but 4-6 feet better
- Genuinely acknowledge the importance of their feelings RIGHT now! Never minimize

29

Antoinette Tuff

<http://www.msnbc.com/msnbc/how-school-clerk-talked-down-would-be>

30

What was the Magic? The Strategy?



31

Describe strategies to manage your *own* fear/anger reactions

32

Breaking the Hormone to Reaction Cycle Requires creating a BREAK in the Path and Learning to Use It



33

Evidence Based Personal Practices



Assignment

The 3 Breath Technique



35

Fear Reactions Can be Unlearned



36



37

Apply strategies to learning scenarios

Applying the Strategy: Exercise

- Patient is non compliant with medication regimen and yells at you
- Patient requesting more pain killers – threatens to sue
- Husband threatens you...“If she doesn’t make it through this....I have a gun and I’ll use it!”

39

Practice Scenarios!!!

40

Key Takeaways:

- Physical safety is a priority – Never have the egress blocked for either of you
- Physical safety is a priority – permit emotional behavior, but maintain awareness of potential violence
- Compassion is not smug
- Manage anger by creating space for it, not by tying it down
- Anger is energy – It dissipates in the presence of understanding
- Accept the feeling, but not necessarily the “ask”; Remember what people ask for is a metaphor of what they believe will fill a need
- Fear is universal, our first reaction, and the basis of anger

41

Tell them what you told them...

- The mind-body connection is much stronger than most of us give it credit for being
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42

Summary

A short version of something... the main points in a concise recapitulation, or compendium sums up the meaning in few most significant details of

43

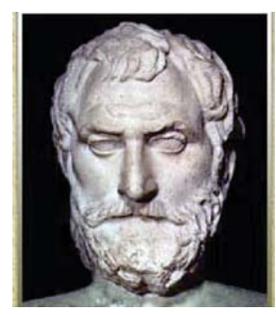
It is easy to be trapped by our reactions...



It's not Personal



45



Epictetus

We have two ears and one mouth so that we can listen twice as much as we speak.

The Old Farmer



What to do?



Don't believe everything you think



Questions?



Thank you!

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