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**TRAINING
INSTITUTE**

PEOPLE INCORPORATED
MENTAL HEALTH SERVICES

TrainingInstitute.org

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Personality Disorders

Bethany Dillon, MA, LPCC, CCTP

Registration & tech help

8:45 – 9:00

Class starts at

9:00

If you have any issues with your connection, please email us at Training@peopleincorporated.org.

Attendance is taken based on your name as it appears in the Participant list. Please make sure that we know your first and last name. (Click on Participant icon, hover over your name, click rename.) If you cannot rename yourself, please use the Chat feature to check in.



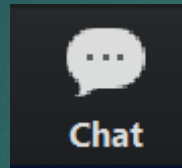
Music is currently playing. If you cannot hear it, you may need to adjust your sound settings.

Thank you for joining us!

Tools for today's class



- Microphones muted
- Unmute to comment, share, participate verbally



- Use the chat feature to ask questions, comment, share, participate

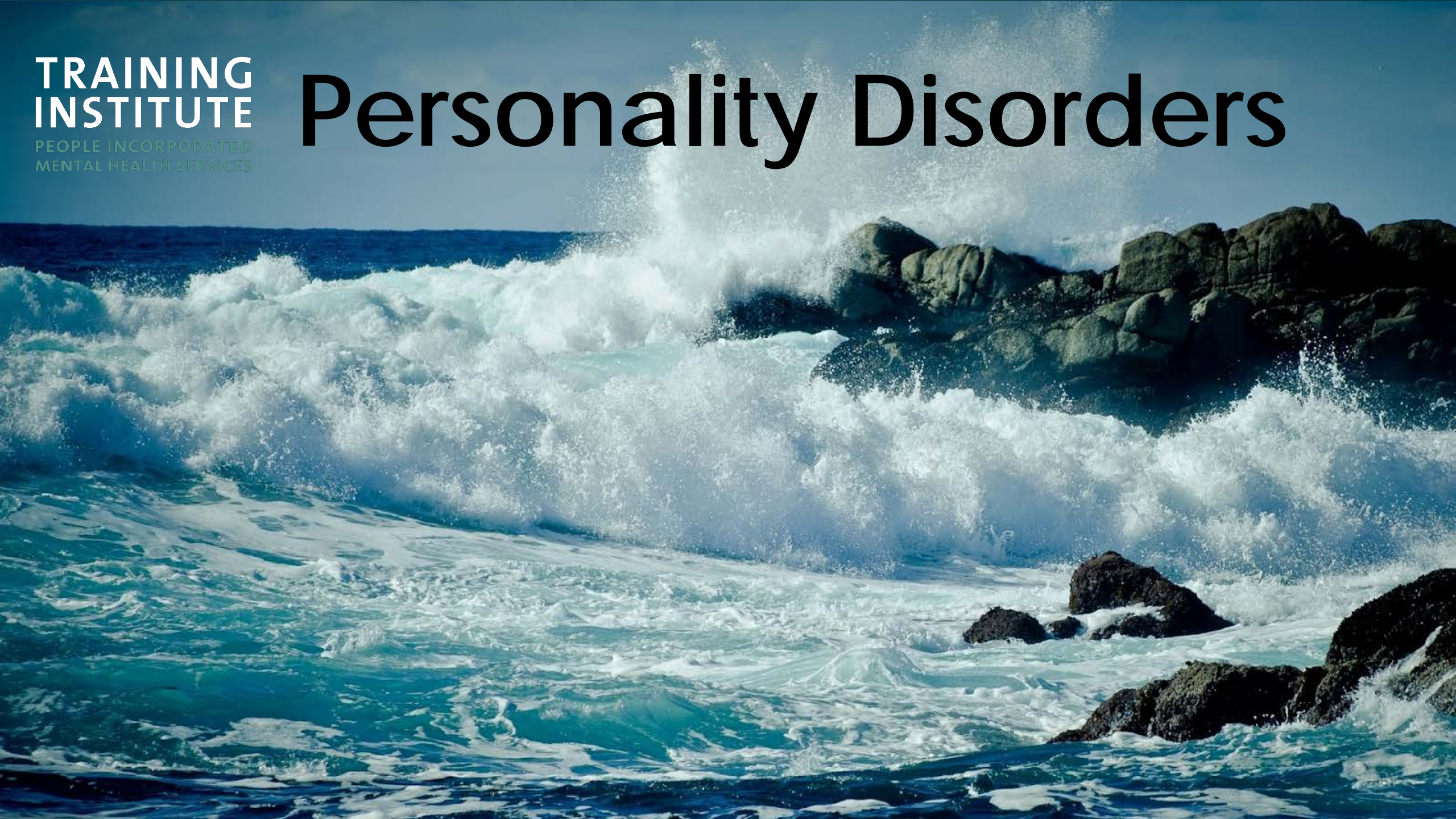


- Practice via writing, use notebook

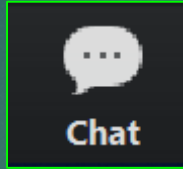
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Personality Disorders



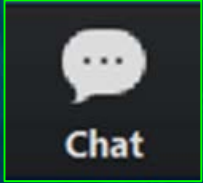
Define: Personality



Define: Personality

- ▶ The “kind of person” we are
 - ▶ Outgoing, anxious, easy-going, funny
- ▶ Our temperament
 - ▶ Moods, sensitivities, adaptability, persistence
- ▶ How we think, perceive, cope, and react to situations and problem solve
 - ▶ React, muddle over, flock
 - ▶ “lens”

Big 5 Personality Traits



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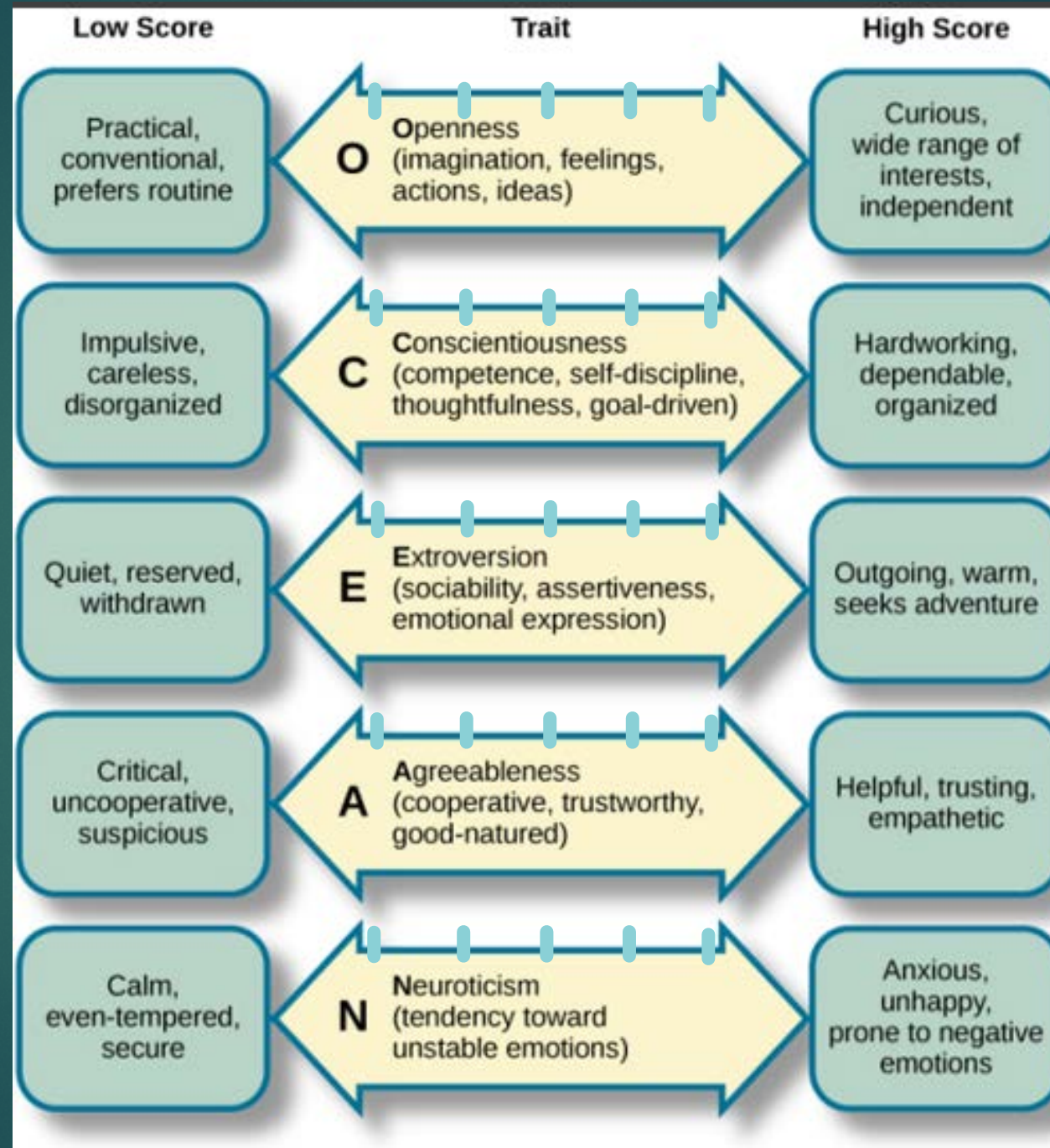
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Big 5 Personality Traits

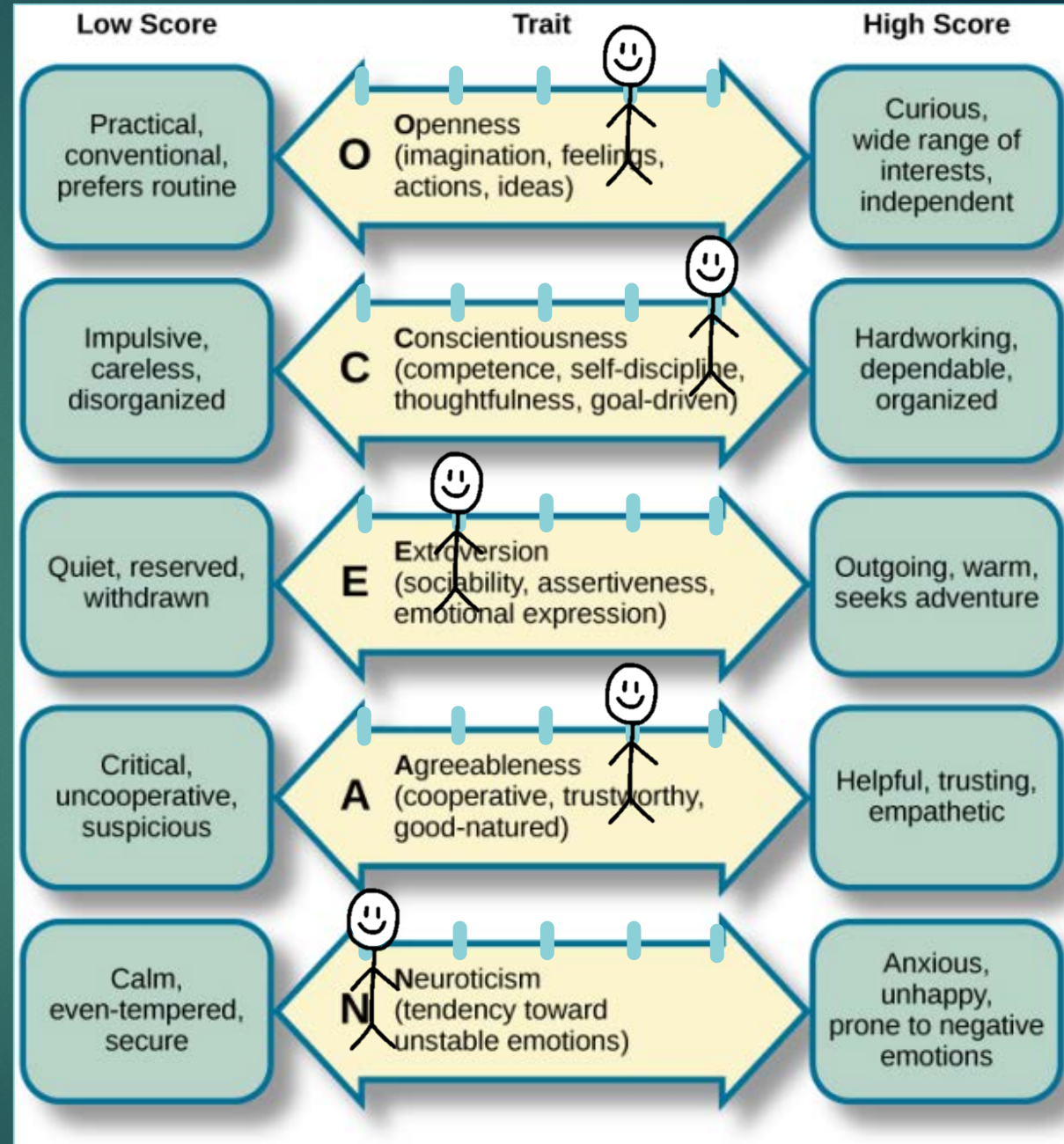
Think of where you fall on each line

Think of where someone close to you (partner, co-worker, friend) falls



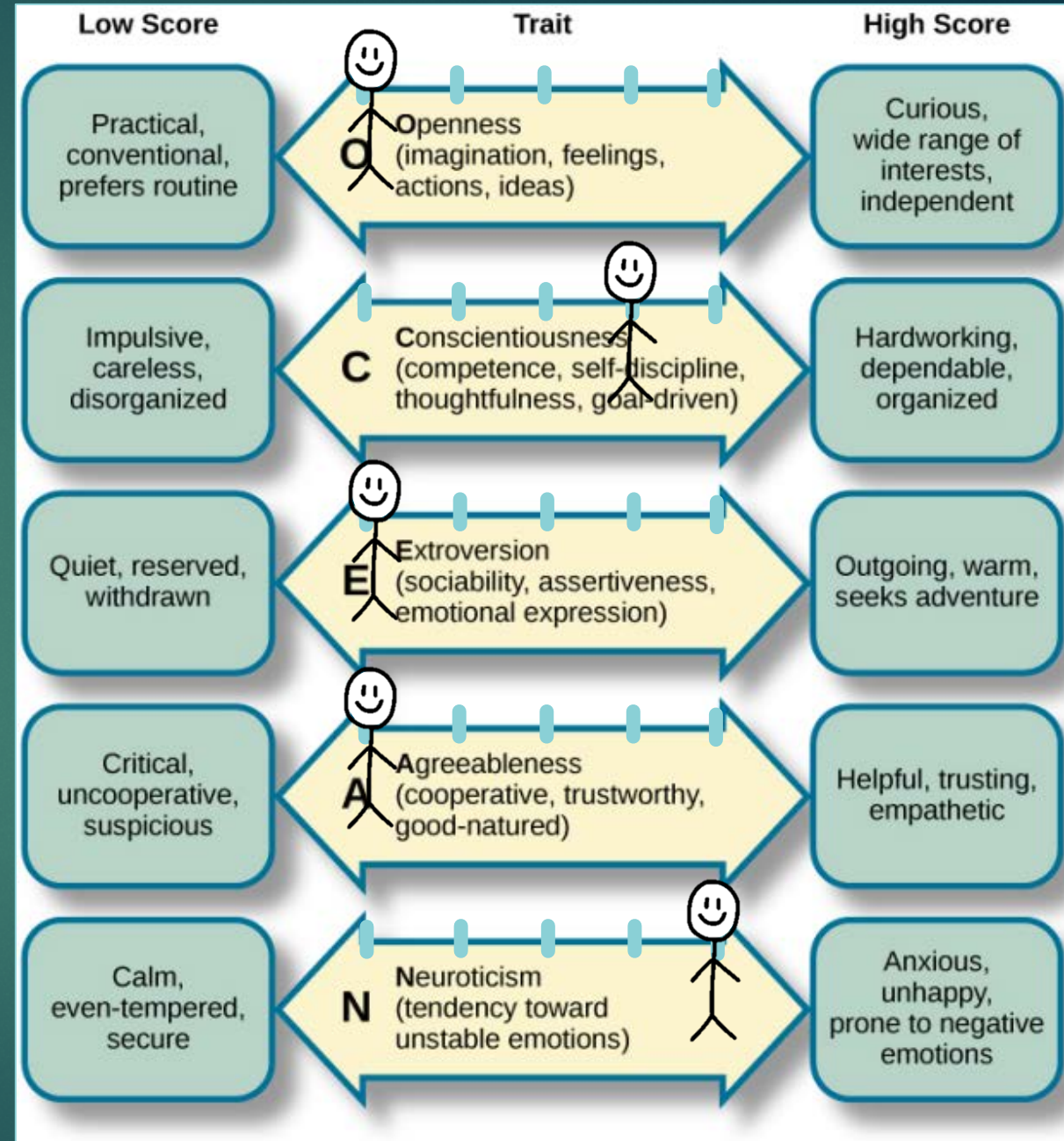
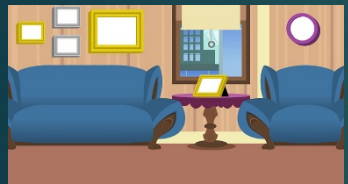
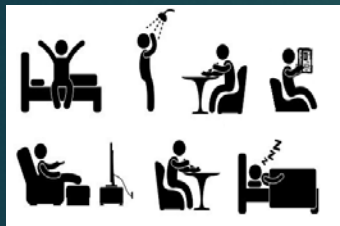
Big 5 profile

She works in finance, typically working 40-50 hours a week. Her even-temper and ability to collaborate well with others makes her a good manager. She rarely takes time off work, besides the one vacation a year where she highly values traveling to places all around the world, most recently returning from Dubai. Although she is a friendly person she does not seek out new friendships as she would rather be home with her partner and two dogs.



Big 5 profile

He is known as a grouchy old man, who argues and disagrees with everyone. Since he retired, every day he goes about the same routine without much interaction with others, with the exception of his wife. Although his negativity gets to her, his wife does appreciate how tidy he keeps the house; everything is in order.



Typical Personality

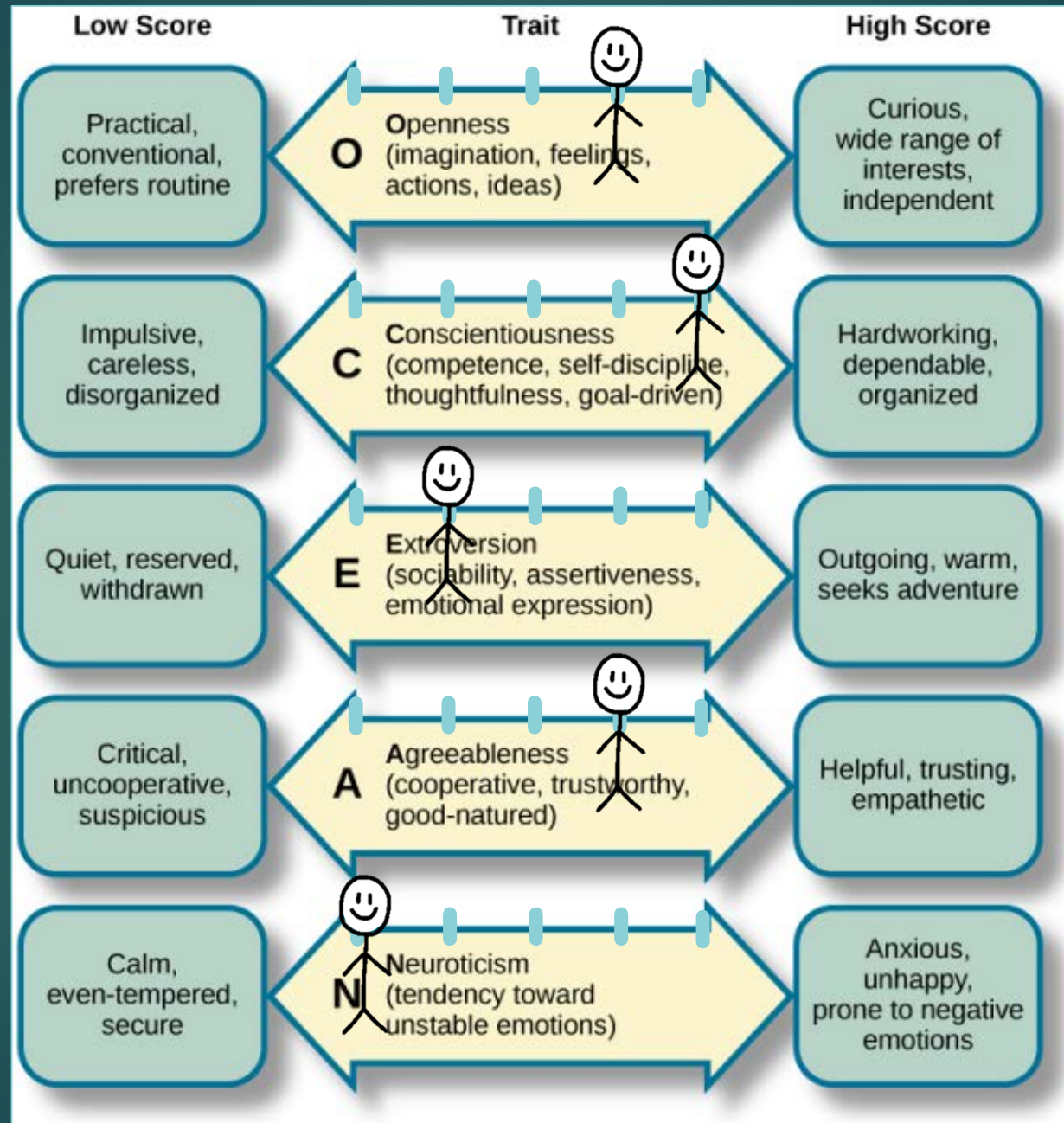
The capacity to function autonomously/ independently
adjust to circumstances, and
behave differently in different environments

(disclaimer: this is a typical western view)



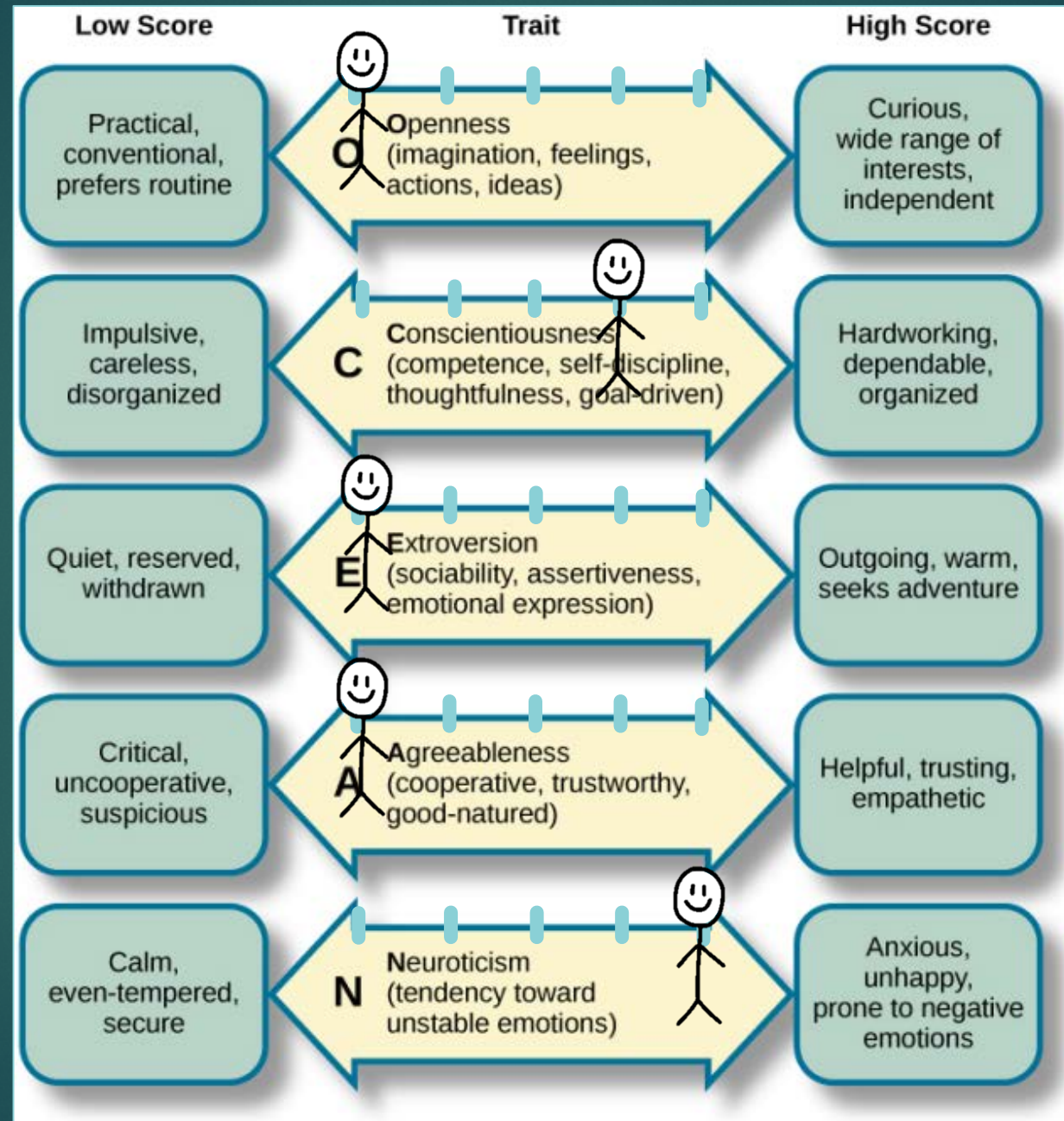
At work

behave differently
in different
environments



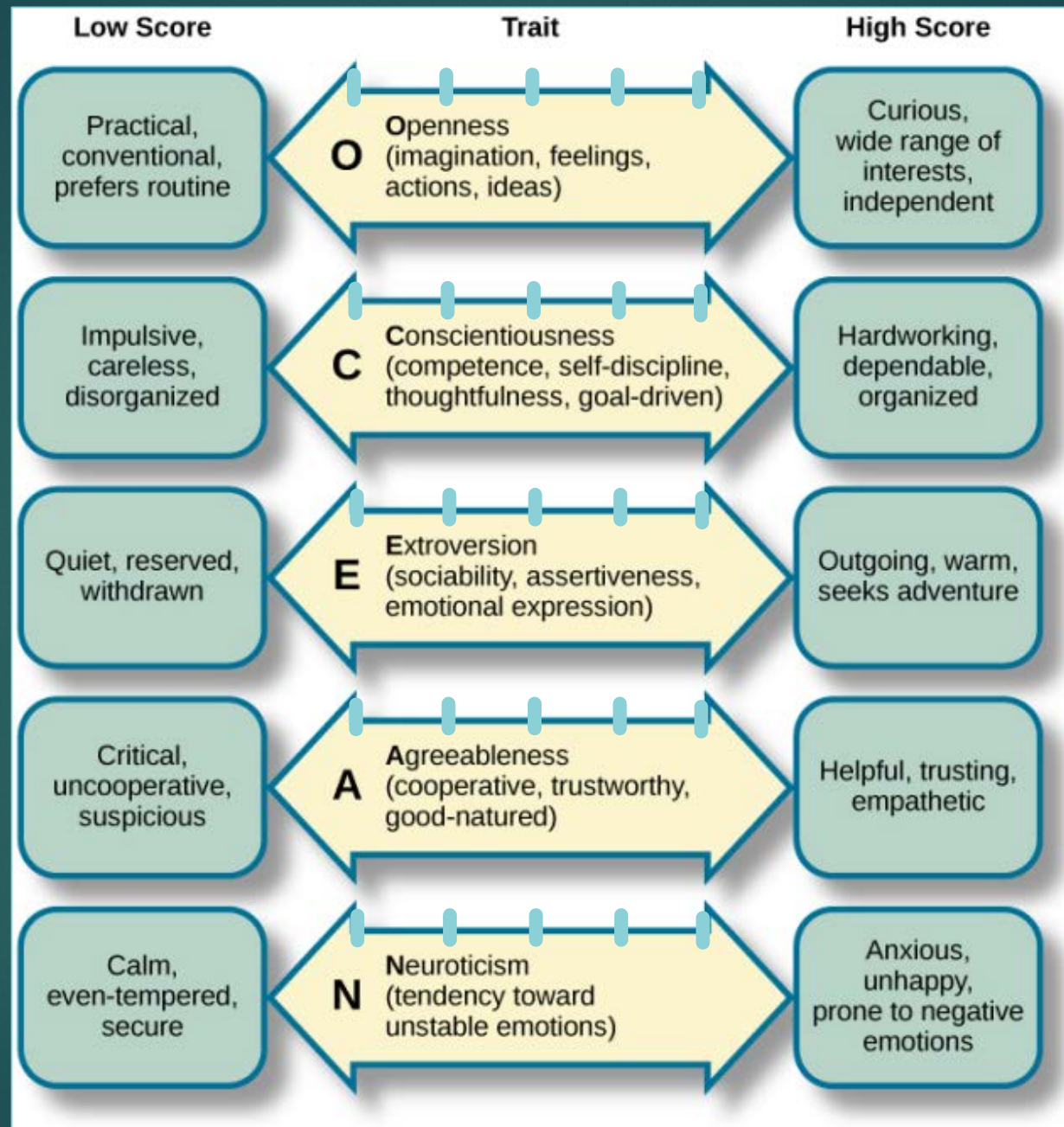


Problem solving with others



Ability to behave differently in different environments; be flexible

Think of work or an environment in which you need to be flexible.
Which trait(s) might need to flex?



Personality Disorder

- An enduring **pattern** of inner experience and behavior that **deviates** markedly from the expectations of the individual's culture
- Is **pervasive and inflexible** and **stable** over time
- leads to distress or impairment.

DSM 5



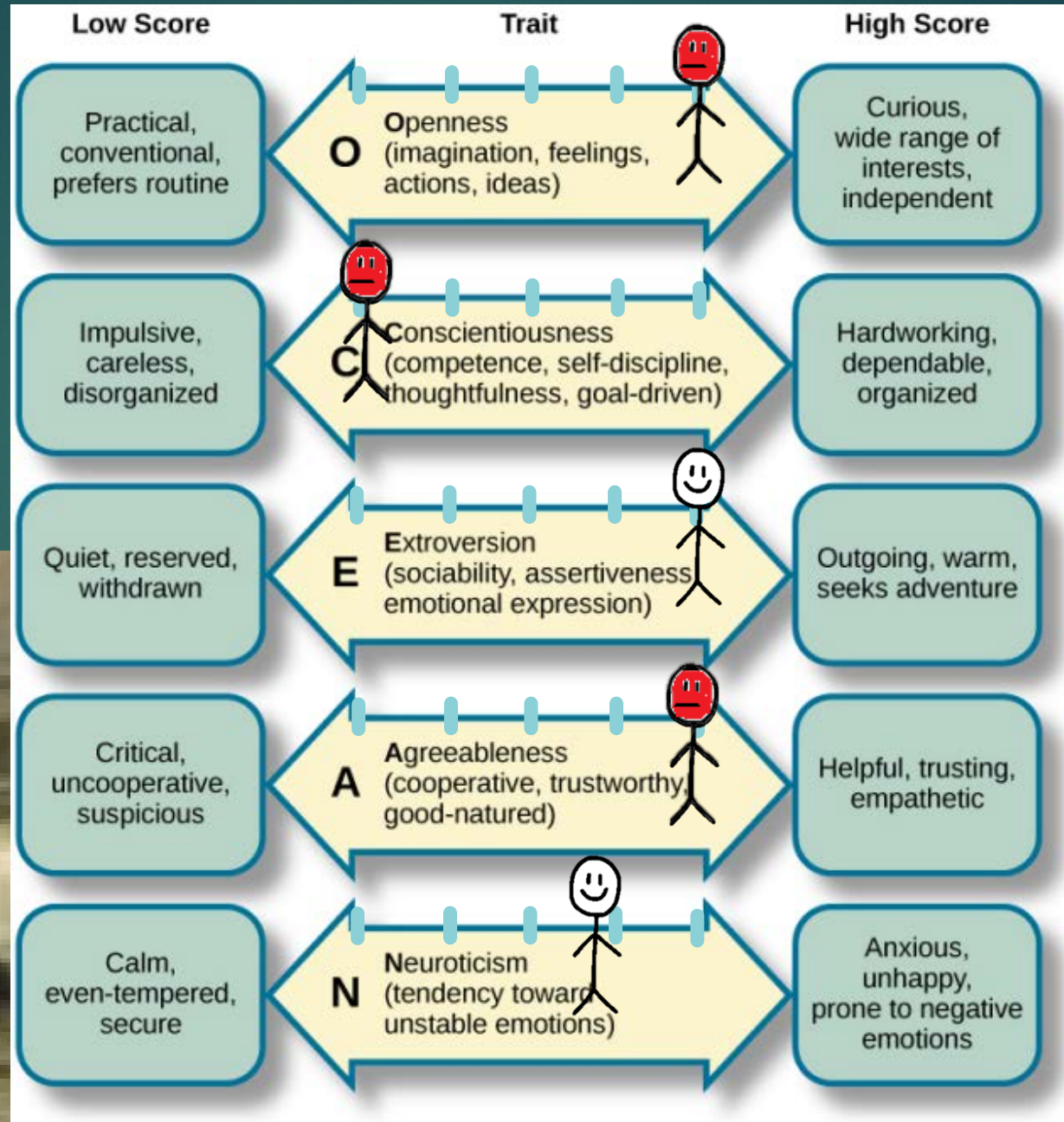
“ all personality disorders can be defined
as extreme configurations of normal
personality traits”

- ▶ Source: O'Donohue, W., Fowler, K. A. & Lilienfeld, S. O. (2007). *Personality disorders: Toward the DSM-V*. Thousand Oaks, CA: SAGE Publications, Inc. doi: 10.4135/9781483328980

Profile

Adventure seeking
Impulsive
Outgoing
Trusting
Little Moody

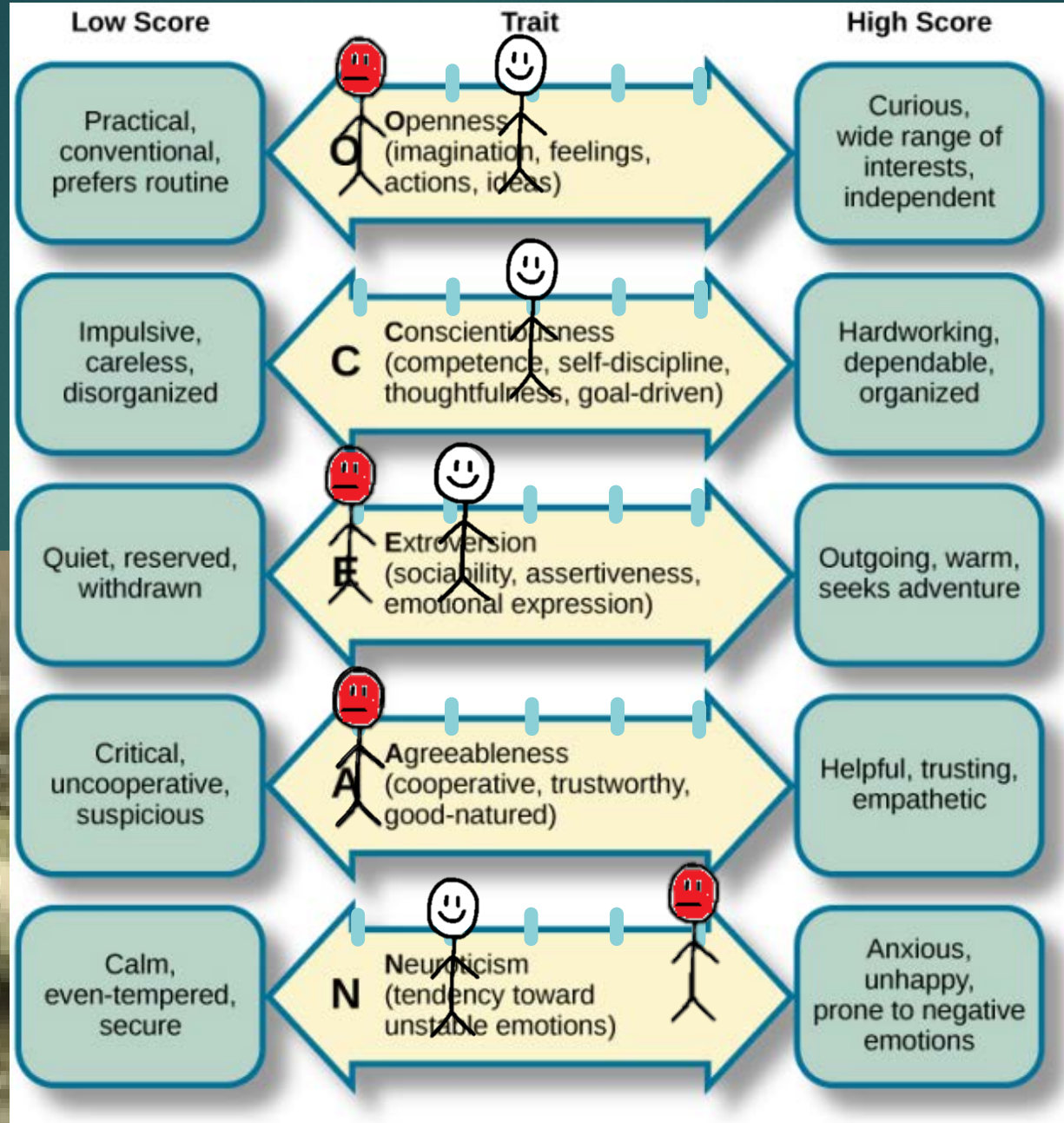
- At social engagement
- At work



Profile

Quiet
Reserved
Uncooperative
Anxious

- At home
- At work
- At social engagements



Ego-dystonic Symptom

vs

Ego-syntonic Characteristic

- ▶ Departure from one's own normal functioning
- ▶ Change in bodily or mental state

- ▶ Features or qualities typical for that person
- ▶ Distinguished traits

Clinical Disorders

- New, Episodic, or Pervasive
- Fluctuates
- Feeling more __, or less __ than usual

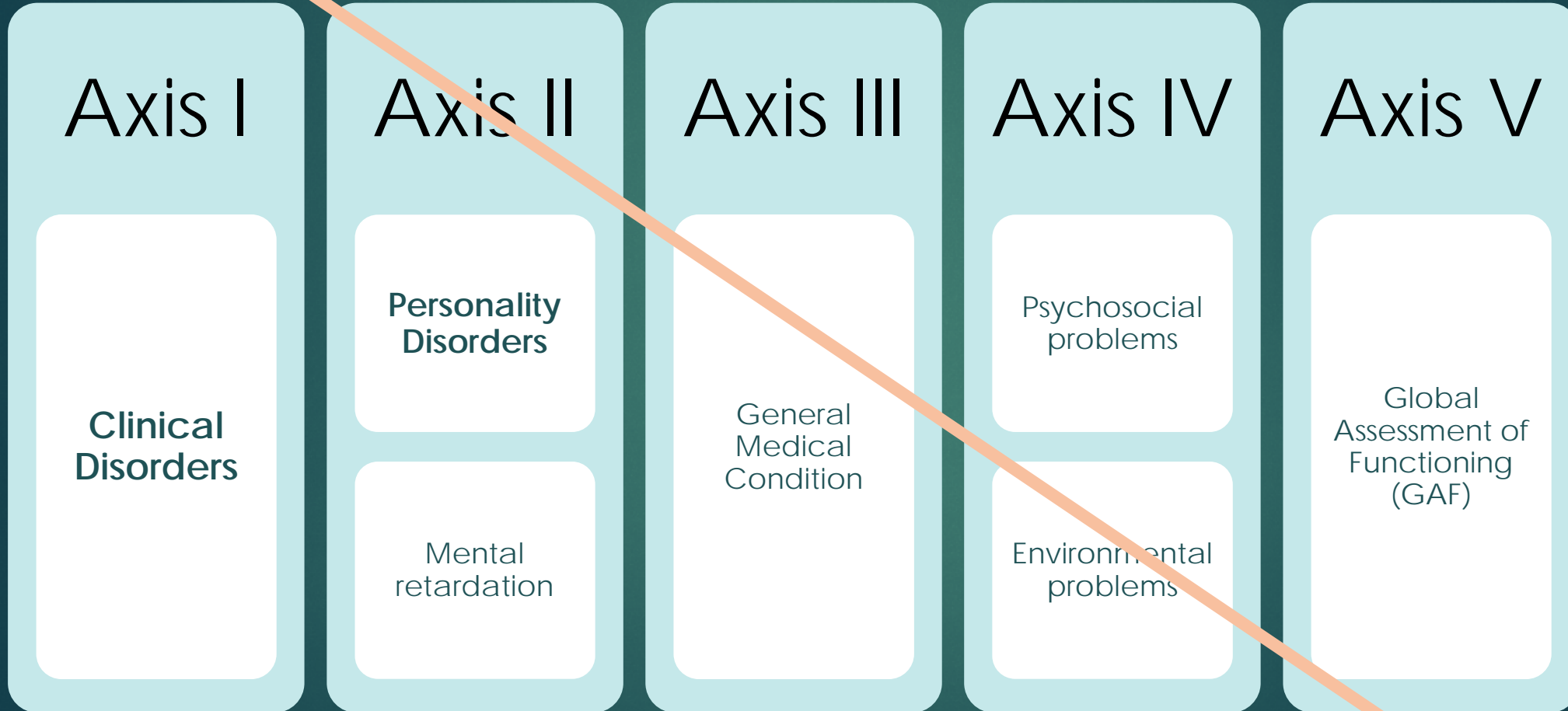
Personality Disorders

- Pattern
- Pervasive
- Stable over time
- Inflexible

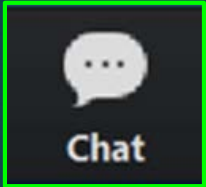
Personality Disorder
Major depressive disorder

Multiaxial Assessment

Eliminated in 2013



Personality Disorders – DSM 5



Cluster A

(odd)

Cluster B

(dramatic)

Cluster C

(anxious)

Personality Disorder Patterns



Gregory W. Lester

- Clinical and research psychologist
- Has presented over 2,000 PD trainings
- Has treated over 1,000 PD cases
- Has completed over 2,500 psychological evaluations



- ▶ Separate window should pop up with a question and options to select an answer
- ▶ 30~40 seconds to answer
- ▶ Share results = most popular answers

- ▶ If the poll does not pop up, feel free to chat in your response



Characteristics/Patterns

Which is the defining pattern of Avoidant Personality Disorder:

Avoidant PD

A. a pattern of social inhibition, feelings of inadequacy, and hypersensitivity to negative evaluation.

Paranoid PD

B. a pattern of submissive and clinging behavior related to an excessive need to be taken care of.

Dependent PD

C. a pattern of distrust and suspiciousness such that others' motives are interpreted as malevolent.

Characteristics/Patterns

• Avoidant Personality Disorder

is a pattern of social inhibition, feelings of inadequacy, and hypersensitivity to negative evaluation.

Fundamental Pattern: Fearful flight from possible wounding

View of the World: Scary

→ View of Themselves: Incompetent and inferior

Identity: Victim. Can sound like “please don’t hurt me, even though I know you will”

View of Others: Dangerous and critical

→ Deals with the World by: Avoidance

Strength: Humility

→ Biggest Deficit: Resilience

Waves: Distancing, Isolating

Characteristics/Patterns

•Dependent Personality Disorder

is a pattern of submissive and clinging behavior related to an excessive need to be taken care of.

- Fundamental Pattern: Help-seeking
- View of the World: Overwhelming
- View of Themselves: Uncertain/confused
- Identity: Victim. Can sound like “you do it because you are better at it than me”, “I can’t do it myself”
- View of Others: Competent
- Deals with the World by: Following instructions
- Strength: Agreeable, Humility
- Biggest Deficit: Independence/ thinking for themselves
- Waves: Being needy

Characteristics/Patterns

•Paranoid Personality Disorder

is a pattern of distrust and suspiciousness such that others' motives are interpreted as malevolent.

Fundamental Pattern: A lone wolf who is angry at the world and ultimately seeks revenge and retaliation

View of the World: Dangerous

View of Themselves: Mistreated

→ Identity: Victim. Can sound like “you can’t trust anyone”, “you can’t do this to me.”

View of Others: Malevolent

Deals with the World by: Secretiveness

→ Strength: Resourceful, awareness, protecting

→ Biggest Deficit: Trust

→ Waves: Retaliating



Characteristics/Patterns

Which is the defining pattern of Schizotypal Personality Disorder:

Borderline PD

A. a pattern of instability in interpersonal relationships, self-image, and affects, and marked impulsivity.

Schizotypal PD

B. a pattern of acute discomfort in close relationships, cognitive or perceptual distortions, and eccentricities of behavior.

Schizoid PD

C. a pattern of detachment from social relationships and a restricted range of emotional expression.

Characteristics/Patterns

•Schizotypal Personality Disorder

is a pattern of acute discomfort in close relationships, cognitive or perceptual distortions, and eccentricities of behavior.

- Fundamental Pattern: Someone who does odd things
View of the World: Fascinating
- View of Themselves: Gifted, insightful, perceptive
Identity: Persecutor. Can sound like “I’m special”, “I understand but others don’t”
View of Others: Ordinary
- Deals with the World by: Eccentric, grandiose ideas or plans
- Strength: Creative
- Biggest Deficit: Conformity
- Waves: Strange Behaviors

Characteristics/Patterns

•Schizoid Personality Disorder

is a pattern of detachment from social relationships and a restricted range of emotional expression.

- Fundamental Pattern: A lone wolf who seems entirely detached from people
- View of the World: Uninteresting
- View of Themselves: Self-sufficient
- Identity: Neither a victim nor a persecutor. Can sound like “I don’t need anyone.”
- View of Others: Impersonal
- Deals with the World by: Solitude
- Strength: Independent
- Biggest Deficit: Attachment
- Waves: Pushing everyone away

Characteristics/Patterns

•Borderline Personality Disorder

is a pattern of instability in interpersonal relationships, self-image, and affects, and marked impulsivity.

- Fundamental Pattern: Love, then hate, then love, then hate
- View of the World: Rejecting and hurtful
- View of Themselves: Vulnerable and worthless
- Identity: Victim. Can sound like "I am mistreated and everyone abandons me"
- View of Others: Angels or devils
- Deals with the World by: Emotional justification
- Strength: Friendly, agreeable
- Biggest Deficit: Consistency
- Waves: Creating, seeking chaos



Characteristics/Patterns

Which is the defining pattern of Narcissistic Personality Disorder:

**Obsessive
Compulsive PD**

A. a pattern of preoccupation with orderliness, perfectionism, and control.

Histrionic PD

B. a pattern of excessive emotionality and attention seeking.

Antisocial PD

C. a pattern of disregard for, and violation of, the rights of others.

•Narcissistic PD

D. a pattern of grandiosity, need for admiration, and lack of empathy.

Characteristics/Patterns

•Obsessive-Compulsive Personality Disorder

is a pattern of preoccupation with orderliness, perfectionism, and control.

- Fundamental Pattern: Demanding and controlling
- View of the World: Contaminated
- View of Themselves: Righteous
- Identity: Persecutor. Can sound like “you’re not doing it right”
- View of Others: Lax
- Deals with the World by: Control
- Strength: Conscientious, organized
- Biggest Deficit: Flexibility
- Waves: Trying to control others/everything

Characteristics/Patterns

•Histrionic Personality Disorder

is a pattern of excessive emotionality and attention seeking.

- Fundamental Pattern: Attention seeking and emotional coerciveness
- View of the World: Impressionistic
- View of Themselves: Fetching, appealing, and deserving
- Identity: Victim. Can sound like "I don't deserve to be treated like this"
- View of Others: Admirers and servants
- Deals with the World by: Performing
- Strength: Self-esteem, extroversion
- Biggest Deficit: Shame, discretion
- Waves: Emotional blackmail

Characteristics/Patterns

•Antisocial Personality Disorder

is a pattern of disregard for, and violation of, the rights of others.

Fundamental Pattern: Pervasive agreement violations

- View of the World: Dog-eat-dog
- View of Themselves: Superior
- Identity: Persecutor. Can sound like "I can get away with anything I want"
- View of Others: Suckers
- Deals with the World by: Exploitive opportunism
- Strength: Independent, charming, gets needs met
- Biggest Deficit: Honor and integrity
- Waves: Exploitive, violating, superiority

Disorderly Characteristics/Patterns

•Narcissistic Personality Disorder

is a pattern of grandiosity, need for admiration, and lack of empathy.

Fundamental Pattern: Arrogant and demeaning contempt

→ View of the World: Exists solely to serve them

→ View of Themselves: Special, exempt, and entitled

Identity: Persecutor. Can sound like “I’m everything, you’re nothing”

→ View of Others: Inferior underlings

Deals with the World by: Image-management and rage

Strength: Self-esteem, independent

Biggest Deficit: Equality

→ Waves: Hurtful to others

Personality Disorders – Questions?

Cluster A

(odd)

Paranoid

Schizoid

Schizotypal

Cluster B

(dramatic)

Antisocial

Borderline

Histrionic

Narcissistic

Cluster C

(anxious)

Avoidant

Dependent

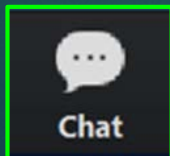
Obsessive
Compulsive

Communicating ineffectiveness of the Patterns



Scenario 1

- ▶ Brian is experiencing homelessness after the ending of a 6-year-long abusive relationship with his ex-partner.
- ▶ The day after you first met Brian, he called you sounding as though he was in crisis. You go to meet with him again. As soon as you arrived Brian calmed down.
- ▶ He told you more about his relationship with his ex-partner, who was his whole world. Brian adored him and would have done anything for him. Brian understands that his ex-partner was abusive, but says he stayed with him because he could see the good in him and his partner provided for him, took care of him, and made all the decisions.
- ▶ Brian cried telling you the last thing his ex-partner shouted at him, "I just can't breathe with you always around me, you're so clingy, you have got to get your own life!"
- ▶ Brian has been very lonely the past two months since the break-up, no longer having anyone to talk to all day.
- ▶ Brian called you two other times that day after your meeting had concluded. He called you repeatedly the next day and again the next.
- ▶ A month goes by and now Brian seems to be in very high spirits. He has met someone at the shelter he's been staying at and is excited about the budding relationship. Brian said he wouldn't care if he had to stay here at the shelter forever as long as they were together.

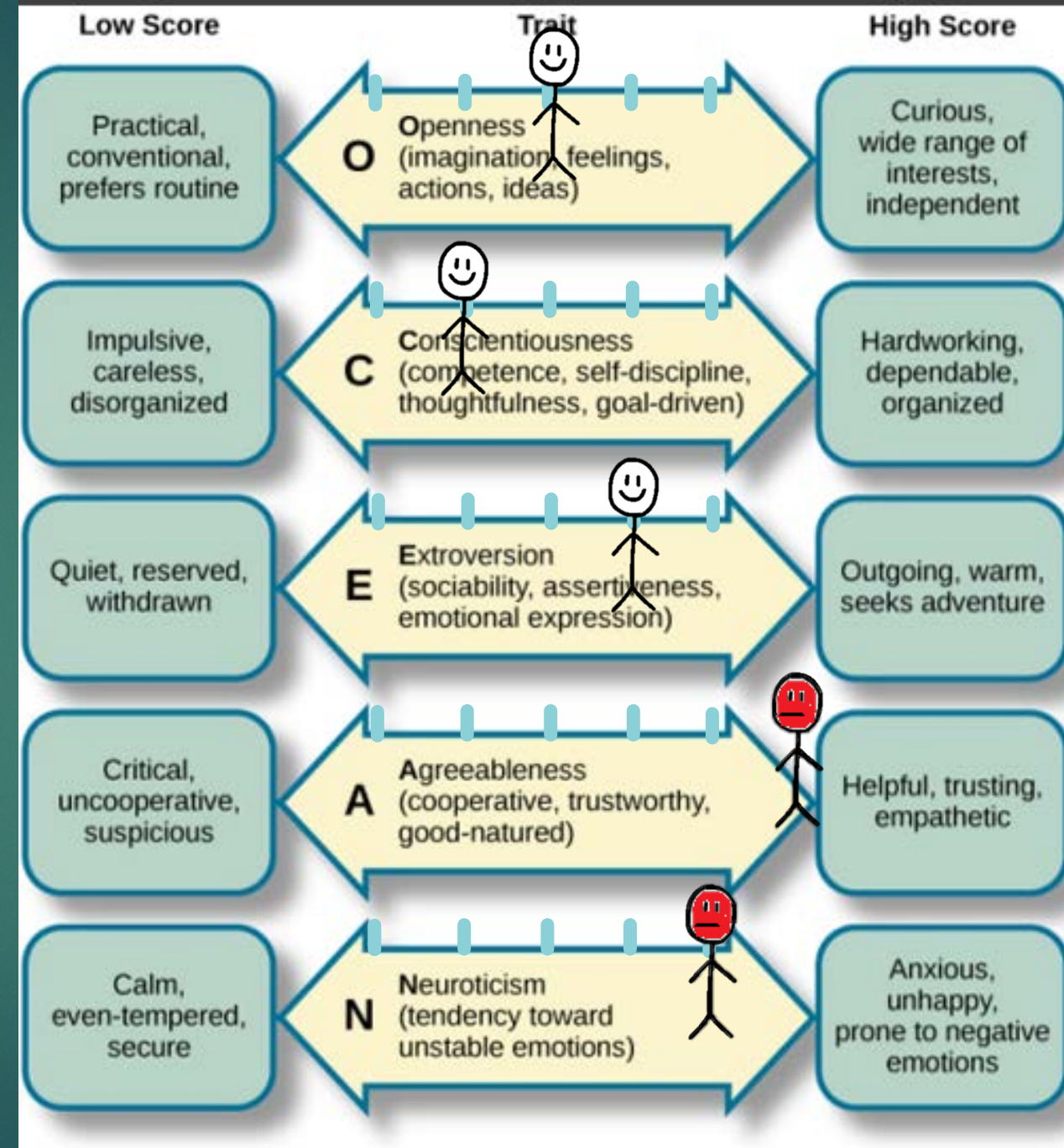


What patterns do you notice that don't work well for Brian or other's around him?

Brian's OCEAN Profile

Brian's personality often molds to that of the people he is closest to. He has a hard time making decisions for himself, but is open to new experiences or ideas, being easily influenced by others. He is friendly and can make friends quickly, partially due to his agreeableness. Brian is chronically anxious and highly emotional. When he does not have a partner he is particularly emotionally unstable.

Think of where Brian falls on each line



Go tell Brian that his personality isn't working for him

(no words are coming out of my mouth)



Ummm



I'd rather not.



No thanks



Let's do this



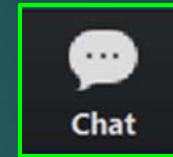
Before the convo:

- ▶ Why is this pattern beneficial to Brian?

- ▶ What does he gain?

- ▶ Why would Brian continue to use this pattern?

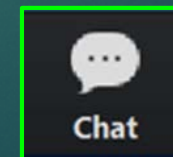
- Having other's to rely on could ease anxiety
 - It's easier for other people to do things for you
 - Relationships bring him a sense of worth.
 - Being lonely isn't fun for him



- ▶ How is this pattern disorderly/ destructive/ causes distress?

- ▶ How does it harm Brian or prevent him from being successful?

- Lack of independence/autonomy
 - Can't control others
 - Being alone is unavoidable sometimes



Communicating about Disorderly Patterns

SET Communication

- ▶ S = Support *I care*
- ▶ E = Empathy *I hear, see, understand you*
- ▶ T = Truth *What's not working*



Empathy : Reflections

A reflection is a guess as to what the other person thinking, feeling, wanting or needing.

A reflection is a statement to let the person know you understand or are trying to understand them.

Offer a reflection before addressing anything else (answering a question, defending yourself, explaining the rules).

Reflections strengthen the alliance

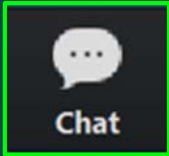
Reflections can include the benefit of the pattern

It sounds like...

It seems like...

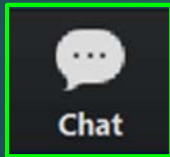
Reflection Practice

Make guess as to what the green bird is thinking, feeling, wanting, needing.



Reflection Practice

Brian: *No, I have not started the housing application. It's so long. It's going to take forever. Will you do it with me?*



Make guess as to what Brian is thinking, feeling, wanting, needing.

It sounds like...

- You are feeling overwhelmed by the application
- It's a daunting task that is hard to start
- This isn't a high priority for you right now

Reflection Practice

Brian: *No, I have not started the housing application. It's so long. It's going to take forever. Will you do it with me?*

It sounds like you are feeling overwhelmed. it's a daunting task that is hard to start.

Benefit → It would be easier to have someone to do it with or do it for you, huh.

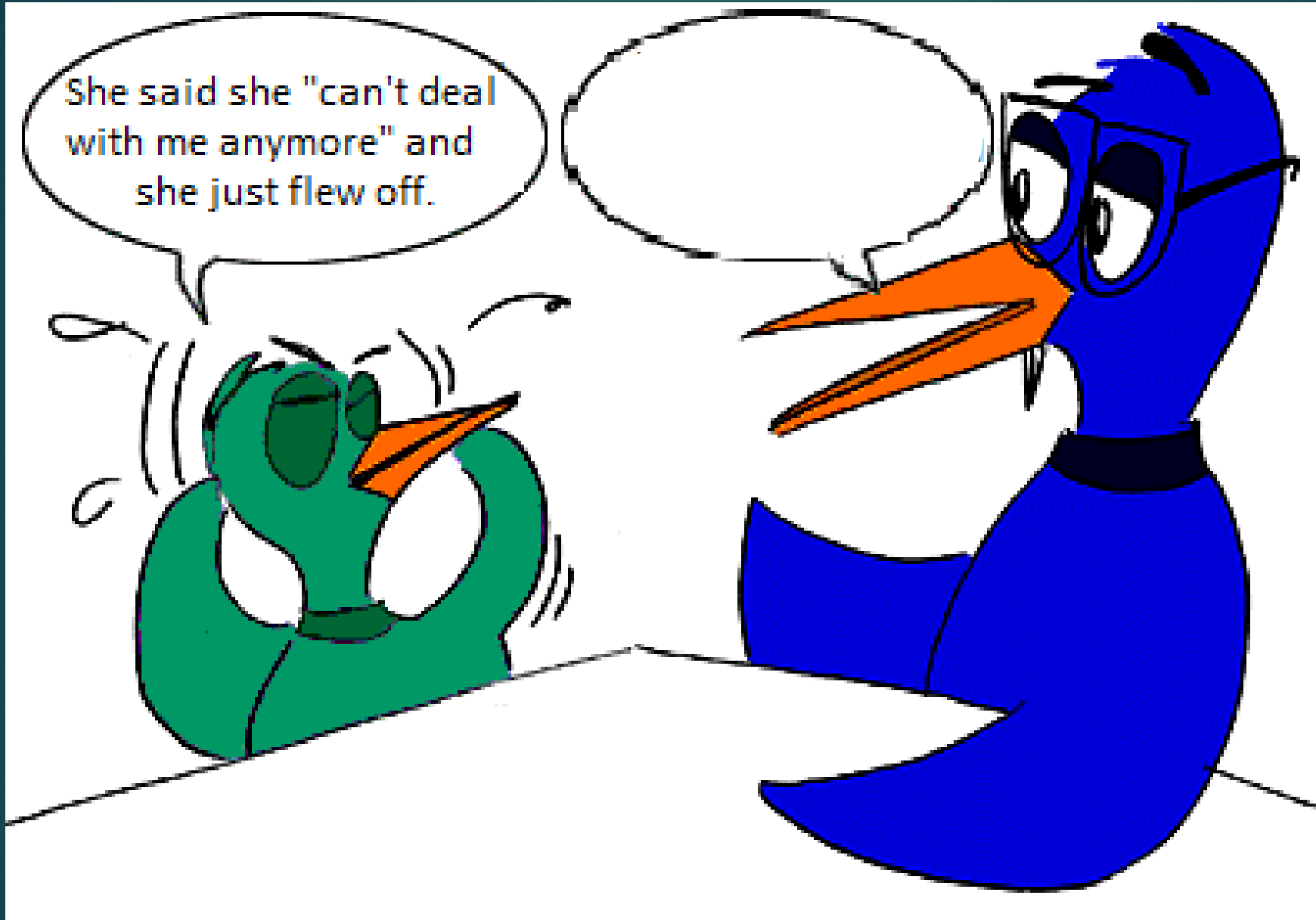
The TRUTH

- ▶ Making connections, non-judgmentally, as an attempt to point out patterns to the other person.

The TRUTH: Making Connections and Pointing out the Pattern

- ▶ What the person is urged to do in certain situations or emotions.
- ▶ What other people are compelled to do in response.

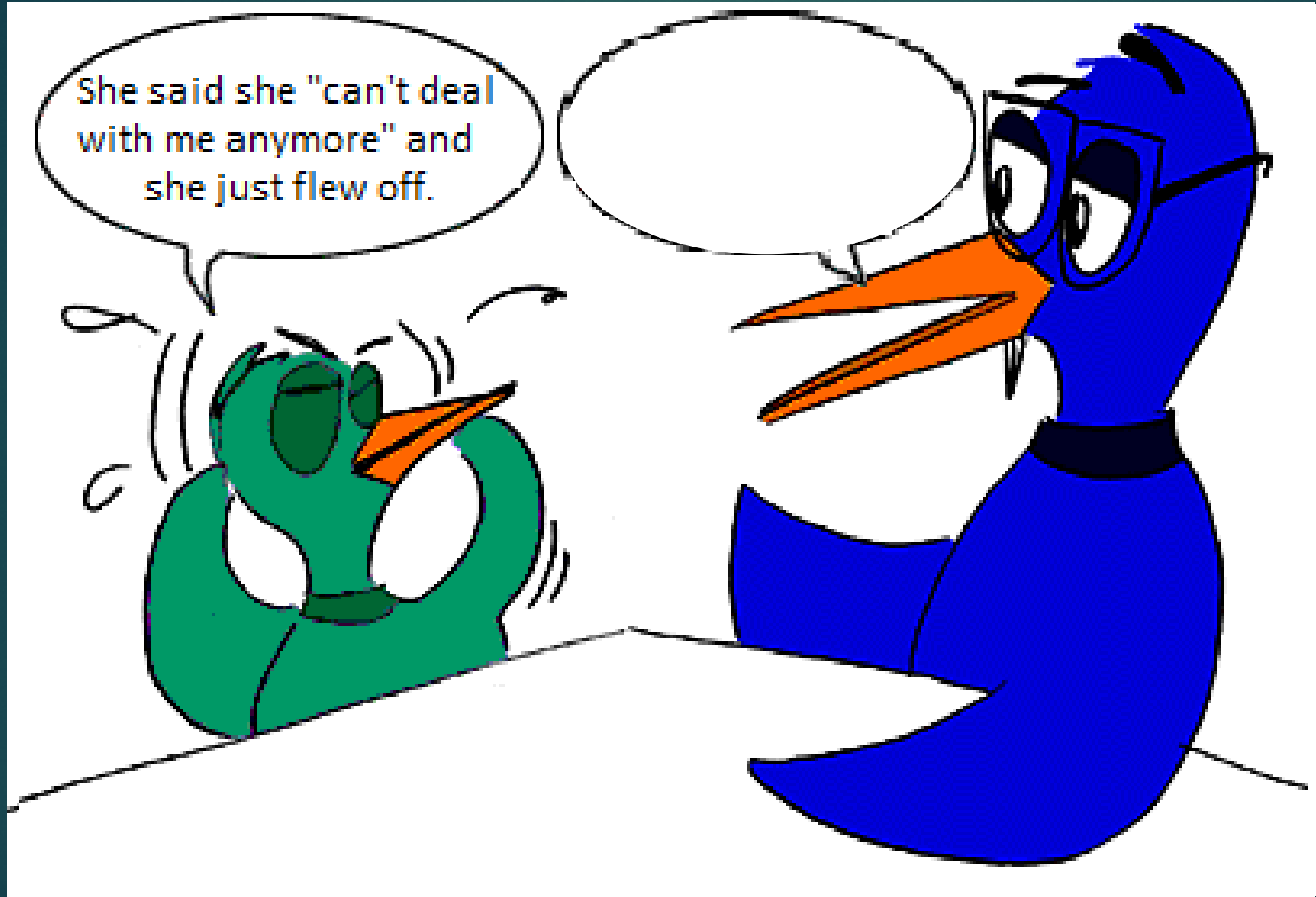
What the green bird is urged to do in certain situations or with that emotion.



The TRUTH: Making Connections and Pointing out the Pattern

- ▶ What the person is urged to do in certain situations or emotions.
- ▶ What other people are compelled to do in response.

What other people are compelled to do in response to the green bird .



Truth Practice

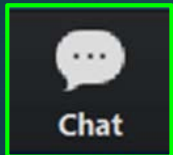
Brian: *No, I have not started the housing application. It's so long. It's going to take forever. Will you do it with me?*

Empathy: reflect, validate the benefit:

"It sounds like you are feeling overwhelmed. It's a daunting task that is hard to start. It would be easier to have someone to do it with or do it for you, huh."

Truth:

Add a truth statement.



- What Brian is urged to do in certain situations or emotions?
- What other people are compelled to do in response to Brian?

Truth Practice

Brian: *No, I have not started the housing application. It's so long. It's going to take forever. Will you do it with me?*

Empathy: reflect, validate the benefit:

"It sounds like you are feeling overwhelmed. it's a daunting task that is hard to start. It would be easier to have someone to do it with or do it for you, huh."

Truth:

I've noticed when it feels like a big task you feel like you can't do it alone.

Communication Practice

Brian: *You didn't answer my call earlier, is everything okay? Are you just ignoring me? Why didn't you answer?! You don't want me on your case load anymore?!*

Empathy: Reflection and validate benefit:

Make guess as to what Brian is thinking, feeling, wanting, needing.

Truth:

- What is Brian urged to do in certain situations or emotions?
- What other people are compelled to do in response to Brian?



Chat

Communication Practice

Brian: You didn't answer my call earlier, is everything okay? Are you just ignoring me? Why didn't you answer?! You don't want me on your case load anymore?!

E: When I didn't answer my phone it scared you. It seems like it's more comforting for you to be able to reach me anytime you need.

T: To be honest, you didn't really give me a chance reply before you assumed I was ignoring you or was going to drop you from my case load. Seems as though when you are feeling uneasy, you assume the worst. ...There will be times I am unavailable...

Communication Practice

Brian: You didn't answer my call earlier, is everything okay? Are you just ignoring me? Why didn't you answer?! You don't want me on your case load anymore?!

E: When I didn't answer my phone it scared you. It seems like it's more comforting for you to be able to reach me anytime you need.

T: To be honest, when I see 12 missed calls, it overwhelmed me. It kind of made me a little resistant to call back. I think it felt like my time with my other client was not being respected.

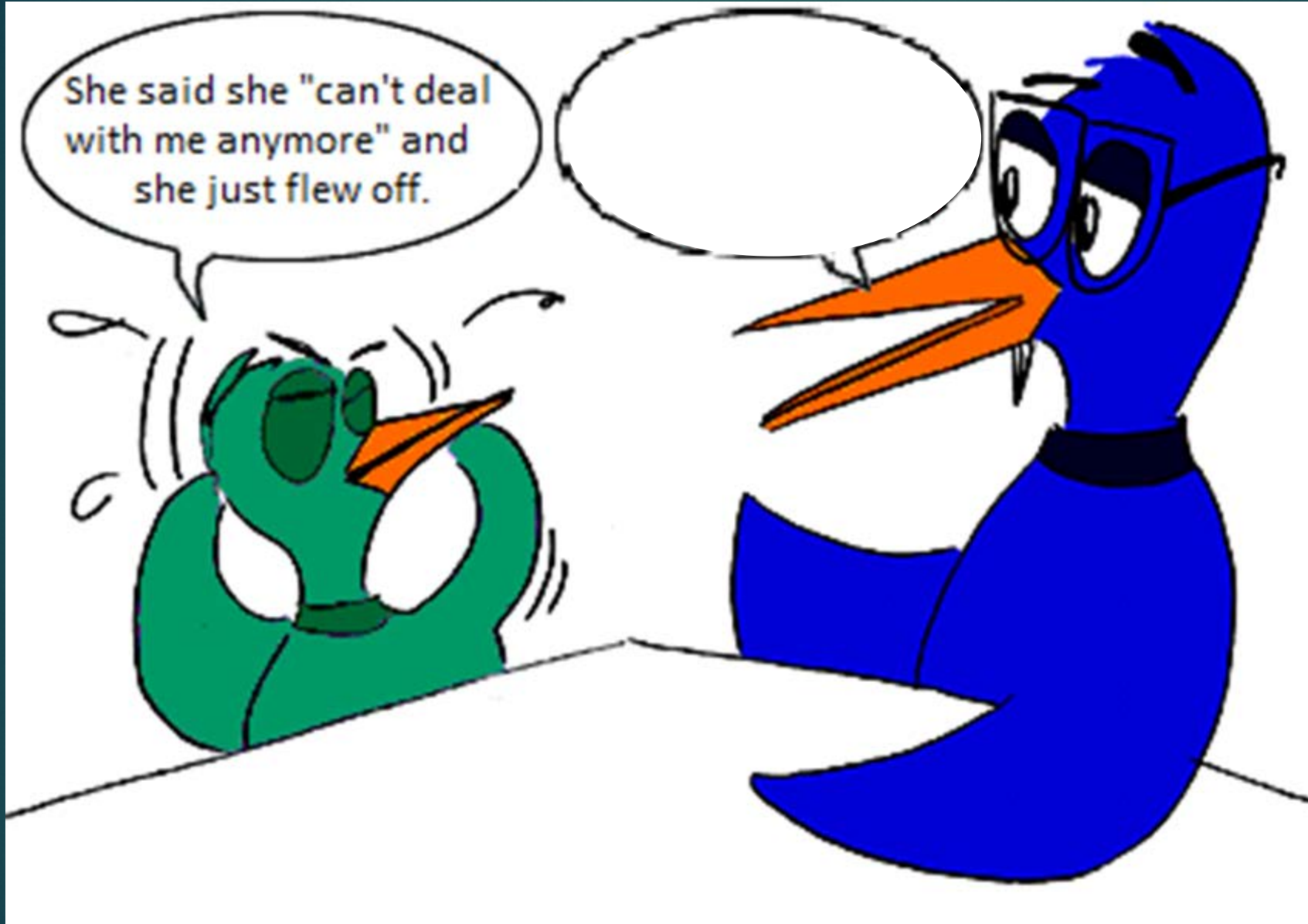
More truth conversation opinions

- ▶ What the person is urged to do in certain situations or emotions.
- ▶ What other people are compelled to do in response.

Additives:

- ▶ Exploring responsibility (What/who is actually causing distress or impairments)
- ▶ Exploring questions (the opposite thought or feeling, other person's point of view).

Responsibility (What/who is actually causing distress or impairments)



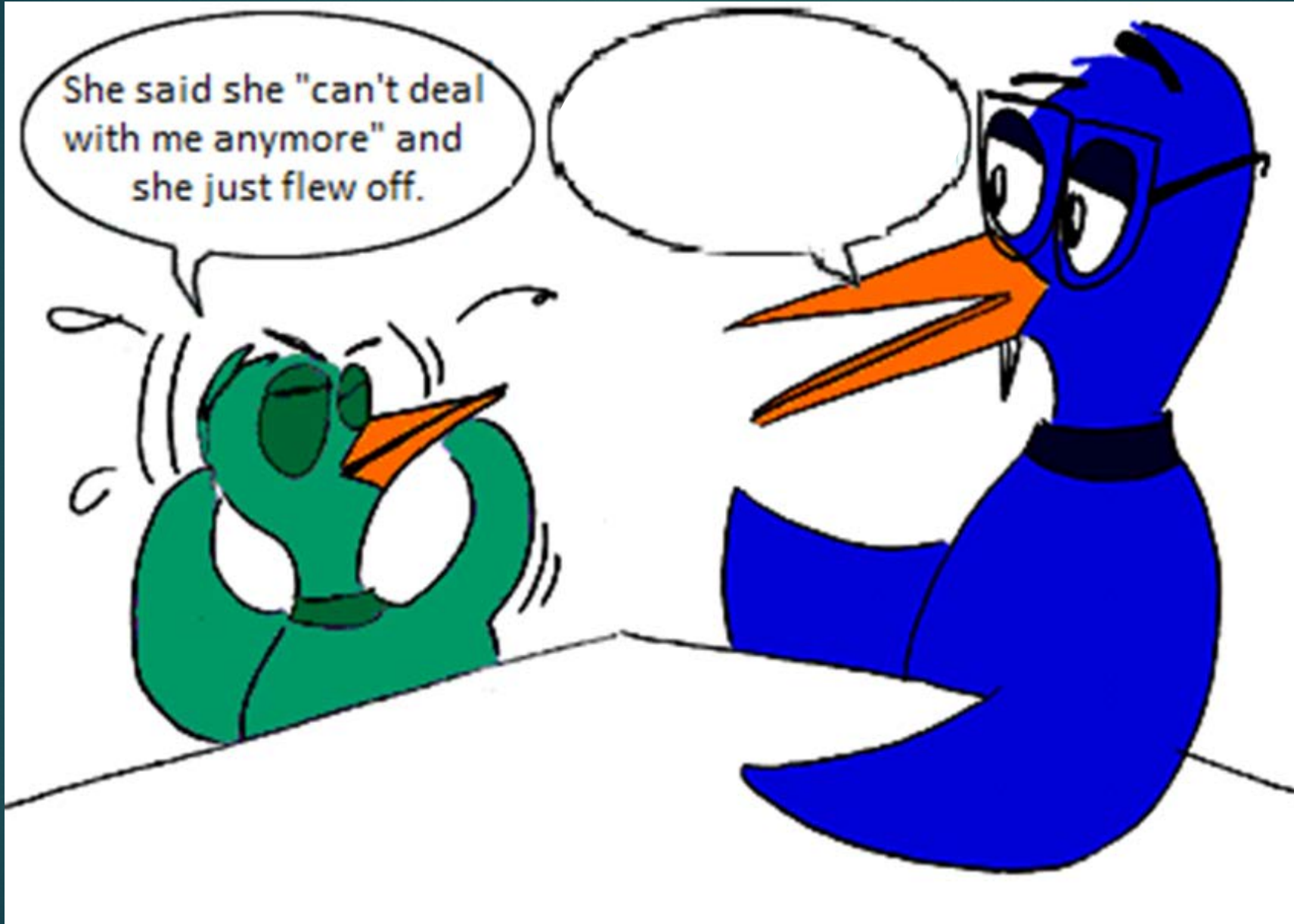
More truth conversation opinions

- ▶ What the person is urged to do in certain situations or emotions.
- ▶ What other people are compelled to do in response.

Additives:

- ▶ Exploring responsibility (What/who is actually causing distress or impairments)
- ▶ Exploring questions (the opposite thought or feeling, other person's point of view).

Exploratory Questions



Communication Practice

Brian: If I get an apartment, do you think I will still qualify for services? I've never lived alone before. My ex paid all the bills, cooked, did the maintenance work. It just seems like so much to do on my own. You'll still come over and help me right?

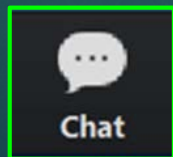
E: You're nervous about what to expect and if you can handle it on your own. It is nice to have someone to do all those things for you.

T: Even just thinking about doing things on your own feels overwhelming. What doubts in your capabilities do you have? / Do you think you need someone to do those things?

More distressing patterns and communication practice

Scenario 2

- ▶ You are reviewing Chris's chart before you meet for the first time.
- ▶ Chris was in therapy 10 years ago at the outpatient clinic. At that time Chris had been referred by family and the school counselor at the alternative learning high school Chris attended. Chris had been expelled from the mainstream public school and had spent some time in a juvenile correctional setting.
- ▶ Now Chris has been ordered to substance use treatment for a repeated offense of driving while intoxicated or Chris will face jail time.
- ▶ The first time you meet Chris 1 on 1, you ask what brings her to your program and she responds with a smile, "food is better here than in prison, so I hear."
- ▶ By the end of your time together you suspect that Chris does not truly believe that she has a drinking problem and she feels no remorse for the individuals she injured in the car accident she caused while driving intoxicated.
- ▶ Although she says she is committed to getting sober, you feel she is just going to go through the motions to get out of legal trouble.

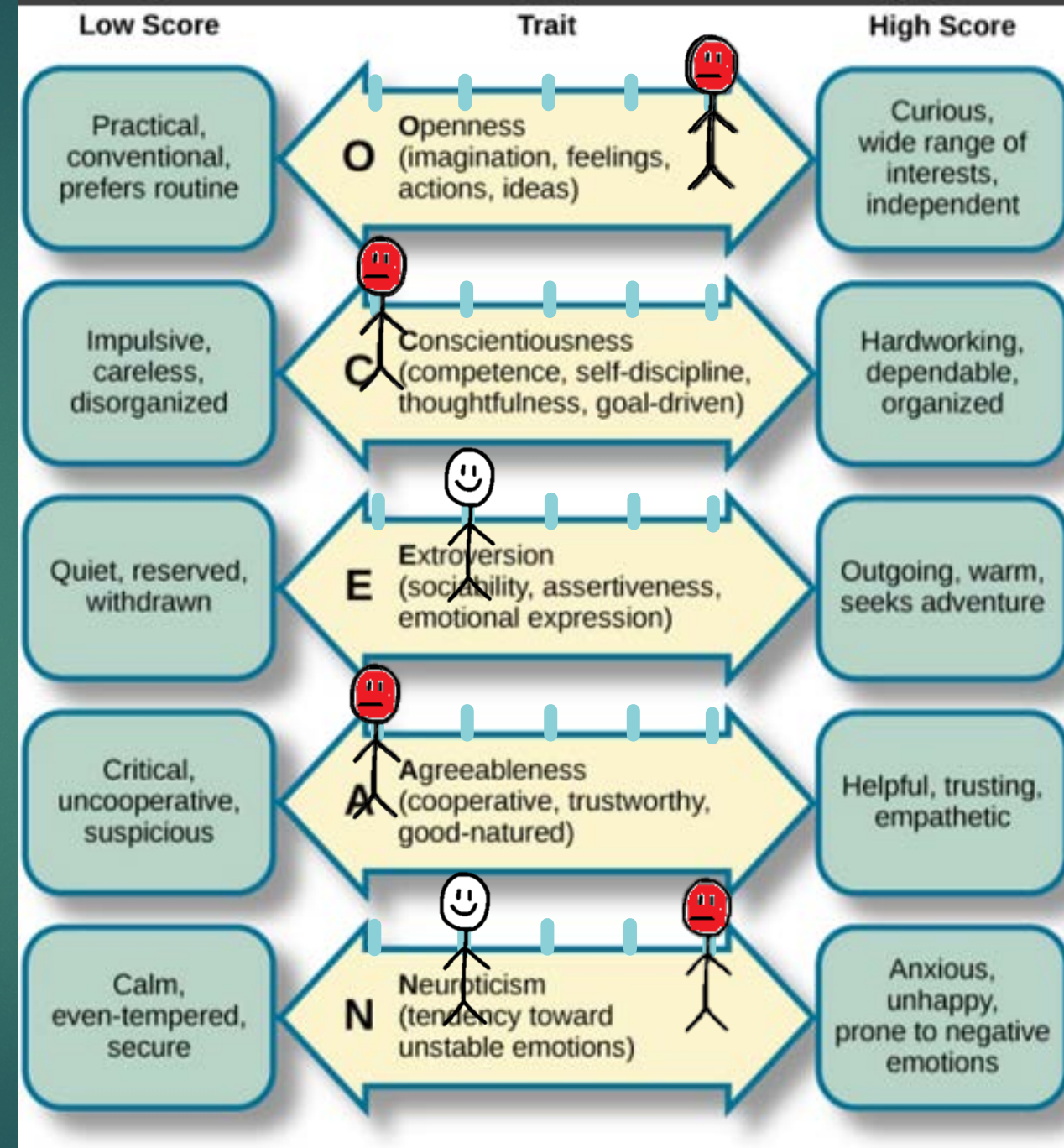


Disorderly patterns (patterns that don't work for Chris or other's around her)

Chris's OCEAN Profile

Chris has a tendency towards risky behaviors that has gotten her in legal, financial and familial trouble. Chris tends to act on impulse and is often negligent in completing responsibilities. Although Chris seems to thrive in social environments where she is seen as a leader, Chris does not seem to maintain friendships. Chris is able to please and support others when there is something in it for her and therefore can fluctuate in agreeableness with ease. She would certainly assert herself in an aggressive manner when she feels threatened in any way. Chris tends to be unemotional most of the time, but can be easy to anger.

Think of where Chris falls on each line



Situation with Chris

- ▶ Chris has a meeting outside the program with her parole officer. Chris returns to the program 7 hours later, lightly intoxicated.
- ▶ You meet with her to discuss where she was and to decide the next course of action.
- ▶ Chris was unapologetic for breaking program policy and for lying about the intentions of her outing.
- ▶ There is talk about discharging Chris, to which Chris shouts “Fine! Go ahead! I don’t need to be here! I don’t even want to be here. I didn’t ask for your help! I don’t need help from anyone!”

Before the convo about destructive patterns:

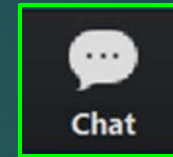
- ▶ Why is this pattern beneficial to Chris?

- ▶ What does she gain?

- ▶ Why would Chris continue to use this pattern?

- Doesn't rely on anyone else

- Can do whatever she wants to, she's in control, despite consequences



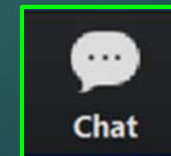
- ▶ How is this pattern disorderly/ destructive/ causes distress?

- ▶ How does it harm Chris or prevent her from being successful?

- Legal, financial, and familial trouble

- Lack of sense of belonging?

- Not addressing psychological pain?



Chris: *Call me a liar all you want, I really did have a meeting with my parole officer... I just didn't go to it.*

Empathy: Reflection and validate benefit:

Make guess as to what Chris is thinking, feeling, wanting, needing.

Truth:

- What Chris is urged to do in certain situations or emotions?
- What other people are compelled to do in response to Chris?
- Explore responsibility
- Ask a question (opposite point of view)



Chat

Communication Practice

Chris: Call me a liar all you want, I really did have a meeting with my parole officer... I just didn't go to it.

E: It doesn't feel fair to be called a liar when there was really a meeting. You were needing an opportunity to get out of here.

T: The policies here do not seem important to you and breaking them isn't a big deal. What do you suggest the staff do in response to someone leaving the program and coming back intoxicated?

Another situation with Chris

As you are setting up for a group session you overhear that a quiet, passive housemate has switched rooms with Chris, even though that has been her room for two months now.

You ask the woman why she has given up her room to Chris and the woman answers that Chris is just so nice and said she needed that room because it is the biggest one on the first and she is claustrophobic and would have panic attacks in the small bedroom on the 3rd floor.

- ▶ Pattern?
- ▶ Benefit?
- ▶ Disorderly/Destruction/Distress?

Chris: *I didn't force her, that hag gave the big room up to me. It was like taking candy from a baby.*

Empathy: Reflection and validate benefit:

Make guess as to what Chris is thinking, feeling, wanting, needing.

Truth:

- What Chris is urged to do in certain situations or emotions?
- What other people are compelled to do in response to Chris?
- Explore responsibility
- Ask a question (opposite point of view)



Chat

Communication Practice

Chris: *I didn't force her, that hag gave the big room up to me. It was like taking candy from a baby.*

E: Sounds like you felt that room suited you better. It was easy for you to talk her into switching rooms.

T: It seems as though you'll find a way to get what you want regardless of other people involved.

When you feel entitled to something, you find a way to get it.

Questions/comments about patterns and communication



Seasickness

(FEELING STUCK OR BURNED OUT)

Feeling seasick because of all the waves?

- ▶ Why? Where/when are you feeling stuck? Is there a pattern?
 - ▶ It is because their OCEAN is different than yours?
 - ▶ Are there truths you need to make for yourself?
 - ▶ When someone threatens me, I don't feel like helping them anymore
 - ▶ I really dread calling them back when I see 12 missed calls
- ▶ Am I being patient enough?
 - ▶ Changing personality traits is VERY HARD WORK!

Feeling seasick because of all the waves?

- ▶ What have you done about it?
 - ▶ Consulted about it?
 - ▶ Have you shared the waves with them?
 - ▶ They may not know they are making you seasick
- ▶ What are you doing to keep yourself mentally healthy?
 - ▶ Make this a pattern!

What should the provider
remember when working with
people with PDs?

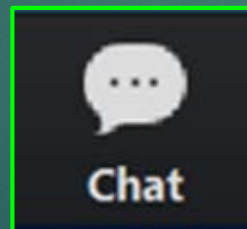
AWARENESS, ABILITIES, ACCEPTANCE

Wrap Up Questions

Awareness, Abilities, Acceptance



- ▶ I want to be aware of...
- ▶ I want to be able to.../ not to...
- ▶ I may need to accept... / not accept...



Awareness, Abilities, Acceptance

- ▶ Be aware of: patterns that push my buttons
- ▶ Be able to: be active and reflective, as opposed to reactive and passive
- ▶ Be able to accept: going slowly/ slow process.
- ▶ Be able to accept: success and failure
- ▶ Be able to: be comfortable with reality-based confrontation (offering reflections and truths)
- ▶ Be able to: be comfortable with saying no or limit setting

Awareness, Abilities, Acceptance

- ▶ **Be aware of:** when to consult. (team, supervisor, colleague, outside objective consultant)
- ▶ **Be able to accept:** sometimes I will be viewed as “wrong” or “the bad guy” some of the time
- ▶ **Be able to:** use traditional approaches, but make changes/ adjustments
- ▶ **Be able to accept:** and tolerate the transference and countertransference (be aware of your personal reactions and meaning of those reactions and not react to your own reactions)
- ▶ **Be able to:** maintain Active Empathetic Neutrality (meaning not lack of emotion but refusal to play into drama or take things personally)

Questions/comments/cases?

Best wishes for a wave free day!
THANK YOU!

Thank you for coming!

Certificates of completion with CEU information, an eval, and post-test will be sent to you in 1-2 business days.

If you have any questions, please email us at Training@peopleincorporated.org.