

Caring for Families in **“HOT STATES”**

Lifesaving Conversations

What we say to dogs

Okay, Ginger! I've had it!
You stay out of the garbage!
Understand, Ginger? Stay out
of the garbage, or else!



What they hear

blah blah GINGER blah
blah blah blah blah blah
blah blah GINGER blah
blah blah blah blah...



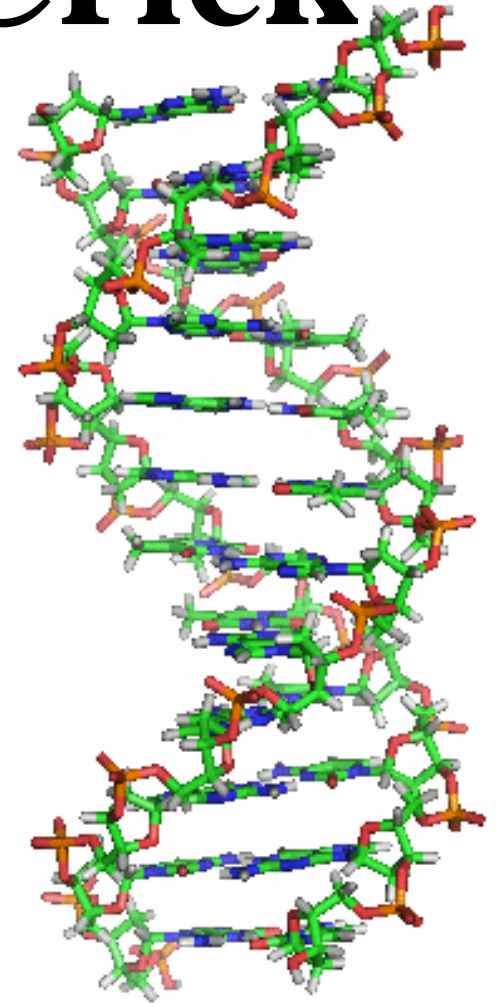
**What are
families
really hearing
from us?**

***Blah
Blah
Blah***

“An expert is a person who has made all the mistakes that can be made in a very narrow field.”

Niels Bohr

Watson and Crick



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it's about time...

“ We were not the most intelligent people working on the project. The most intelligent person working on this was Rosalind Franklin, a British scientist working in Paris. She was so intelligent she rarely sought advice from others.”



George Loewenstein



COLD STATES

HOT STATES



KLM. From the people who made punctuality possible.

Reaching an airline of KLM's distinctive requires a special kind of dedication. Like making a drink of beer perfect. A quality that's yet much part of the Dutch.

It was a Dutchman, Pieter van der Meer, who gave it that special touch. When he invented the coffee business that made him famous. A situation without which our is impossible. As we know for that matter. Add your own experience that suggests Dutch style is doing things with the same kind of precision when you fly KLM. You'll find your food, service, punctuality, and usually something else.

For that is the way the people of Holland see. They're always inventing new ways to do things. And you'll find your flight, the way it's done, just what you need.

 KLM



A right royal feast is what you have in KLM's Royal Class. Service is polished and precise. Dinner, for instance, is always rounded off with a choice of seven different coffees. But then it's only in keeping with that stylish class for food good to be called just food.

Best of all, you can enjoy Dutch hospitality on every major European business KLM flies you straight to the heart of Europe. Amsterdam via the only daily morning TAT service to Amsterdam from New York and Chicago. With direct air service from Houston. Call your travel agent for all the details.



 KLM

The reliable airline of those surprising Dutch.



What to Expect from People in Hot States?

Difficulty with:

Thinking

Decision Making

Problem Solving

Concentrating

Hearing

Remembering

Attention Span



***“In the land of the
sick, emotions
are king.”***

Daniel Goleman

Emotional Symptoms

Fear

Anger

Anxiety

Irritability

Depression

Feeling Overwhelmed



***“This is this family’s
9/11. They are being
terrorized by the
events of this day.”***

Ed Eckenrod

Crashes in Planes...and Conversations





“It’s like having a Montana survivalist permanently camped in your brain, one who is hyper-vigilant, paranoid and has an itchy trigger finger.”

Taylor Clark



“The Amygdala Whisperer”



The Cone People











The Good Samaritan Study

The Invisible Gorilla



Photos provided by Daniel Simons. Photo illustration by Diana Yates.



RE-ENGAGING THE PARASYMPATHETIC NERVOUS SYSTEM

Restoring Rhythm



Calming the “Watchdog”





Reasons For High Alert

- **Unpredictability**
- **Unfamiliarity**
- **Loss of Control**
- **Lack of support systems with no outlets for frustration**

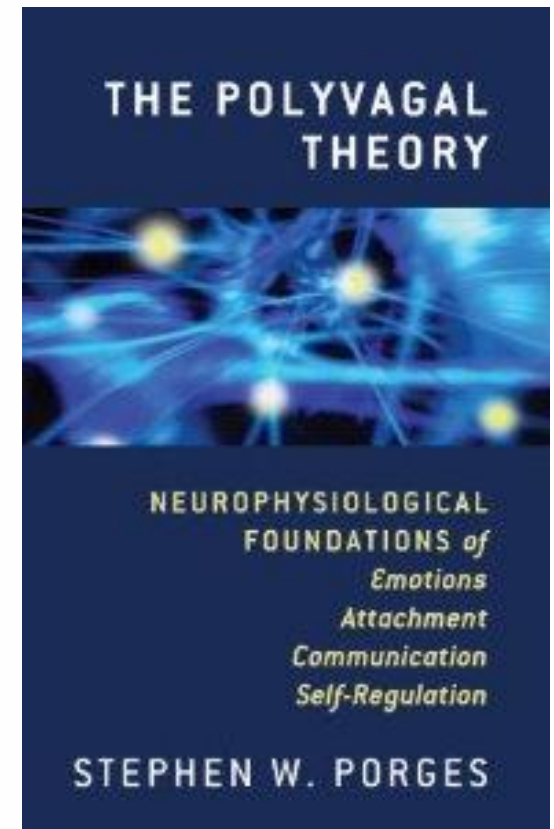




Stephen W. Porges Ph.D

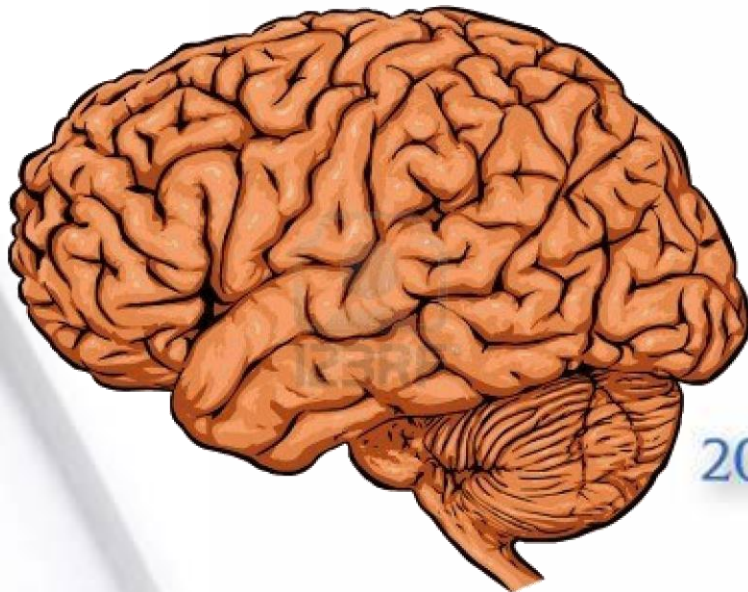
The Polyvagal Theory

Neurophysiological Foundations of Emotions,
Attachment, Communication, Self-Regulation



FMRI's and Assessing Risk and Danger

The Fusiform Gyrus Superior Temporal Sulcus



The Vagus Nerve

Applying the Brakes to the
Amygdala and the HPA Axis

Why “Nice” Works

- Make eye contact
- Modulating soft voice
- Use facial muscles
- Reassuring looks
- Listening
- Quiet place without loud noises

Our Empathy and Mirror Neurons



RE-ENGAGING THE THINKING BRAIN



Eat

Sleep

Breathe

Spiraling vs. Linear Conversations





Bits and Pieces

Being Concrete

Re-engaging by listening

“People with cognitive and information overload will experience their frustration and anxiety soar. With too much information people’s decisions make less and less sense.”

Angelika Dimoka

Naming Strength

**“WHEN WE FIND WAYS TO
AUTHENTICALLY HONOR COURAGE AND
RESILIENCE IN OTHERS, WE TOUCH
THEM IN A PLACE OF POWER.”**

Sandy Jones-McClintic, MSW, LCSW

Small Change...

BIG RESULTS

“I’ve given you so much information. When you leave this room family members will ask you what I said. Can you tell me what you will say to them?”

Impacting the Donation Conversation

Families want to get out of hot states as quickly as possible and want everything to be over with right now.

**When new family members arrive,
the hot state may start all over again.**

Past Emotional Trauma

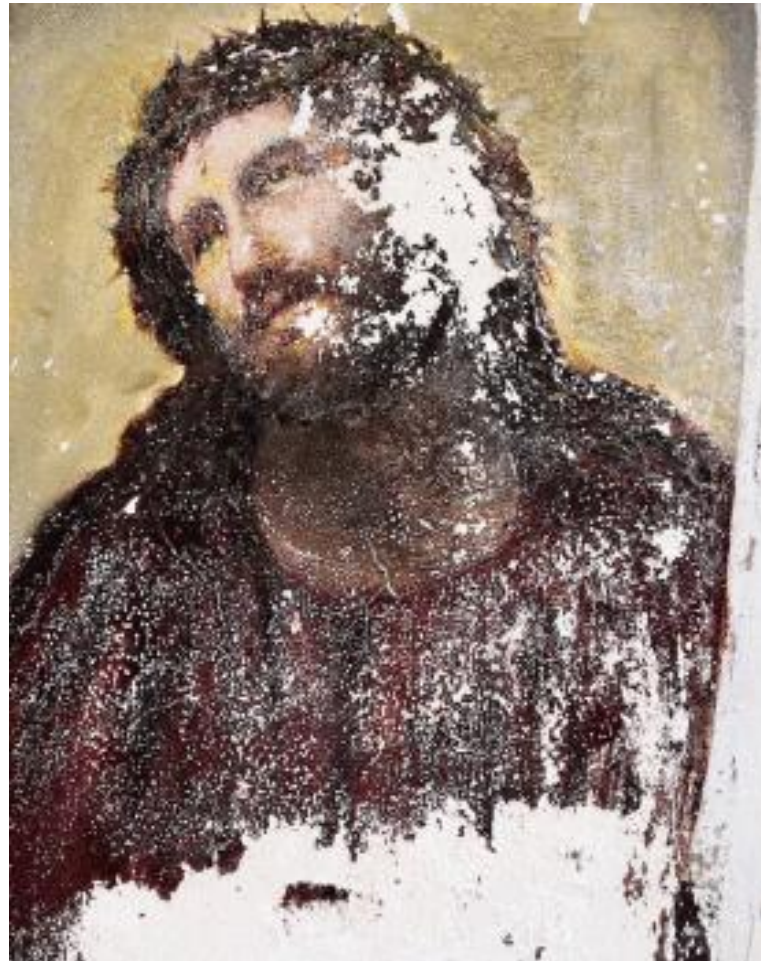


Be Aware of Emotional Overflow

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it's about time...









**“Because I am
making progress.”**

Emotional Intelligence by Daniel Goleman

Predictably Irrational by Dan Ariely

How We Decide by Jonah Lehrer

Blink by Malcolm Gladwell

Nudge by Richard Thaler and Cass Sunstein

Mirroring People by Marco Iacoboni

How to Deal with Emotionally Explosive People by Albert J. Bernstein

Why Zebras Don't Get Ulcers by Robert M. Sapolsky

The Polyvagal Theory by Stephen W. Porges