

Understanding and Working with Families in “HOT STATES”

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

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

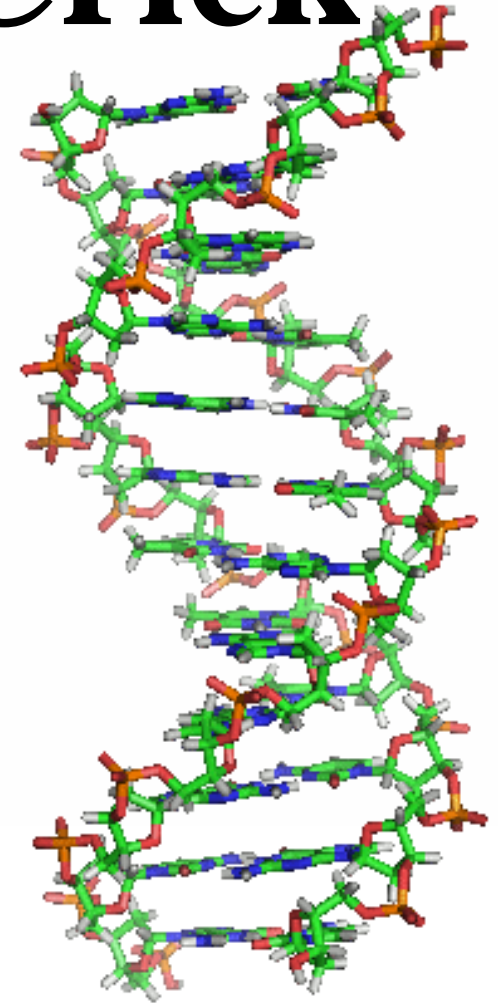
blah blah GINGER blah
blah blah blah blah blah
blah blah GINGER blah
blah blah blah blah...



“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



“ 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



Dan Ariely



**COLD
STATES**

**HOT
STATES**





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





Habitation & Sensitization



“The Amygdala Whisperer”

RE-ENGAGING:

The Parasympathetic Nervous System

The Thinking Brain

Calming the “Watchdog”





HULTON ARCHIVE/GETTY IMAGES



Reasons For High Alert

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

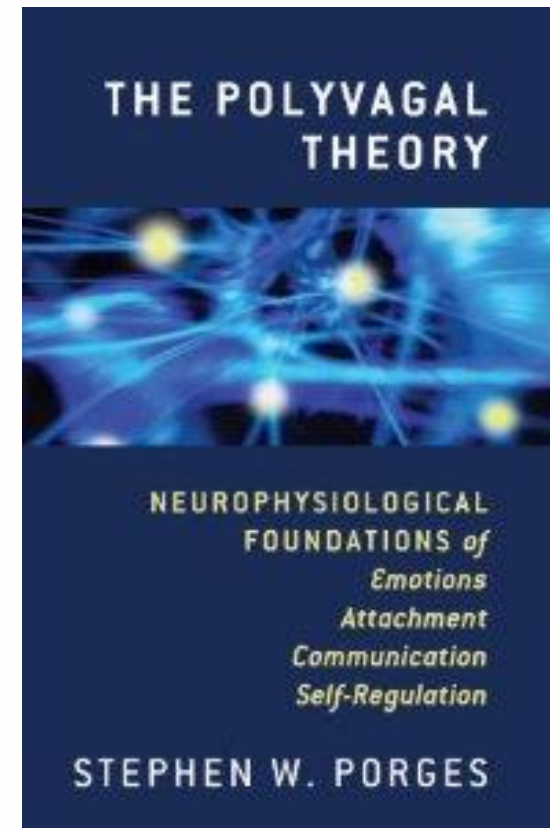




Stephen W. Porges Ph.D

The Polyvagal Theory

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

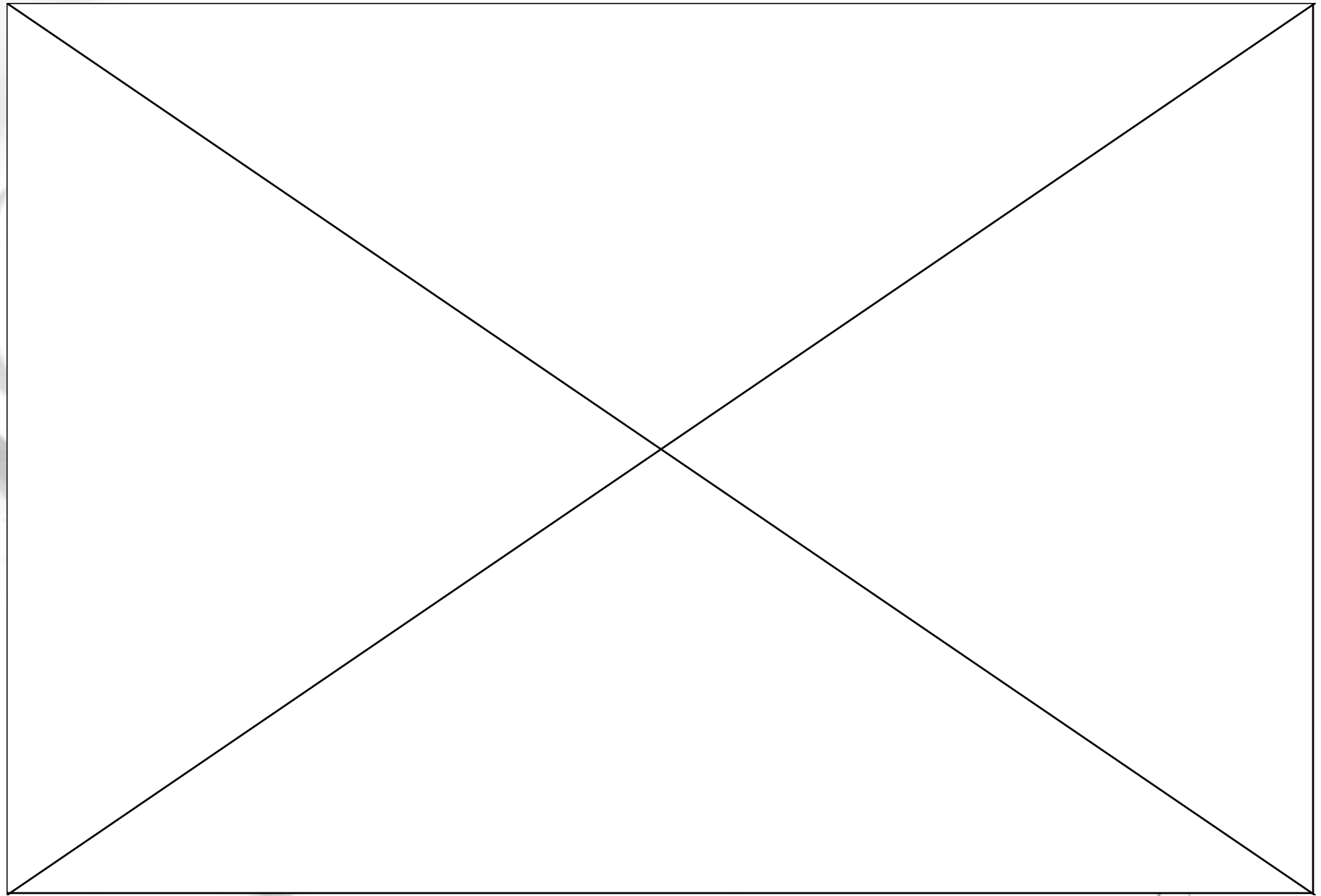


The Vagus Nerve

Applying the Brakes to the
Amygdala and
the HPA Axis

Why Basic Human Connection Works

- Eye contact
- Modulating soft voice and tone
- Using our facial muscles
- Reassuring looks
- Quiet place without loud noises

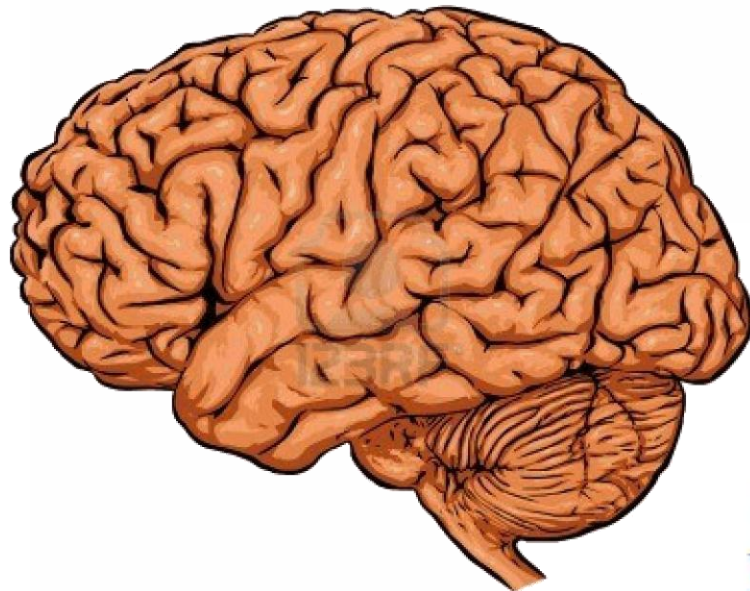


Restoring Rhythm and Safety



FMRI's and Assessing Risk and Danger

The Fusiform Gyrus Superior Temporal Sulcus



Our Empathy and Mirror Neurons



Oxytocin also suppresses the Amygdala

- Anti-stress hormone
- Reduces fear
- Creates feeling of calm and connectedness
- Lowers blood pressure
- Allows the brain to rebalance

How is Oxytocin Activated?

- Positive social interaction
- Warmth and Touch

Eat

Sleep

Breathe

Spiraling
vs.
Linear
Conversations



Bits And Pieces

“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

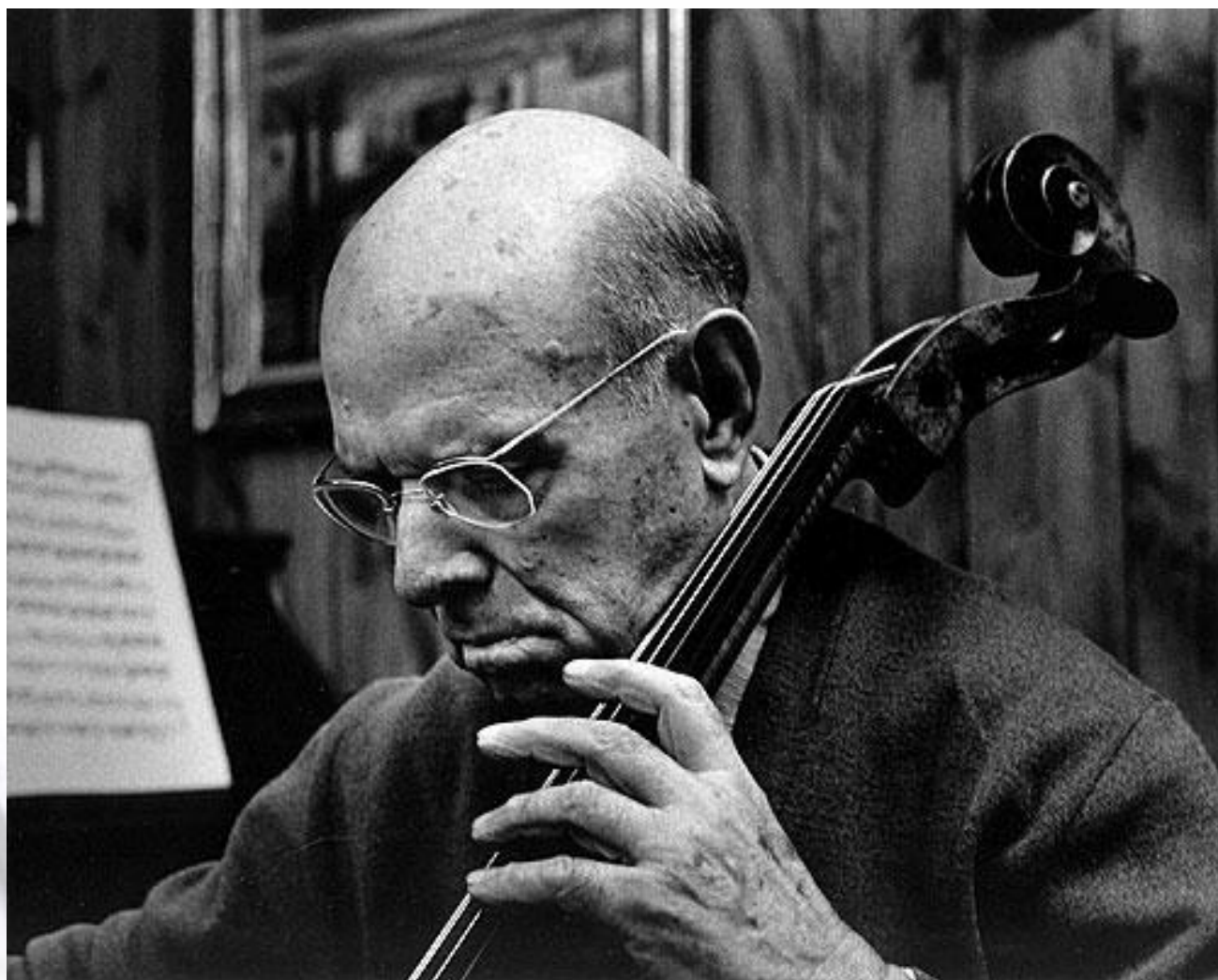
**“WHEN WE FIND WAYS TO
AUTHENTICALLY HONOR COURAGE AND
RESILIENCE IN OTHERS, WE TOUCH
THEM IN A PLACE OF POWER.”**

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?”



**“Because I am
making progress.”**

Emotional Intelligence by Daniel Goleman

Predictably Irrational by Dan Ariely

How We Decide by Jonah Lehrer

Fear Itself by Rush W. Dozier, Jr.

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

The Emotional Brain by Joseph LeDoux

The Emotional Life of Your Brain by Richard Davidson