

What You Bring Into the Room

Treating with Human Presence and Connection

ELEVATE IT.

HOW THE BRAIN TELLS STORIES

Your brain takes all the information coming in and interprets it as a narrative, a story.

The story includes

- What happened
- Why it happened
- What will probably happen in the future

WHY OUR STORIES MATTER

Research is showing that what you believe greatly affects your results.

- Hotel housekeeping attendants showed improvement in physiological health variables after being given information to shift their perception. (Crum and Langer, 2007)
- Positive stroke patient experiences are shaped by the following:
 - Hope
 - Social Support
 - Self efficacy which is influenced by both clinical staff and external support (Hole et al 2014)

YOU ARE BUILDING A THERAPEUTIC RELATIONSHIP WITH EVERY INTERACTION

Nonverbal Communication

_____93_____ % of our communication is non-verbal. (Reiman, 2009)

Examples of types of non-verbal communication

- Facial expressions
- Where you chose to stand or sit
- Type of clothes you wear
- Hair styles
- The way you touch

There are an estimated 1000 different nonverbal factors that contribute to the message you send in every interaction. (Reiman, 2009)

- Physical therapist's nonverbal communication had an impact on their geriatric patients' short and long term physical and cognitive functioning. Facial expressiveness enhanced it while distancing behaviors were strongly correlated with a decrease in the same. (Ambady et al, 2002)
- Patients with physicians who use more animated facial expressions disclose more information about the subjective components of their illness. (Duggan and Parrott, 2001)

Your true emotions and feelings leak out through your nonverbal communication and reflect the exact story you are telling.

- **You must be congruent to establish a connection.**

HUMAN PRESENCE AND CONNECTION IS A POWERFUL CLINICAL SKILL

UTILIZE IT.

1. You are the expert in your patients' eyes.
 - The impact of expectations on an allergic response was enhanced when the provider acted both warmer and more competent and negated when the provider acted colder and less competent. (Howe et al, 2017).

2. Emotions are contagious.

We will catch the strongest emotion around us. This includes stress.

- Audience members' cortisol levels mirrored that of the public speakers they were observing. (Buchanan, 2012)
- If you want your patient to feel calm, confident and secure, you need to feel it first.

3. Your mere presence has an impact.

Therapeutic Presence

- “Therapeutic presence involves being **fully in the moment** with a client on a multitude of levels, physically, emotionally, cognitively, and spiritually. A therapists’ presence provides an invitation to the client to feel **met, understood, and safe which allows movement towards natural wholeness.**” -Dr. Shari Geller
- Requires clinicians to draw on personal qualities being
 - Compassionate and Empathetic
 - Respectful and NonJudgemental
 - Genuine and Authentic
 - Trustworthy

In service of making patients feel **valued, affirmed and understood.**

(Chochinov et al, 2013)

DEVELOP IT.

APPLICATION

You bring into the room your **story**, your **communication** and your **presence**.

Your communication originates from your mindset, perspective and beliefs which are largely habitual.

- To make a change, you must develop a practice.

Four Questions To Get Started

1. What Am I Thinking?

- Notice your stories.

Noticing without judging simply creates a space to think about that story in a way that you never have before.

2. What Am I Conveying?

- Be present during your session.

Becoming aware that the vast majority of our communication is done without words begins to give you command of a new, influential language.

If you are present, the odds of conveying what you want, go up tremendously.

3. What Am I Feeling?

- Develop a feeling plan of how you want to feel when you treat.

Understanding that we affect one another with our emotions provides the opportunity to gain control of what we are feeling and hone it to our patients' advantage.

Practice your feeling plan at times when it is easy so you'll become better at sustaining it when it's more challenging.

4. **How Am I Stabilizing?**

- Find a practice that grounds you.

You must work with your mind outside of your work environment to help you achieve and keep your emotional balance while you are doing your job.

4 Checkpoint Groups:

Thinking

>What Story are you telling?

Conveying

>What are you communicating?

Feeling

>What are you feeling?
Are you leading the
Energy?

Stabilizing

>Are you stable?
Are your beliefs
serving you?



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SUPPORTING DOCUMENTATION

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