

**MASK ON
FIRST...AS YOU
BEGIN YOUR
JOURNEY OF
CHANGE!**



WHO IS THIS GUY?

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EXPECTATIONS

- Toolbox
- Realistic
- Interactive / Fun
- Life Changing



KEY CONCEPTS

- Put Your Mask on First
 - ...Self-Care
- You can't give away something you don't have
 - ...work your own program
- Psychological Maturity
 - ...choices
 - ...maturity continuum
- Professionalism
 - ...knowledge
 - ... skills
 - ...desire
- Emotional Intelligence
 - ...Self-Awareness
 - ...Self-Management
 - ...Social Awareness
 - ...Relationship Management
- Four Agreements
 - ...Be impeccable with your word
 - ...Don't take it personal
 - ...Don't assume
 - ...Always do your BEST



Four Laws of Permanent and Lasting CHANGE

1. It's an inside job

- ...Biggest leap is from the outside to the inside
- ...Longest distance is from the head to the heart
- (neo-cortex to the limbic system)

2. Requires a vision

- ...What do you want? (What you think about – your bring about)
- ...What's in it for me? (Values and Beliefs)
- ...Do I want to? (Commitment)
- ...Can I do it? (Capability – training needs)

- *If you move toward and become like that which you think about, then it is important to think about what you are thinking about!*

3. A great learning must occur

- ...Education
- ...Lifelong Learning

4. Surround yourself with healthy people

- ...Accountability Partner
- ...Support system

- *(Anger, guilt, shame, fear are at the root of dysfunctional behavior)*

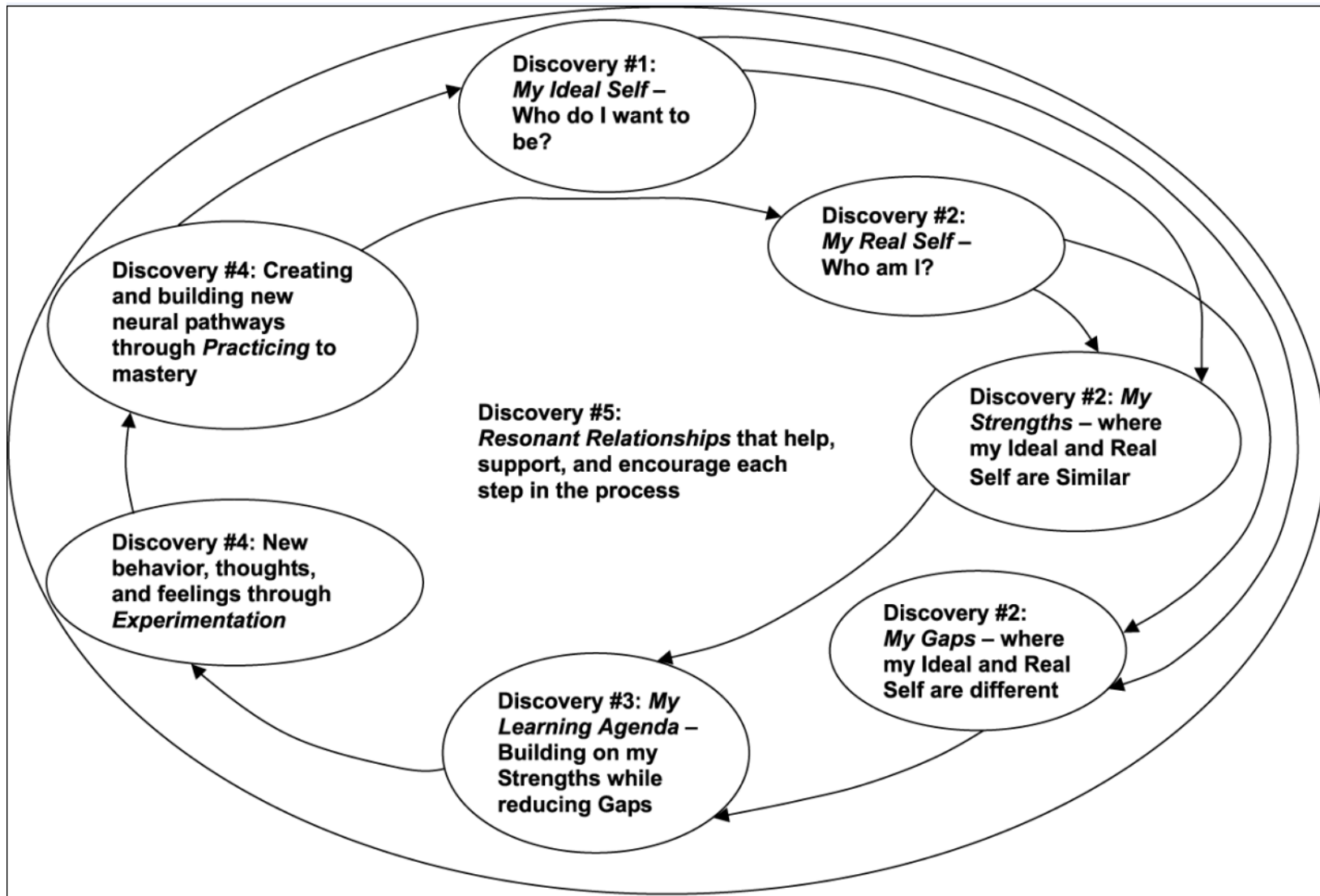


**THE NATURE OF
CHANGE:**

**ALL REAL CHANGE
IS SELF-CHANGE**



Boyatzis's Theory of Self-Directed Learning



COMMON CHARACTER DEFECTS

Please preview this list of common character defects and, as one step to Self-Awareness, check those that apply to you. You might also have someone who knows you well complete this checklist as a way to verify your Self-Awareness. PLEASE BE HONEST! This is just for your information. Always remember that “we cannot change that which we do not acknowledge.”

- | | | |
|---|--|---|
| <input type="checkbox"/> critical of others | <input type="checkbox"/> pessimistic | <input type="checkbox"/> guilt |
| <input type="checkbox"/> impatient | <input type="checkbox"/> fearful | <input type="checkbox"/> shame |
| <input type="checkbox"/> over-functioning | <input type="checkbox"/> non-assertive | <input type="checkbox"/> defensive |
| <input type="checkbox"/> thin-skinned | <input type="checkbox"/> self-pity | <input type="checkbox"/> disrespectful |
| <input type="checkbox"/> greedy | <input type="checkbox"/> self-hatred | <input type="checkbox"/> unkind |
| <input type="checkbox"/> problems with authority | <input type="checkbox"/> resentful | <input type="checkbox"/> angry |
| <input type="checkbox"/> hurtful | <input type="checkbox"/> bitter | <input type="checkbox"/> feeling inferior |
| <input type="checkbox"/> intolerant | <input type="checkbox"/> vengeful | <input type="checkbox"/> sarcastic |
| <input type="checkbox"/> dishonest/lying | <input type="checkbox"/> inconsiderate of others | <input type="checkbox"/> jealous |
| <input type="checkbox"/> emotionally manipulating | <input type="checkbox"/> narrow minded | <input type="checkbox"/> irresponsible |
| <input type="checkbox"/> procrastination | <input type="checkbox"/> eating | <input type="checkbox"/> gambling |
| <input type="checkbox"/> alcohol | <input type="checkbox"/> shopping | |

(Those items that you checked might be areas of your life that you would choose to work on)



Four Factors of CHANGE

- 40% Extra – therapeutic factors *
- 30% Relationship with helper
- 15% Placebo – Hope/Expectation
- 15% Model / Technique

*(severity of problem, cognitive impairment, motivation to change, social support)



9 Process of CHANGE

1. Consciousness – Raising
2. Social Liberation
3. Emotional Arousal
4. Self-Reevaluation
5. Commitment
6. Countering
7. Environment Control
8. Reward
9. Helping Relationships



TWO KEY “HELPING RELATIONSHIP” BEHAVIORS

Warmth

- Caring behaviors
- Smiling / softness
- Observations rather than confrontations

Accurate Empathy*

- Reflective listening
- Don't push into action; nag; give up; enable
- Unconditional acceptance

*Recognizing and responding appropriately to the emotions of others.



5 Stages of CHANGE

1. Precontemplation
2. Contemplation
3. Preparation/Planning
4. Action
5. Maintenance



Stage ONE - PRECONTEMPLATION

CHARACTERIZED BY

- “It isn’t that they can’t see the solution. It is that they can’t see the problem.”
- “Denial is characteristic of precontemplators, who place responsibility for their problems on factors such as genetics makeup, addiction, family, society, or ‘destiny,’ all of which they see as being out of their control.”

DEFENSES/OBSTACLES

- Denial and minimization
- Rationalization
- Intellectualization
- Projection, displacement
- Internalization

SUPPORT/ACTION

- Becoming aware of defenses
- Checking our defenses
- Raising consciousness—through information on issue and stories of other’s successful change
- Relationships move from enabling to helping
- Affiliate with others – reach out for help, give help to others

Stage TWO

CONTEMPLATION

CHARACTERIZED BY

- Contemplators want to change
- Awareness is developed in this stage
- Realize that change may also have negative consequences --- a drinker may have to change social group

DEFENSES/OBSTACLES

- Search for absolute certainty
- Waiting for the perfect moment
- Wishful thinking
- Premature action

SUPPORT/ACTION

- Generate emotional arousal to spur action and firm up arousal
- Develop your own propaganda
- Use your imagination
- Ask the right questions
- Define your own goals
- Collect the right data
- Learn what contributes to the problem behavior
- Think before you act, create a new self-image, make a decision.
- Decisional balance: consequences of change to self, to others; reactions of self as a result of change, of others.
- From others: empathy, warmth not criticism, input

Stage THREE

PREPARATION

CHARACTERIZED BY

- Takes you from the decision you make in the contemplation stage to the specific steps you take to solve the problem during the action stage.
- A rehearsal for action
- Increasing the pros versus the cons in the decisional analysis tips the balance from preparation to action

DEFENSES/OBSTACLES

- Not really understanding what change will require: effort and give ups
- Building a weak case for the change

SUPPORT/ACTION

- Commitment of necessary energy and priority to change
- Turn away from old behavior
- Make change a priority
- Make tough choices
- Take small steps
- Set a date
- Announce intent
- Create a detailed action plan

Stage FOUR

ACTION

CHARACTERIZED BY

- Change in process

DEFENSES/OBSTACLES

- Taking preparation lightly
- Cheap change --- not real change

- Myth of the magic

SUPPORT/ACTION

- Countering: substituting healthy responses for problem behaviors
- Active diversion
- Exercise
- Relation
- Counterthinking: replacing problem thoughts with healthy thoughts
- Assertiveness: demand a change supportive environment
- Avoid unsupportive environments, ones to old problem behavior
- Rewards: contracting, progressive rewards ... change doesn't happen all at once
- **Reach out**
- **Be positive**

Stage FIVE

MAINTENANCE

CHARACTERIZED BY

- Change made and maintained.

DEFENSES/OBSTACLES

- Social pressures: return to pre-change social group
- Internal challenges: overconfidence; exposure to daily temptation, self-blame
- Special situations: intense temptation

SUPPORT/ACTION

- Continue to review decisional matrix
- Enjoy your environment
- Create a new lifestyle
- Check your thinking – challenge negative thinking
- Continue to reach out for support – maintenance can be challenging
- Work with others on practicing coping behaviors
- Reach out and help others
- Patience and persistence will win out

10 Lessons from Relapse

1. Few changers terminate the first time around
2. Trial and error is inefficient
3. Change costs more than you budgeted
4. Using the wrong process at the wrong time
 - a) Becoming misinformed
 - b) Misusing willpower
 - c) Substituting one bad behavior for another
5. Be prepared for complications
6. The path to change is rarely a straight one
7. A lapse is not a relapse
8. Mini-decisions lead to maxi-decisions
9. Distress precipitates relapse
10. Learning translates into action



Myths of CHANGE

1. Self-Change is simple
2. It just takes willpower
3. Nothing works – it's hopeless
4. You can't teach old dogs new tricks



Consciousness – raising self- assessment

1. = Never, 2. = Seldom, 3. = Occasionally, 4. = Often, 5. = Repeatedly

FREQUENCY:

_____ I look for information related to my problem behavior.

_____ I think about information from articles and books on how to overcome my problem.

_____ I read about people who have successfully changed.

_____ I recall information people have personally given me about the benefits of changing my problem.

_____ = Score



Helping Relationships During PRECONTEMPLATION

- Don't push someone into action –
 - “You know what you should do”
- Don't nag or give up
- Ask others to identify your defenses
- Use helping relationships



Helping Relationships

Self-ASSESSMENT

1. = Never, 2. = Seldom, 3. = Occasionally, 4. = Often, 5. = Repeatedly

FREQUENCY:

_____ I have someone who listens when I need to talk about my problem.

_____ I can be open with at least one person about experiences related to my problem.

_____ I have someone on whom I can count on when I'm having a problem.

_____ I have someone who understands my problem.

_____ = Score




DIFFERENCE BETWEEN ENABLERS & HELPERS

ENABLERS

- Avoid discussions and confrontations.
- Soften consequences by minimizing the import of events.
- Make excuses, cover for, and even defend problem behaviors.
- Indirectly or rarely recommend behavior change.

HELPERS

- *Address specific disruptive and distressing behaviors.*
 - *Ensure that each negative behavior is followed by a consistent consequence.*
 - *Insist that precontemplators accept responsibility for actions.*
 - *Directly and frequently recommend behavior change.*
- 

Detachment

Letting go of someone else's problem. "Detachment is neither kind nor unkind it does not imply judgment or condemnation of the person or subject for which we are detaching. It is simply a means that allows us to separate ourselves from the adverse effects that another problem can have on us."

Alanon

- **No longer be in a position to:**

1. Suffer because of the actions/reactions of others
2. Be used or abused
3. Do for others what they can do for themselves
4. Control, Cure, Cause, Cover-Up



Social Liberation

...Ask who is on your side

...Ask whose side you are on

...Seek and welcome outside influences



“Chronic” Contemplators

...The Search for absolute certainty

...Waiting for the magic moment

...Wishful thinking

...Premature action

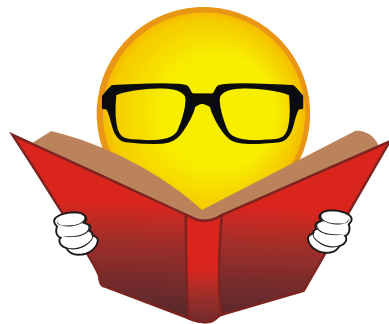


Emotional Arousal

...Movies, books, newspapers

...Ephemery moments

...Life Events



Return to Consciousness

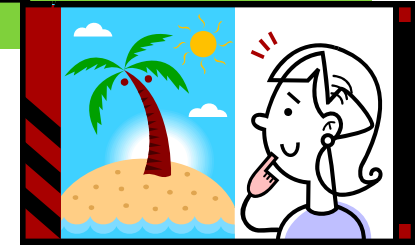
...Define your own goals (work your own program)

...Collect the right data

...Functional analysis; learn your ABC's

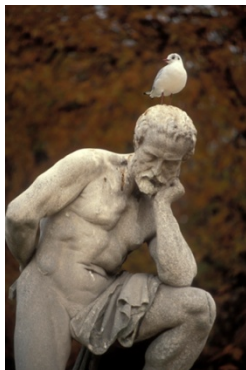


Self-Regulation



...Think before you act (SHIFT)

...Create a NEW Self-image (Vision board)



Commitment

- ...will and skill
- ...make the tough choices
- ...expect anxiety
- ...take small steps
- ...set a date
- ...go public
- ...prepare for a major operation
- ...create your own plan of action

***Commitment is: continuing to do what you said you would do – LONG after the feeling you said it in is gone!**



Action

...Don't take preparation lightly

...Cheap change

...Easy button

...Insanity



Countering

- ...Active Diversion
- ...Exercise
- ...Relaxation / Meditation
- ...Reframing (- to +)
- ...Assertiveness



Environment

...Avoidance

...Cues

...Reminders



Helping Relationships During Action

...Buddy Up

...Put it in writing

...Motivation – practice - feedback

...No scolding, nagging, preaching, embarrassing

...Keep it positive



Maintenance

...Danger times, Danger signs

...Social pressures

...Emotional stress

...Special situations



...People, places, things

...Triggers (emotional distress and environmental cues)



DANGER!



Putting the Pieces Together

1. Change occurs naturally
2. Strongly influenced by interpersonal interaction
3. First few contacts are really important
4. Clinician makes a big difference
5. People who believe that they are likely to change do so.
6. What people say is important. Words matter!!
7. Expect resistance and ambivalence



Recommended Reads

- **RELATIONSHIPS/MARRIAGE**

Why Marriages Succeed or Fail -John Gottman

Rebuilding: When Your Relationship Ends -Bruce Fisher

- **PARENTING**

Perfect Parenting & Other Myths -Frank Main

- **CHANGE**

Changing for Good -Prochaska, Norcross, & DiClemente

Motivational Interviewing -William Miller, & Stephen Rollnick

- **EMOTIONAL INTELLIGENCE**

Emotional Intelligence -Daniel Goleman

Primal Leadership -Daniel Goleman

Social Intelligence -Daniel Goleman

- **HAPPINESS**

Cultivating Lasting Happiness: A 7-Step Guide to Mindfulness -Terry Fralich

The How of Happiness: A Scientific Approach to Getting the Life You Want
Lyubomirsky -Sonja

- **FIRST IMPRESSIONS**

Blink, Tipping Point, Outliers -Malcolm Gladwell



Recommended Reads

cont.

o CUSTOMER SERVICE

Give'em the Pickle

-Robert E. Farrell

Managing Knock Your Socks off Service

-Chip Bell & Ron Zemke

o TEAMWORK

The Five Dysfunctions of a Team

-Patrick Lencioni

o ANGER

Anger Kills

-Radford Williams and Virginia Williams

o PERSONAL GROWTH

Grow Up: How Taking Responsibility can make you a Happy Adult
Pittman

-Frank

The Four Agreements

-Don Miquel Ruiz

Eat, Pray, Love

-Elizabeth Gilbert

The 7 Habits of Highly Effective People

-Stephen R. Covey

o RESILENCY

Overcoming the ODDS: High Risk Children from Birth to Adulthood

-Emmy E. Werner and Ruth S. Smith

Bridges out of Poverty

-Ruby K. Payne





**THANK YOU AND
GOOD LUCK ON
YOUR JOURNEY!**

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