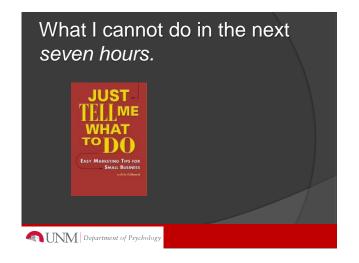


# Ground Rules Humans are complex. Participation is encouraged but not required. See if you are willing to experiment. Please keep personal information that is shared in this workshop confidential with this group.













### Where is the "difficulty" in difficult patients?

- They can bring up painful and difficult thoughts and feelings in us.
- Therapist struggles with these experiences can actually magnify both the feeling and their impact.
- These struggles can negatively impact treatment.
   (e.g., Kenny, 2004, Patient Ed & Couns; Stomski et al., 2010, Clin J Pain, Waller, 2009; Beh Res & Ther)

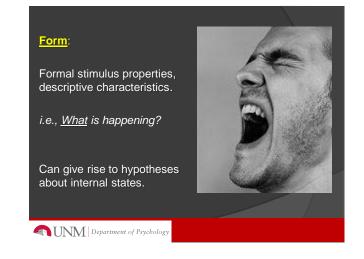
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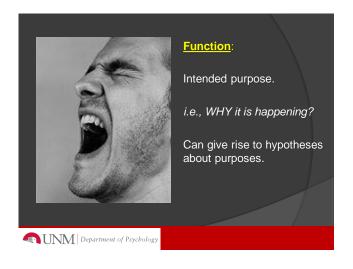
### A possibility: Our task is the same as our patients Perhaps we can respond to distress/inadequacy/ confusion/frustration/etc. within the treatment environment in a manner that demonstrates acceptance, willingness (and compassion), and awareness, as we move in directions we deem to have meaning and value. This may, in turn, also have an effect on treatment.

### The Theoretical Foundation

1. The purpose of behavior is of paramount importance.

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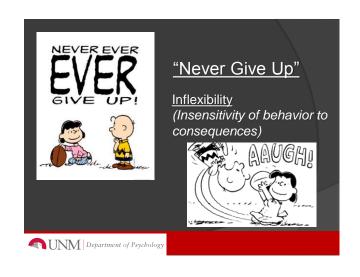


### Behaviors achieve their purpose.

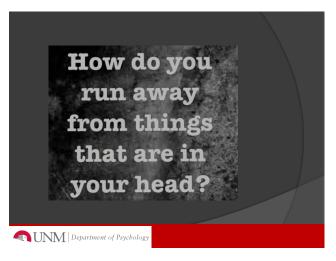
- At least in the short term.
- Moves us away from "good" and "bad."
- · Behavior as a member of a functional class.

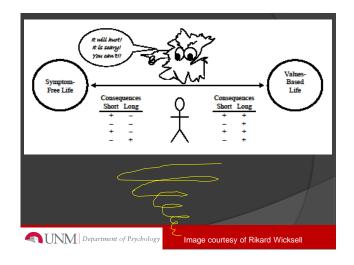
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Some common (and potentially problematic) behaviors in chronic pain











### Why function?

- Assumes all behavior is purposeful and successful (in a manner of speaking).
- · Has a de-"pathologizing" aspect to it
- · Provides options for behavior change.



### The Theoretical Foundation

- 1. Purpose of behavior is of paramount importance.
- 2. Strengthen *Appetitive Control* and weaken *Aversive Control* over behavior.





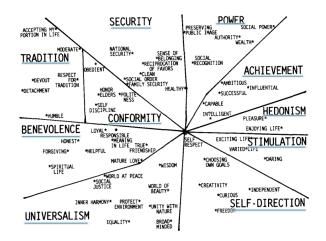
### Common Human Appetitive Purposes Journal of Social Issues: Vol. 30. No. 4. 1994. pp. 19-45 Are There Universal Aspects in the Structure and

Are There Universal Aspects in the Structure and Contents of Human Values?

Shalom H. Schwartz The Hebrew University of Jerus

- "As a guiding principle in my life: (Importance of area rated)"
- Assessed 36 samples (n = 159 295 in most samples) across 20 countries
- Multidimensional Scaling of terms





## Excerpts from patient letter: "trying to do more to take load off of husband/daughter" "If there are no carers and I'm bad, I don't wash, eat, etc." "(Pain is) ok, but neck hurts, tight chest and cough, starts in spine, pins/needles in arms/hands" "I can cope with the pain . . . but clumsiness and weakness is dangerous!" "the house is a mess, (husband) is stressed/depressed, (daughter) stays away" "I'm very positive and cheery (driven) and I think it does me no favours as I think people think I am ok"

### The Theoretical Foundation

- 1. Purpose of behavior is of paramount Importance.
- 2. Strengthen <u>Appetitive Control</u> and weaken Aversive Control over behavior.
- 3. Be an excellent observer of behavior.



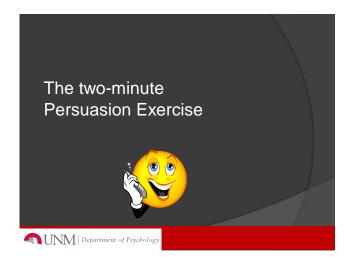
### **Observing Behavior**

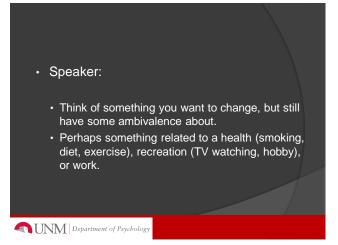
- Inside of treatment behavior assumed to approximate outside of treatment behavior.
- · Prioritize function,
- · Watch for aversive and appetitive control.
- Nouns and Verbs: Issues such as "motivation" "self-efficacy" "confidence" and indeed "acceptance" and "values".

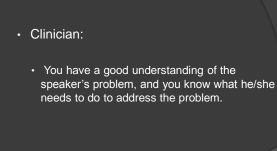
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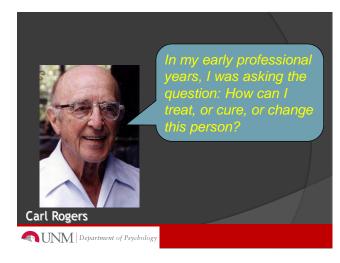
The clinician's task: Persuade the speaker to change!

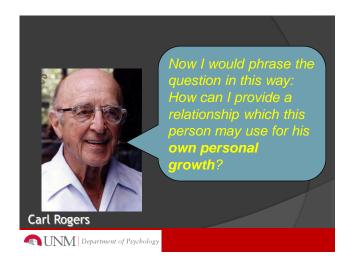
Try these strategies:

- Agree that it is important to change.Ask probing questions.
- Explain why it is important to change.
- Warn of the consequences of not changing.
- Sympathize.
- Reassure your client that change is possible.
- Disagree if the client argues against change (confront denial).
- Try to make the patient feel guilty about his/her current behavior.
- Towards the end of the "session," tell your client what to









### Back to Miller et al., 1993

- Problem drinkers randomly assigned to a confrontive/directive intervention showed 78% more resistance than those assigned to a non-directive and empathic intervention.
- Level of resistance predicted continued drinking one year later.
- "... a single therapist behavior was predictive (r = .65) of 1-yr outcome such that the more the therapist confronted (*during treatment*), the more the client drank."



### Foundational Skill?

- Listening
  - · Specifically, reflective listening.
  - Tests a hypotheses: "Is this what you meant?"



### Ways of Reflecting

- Repetition Repeat an element
  - "You want some help."
- · Rephrasing Repeat with synonyms
  - "Sounds like you are really suffering and want someone to do something about it."
- <u>Reflection of feeling</u> paraphrase emphasizing emotional dimension.
  - "This sounds as if its very important to you."
- Paraphrase best guess at meaning.
  - "You are hoping that the work we do here today will bring some meaning back in to your life."



### Exercise - Part II

- · Speaker: You still want to change.
- · Listener: Listen reflectively.
- Speaker: Can respond with elaboration.



### **Listening Tips**

- · Guess at what they mean.
  - (It's ok to be wrong)
- · Make a statement, not a question.
  - "Sounds like . . . "
  - "You are wondering if . . . "
  - "You are feeling (thinking, hoping, etc.)"
  - Express empathy
- Can start w/simple reflections and then use advanced



### **Principles**

- 1. Get listening and attending up front and center.
- 2. ...



### "Mindfulness" defined

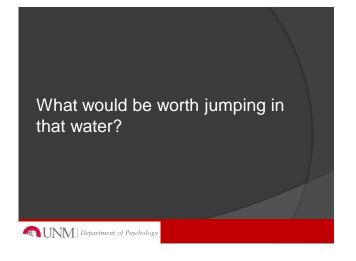
- Bringing attention back to the present moment when it wanders into the past or future.
- Allowing present experiences to be present.
- Noticing what its like to act with and without mindfulness

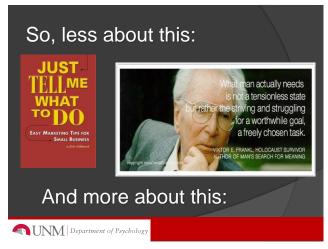


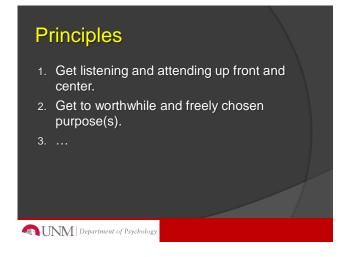
Sometimes, our client's goals can be defined as:

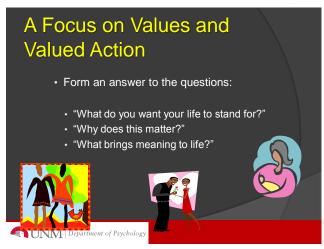
"If only I could just get rid of X"





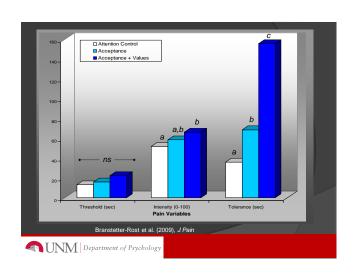






This is not solely a matter of
"just accept it" —

There is a value to being aware of
the purposes being served by
"accepting it"



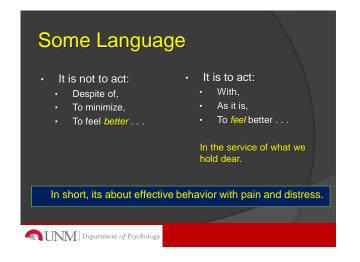
### Get listening and attending up front and center. Get to worthwhile and freely chosen purpose(s). Values validate and give purpose to suffering. ...

Operation of Psychology

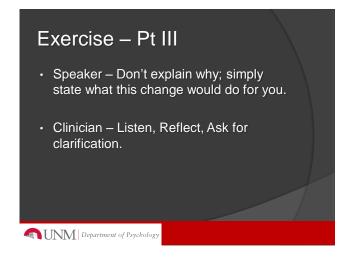
The intersection of adolescence, pain, and values

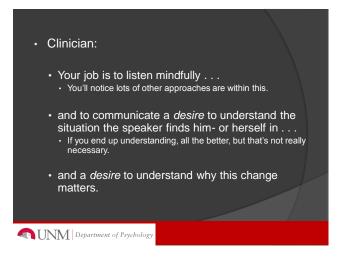












### Ideas

- "I'm curious . . . ", "Would you be willing . . . "
- "What does that feel like?", "That must feel . . ."
- "What would that do for you?"
- Please:
  - Slow down
  - · Recognize that this is likely to be important
  - · Notice that there is a human being across from you
  - · Listen, don't solve



### How do we know when it is working?

- · You are speaking slowly.
- · The person keeps talking.
- · The person talks more than you.
- You are following and understanding.
- The person seems to be learning, relaxing, or being more open.
- · You are learning, relaxing, and being more open.
- · You are asked for information or advice.
- · You are receptive to information or advice.



### **Principles**

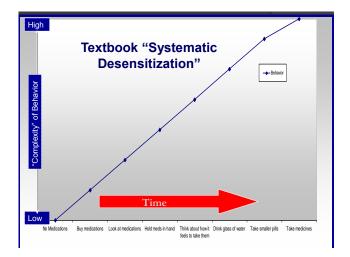
- 1. Get listening and attending up front and
- 2. Get to worthwhile and freely chosen purpose(s).
- 3. Values validate and give purpose to suffering.
- 4. Bring what matters into the now.
- 5. . . .

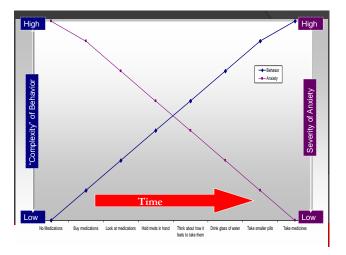


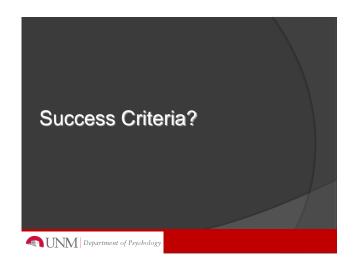
### The Case of Simple Phobia

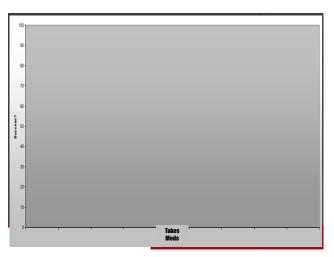
- Gloria: Lady in her mid-40's with Rheumatoid Arthritis, a condition that tends to respond well to medication.
- Unfortunately, Gloria cannot take medication as she worries she will choke on it and die.
- · Referral question?
  - · Please help Gloria take medication.

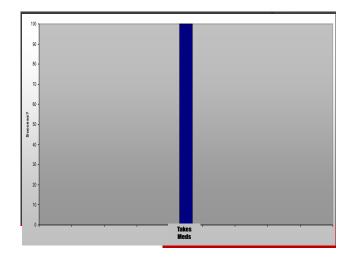


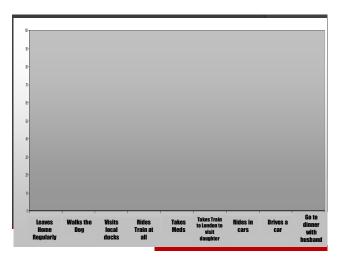


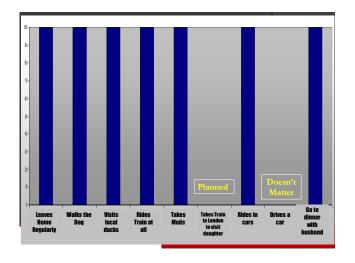


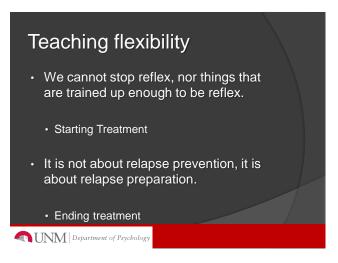












### **Principles**

- 1. Get listening and attending up front and center.
- 2. Get to worthwhile and freely chosen purpose(s).
- 3. Values validate and give purpose to suffering.
- 4. Bring what matters into the now.
- 5. Treatment success is behavioral flexibility.







