

## **IPNB INFORMED COMMUNICATION ELEMENTS**

1. **SPS:** Understand how safety/danger drives self-protective strategies
  - a. Such as cognitive (rigid, left brain, type A) and affective (chaotic, right brain, Type C) self-protective relationship strategies
  - b. Fight-Flight-Freeze vs Social Engagement System
  - c. Danger is defined broadly, includes subjective interpersonal rejection
  - d. Accept and adjust to lower expectations for change
  - e. Maintain appropriate boundaries, while engaging in maximum relationship
2. **CUP:** Maintain professional stance being Calm, Understanding, and Present
3. **COCOA -RNV:** Facilitate relationship listening with Caring, **O**bserving, Curiosity, Openness, Acceptance, while Reflecting on them and yourself, with awareness of NonVerbal/ unverbally communicated communication
  - a. Power **O** to focus: Intentionally Center Attention Now (ICAN)
4. **4-Step integration process:** to promote neural integration, facilitate Safety, Mastery, Autonomy with relationship linking and differentiating
  - a. Step 1: Link by deeply understanding the person (safety)
  - b. Step 2: Link by providing a safe & positive place to explore (faux mastery)
    - i. Try out emotion based solutions
    - ii. Affective experientials leading to a sense of mastery, i.e., write the letter they want)
  - c. Step 3: Differentiate by safely providing logical feedback (true mastery)
    - i. Reality testing, and appealing to transcendent purpose, from a professionally distant stance
    - ii. Cognitive experientials, such as *kind* Socratic questioning, leading to better mastery, i.e., “how do you think they might react to the letter?” “Let’s write another letter”)
  - d. Step 4: Integrate by facilitating choices (autonomy)
    - i. Move client to autonomous decision making

## **SELF-PROTECTIVE STRATEGIES** (*attachment/hemisphere/personality perspective*)

- A.** Insecure, rigid, dismissive, very rational, sequential but decontextualized orientation, verbal communication, narrowly focused on what is already “known,” emotion/ relationship avoidant; possibly very self absorbed, entitled and superior; emotional displays are superficial and subsequently ignored; fearful of being dismissed or controlled.
- B.** Secure, combined functional style, flexible, cooperative, integrates rationality and emotion for creative solutions, shares information freely, self reflective, accepts criticism, has sense of mastery, autonomous.
- C.** Insecure, chaotic, enmeshed, very emotionally and relationally oriented, little rationality, contextual but non-linear orientation, nonverbal communication, sees feelings as facts, broad focus on environment; may have difficulty regulating emotion and see things as all good or all bad; fearful of being alone or abandoned.
- A/C.** Combined or alternating dysfunctional style, may have clear antisocial behaviors (doesn’t follow rules), highly deceitful, fearful of being dominated

## **THE ELEMENTS OF LISTENING AND UNDERSTANDING**

*Share a CUP of COCOA in Reno, NV*

### **CUP**

#### **Calm**

Staying balanced, neurally integrated, neutral and professionally distant, while being passionately engaged; not taking things personally; managing your own emotions and helping others manage theirs (Equipoise).

#### **Understanding**

Deeply, patiently, discovering what matters to the other.

#### **Present**

Giving your full attention; a way of being open, receptive, and ever emerging in our states of being as we connect with others and with our inner world; being with the other without fear, prejudice.

### **COCOA**

#### **Caring**

Empathy, sympathy, compassion, altruism, warmth, kindness, delight in the other, relational bonding, loving presence, spirituality, sharing neuro/psycho education.

#### **Observing**

Presence, attention, intention, fully experiencing the moment, description, labeling feelings with words, of the other, of oneself, authentic, Intentionally Centering Attention Now (ICAN, Donald Altman).

#### **Curious**

Interest, playful, lean into the emotion and feeling, explore.

#### **Openness**

Nonjudgmental, non-attached, to someone else's experience, free from one's own internal evaluation, transparent, sharing your experience.

#### **Accepting**

Non-evaluative, unconditional positive regard, of what is, validation, being affected with awareness and/or reduction of reactivity, accept thoughts and feelings without being "hooked."

#### **Reflections**

Reflecting the other back, micro-reflections, large and small summaries, reflecting on oneself and one's own feelings and reactions.

#### **NonVerbal and unverballed awareness**

Prosody (rhythm, intonation, volume, intensity...), facial & body gestures, implicit (unknown and unstated) childhood &/or trauma memories, threatening vs. non-threatening, (most communication is nonverbal).

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[Mark@markbaumann.com](mailto:Mark@markbaumann.com)

206-851-9337

[www.markbaumann.com/APFM-2013-Brains-on-Relationship](http://www.markbaumann.com/APFM-2013-Brains-on-Relationship)