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ONLINE CONTINUING EDUCATION FOR THE LIFE OF YOUR CAREER

The Art & Science of Therapeutic Presence

Jennifer Llado, MS, CCC-SLP
Brenda Lovette, MS, CCC-SLP

Moderated by:
Amy Natho, MS, CCC-SLP, CEU Administrator, SpeechPathology.com



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How to earn CEUs

- Must be logged in for full time requirement
- Log in to your account and go to Pending Courses
- Must pass 10-question multiple-choice exam with a score of **80%** or higher
 - Within **7 days** for live webinar; within **30 days** of registration for recorded/text/podcast formats
- Two opportunities to pass the exam

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The Art & Science of Therapeutic Presence

Jennifer Llado, MS, CCC-SLP
Brenda Lovette, MS, CCC-SLP

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Financial Disclosures

Jennifer Llado

- Founder of **Bright Side Therapy, LLC** which produces SLP treatment products
- Author of **Mindful Healthcare: 20 Brief Exercises to Get in the Zone with Your Patients**

Brenda Lovette

- Founder of **Healthy Expression**, which provides coaching, nutrition education, products and holistic SLP services to clinicians and clients.

Jennifer & Brenda

- Webinar: **Meditation & Breath Work for Clinicians**
- Received stipend for courses on speechpathology.com
- Co-Authored and receive royalties for **Relaxation & Mindfulness after Brain Injury** tip card by Lash & Associates

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Learning Outcomes

- Define therapeutic presence.
- Describe the five components of therapeutic presence and how they relate to mindfulness.
- Explain how application of therapeutic presence may affect personal strengths and opportunities for growth.

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Course Outline

TOPIC	MINUTES
Meditation Exercise & Intention	10
Therapeutic Presence Defined	5
Mindfulness	10
Intention	10
EQ	10
Compassion	10
Growth Mindset	10
Gratitude	10
Living Your Truth	5
Resources	5
Questions & Comments	5

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Mindfulness Exercise & Intention

“Intention creates your reality.”

- Dr. Wayne Dyer

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Beginner's Mind Meditation

- Find a comfortable seat
- Close your eyes

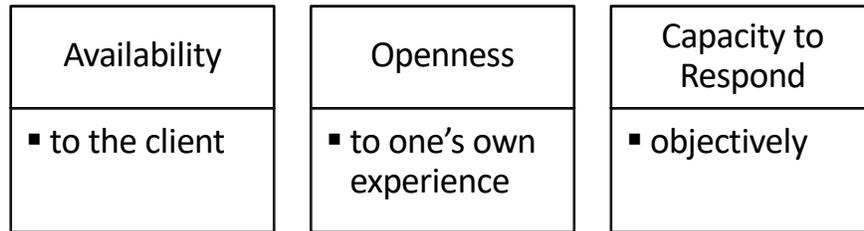
“Have an attitude of openness, eagerness and lack of preconceptions.”

Intention

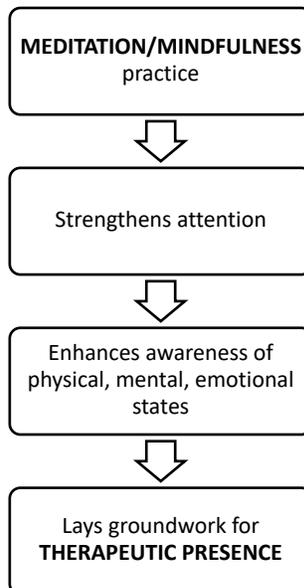
Our Intention: Encourage clinicians to embody greater therapeutic presence in order to maximize their impact.

What is yours? Consciously decide what is important to you with regard to this course.

Therapeutic Presence Defined



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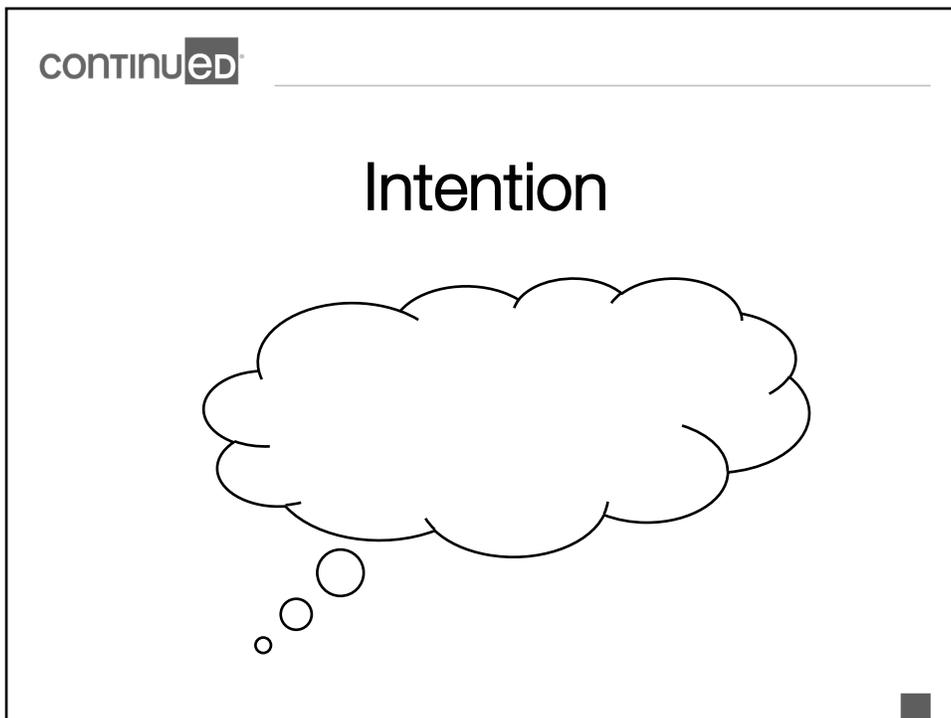
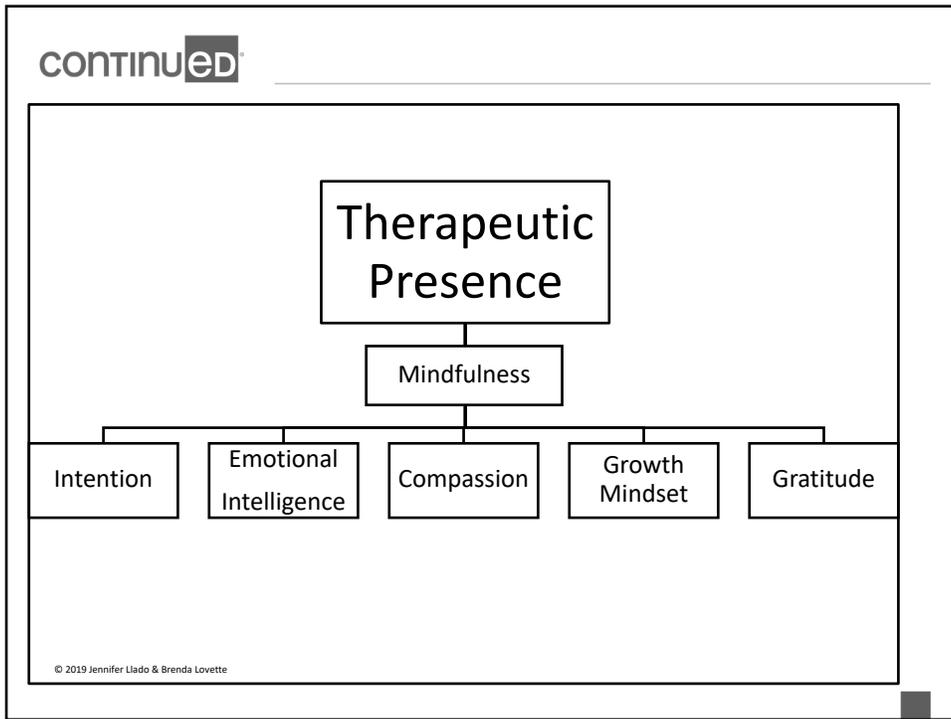
Mindfulness

“Paying attention in a particular way on purpose in the present moment
nonjudgmentally.”
~Jon Kabat-Zinn

- Regulates nervous system
- Regulates emotions
- Flexibly-focused
- Intentional responses (vs. impulsive)
- Less susceptibility to emotional hijacking
- Promotes compassion

Mind-Body Connection

- Interconnected connectome = how differentiated areas of the brain link to each other
- A more connected connectome =
 - Decreased stress
 - Increased immune function
 - Increased cardiovascular function
 - Slowing of the aging process
 - Changes in epigenetic regulators that effect inflammation



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Tony Robbins' 6 Human Needs

PERSONAL

- Certainty
- Uncertainty
- Love & Connection
- Significance

SPIRITUAL

- Growth
- Contribution

Everyone has ALL 6 needs. But, your top two needs will drive every decision you make.

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Tony Robbins' 6 Human Needs

	Ego-Based	Balanced
Certainty	"I know what is best for you."	"I use evidence-based practice with each patient."
Uncertainty	"I might quit tomorrow."	"Every day I am a faced with something new."
Significance	"I make people better."	"I am helping each patient achieve his/her full potential."
Connection	"They need me to make this place run."	"I am energized by collaborating with my colleagues."
Growth	"I don't get paid enough for what I do."	"I'm learning every day."
Contribution	"I'm an effective therapist."	"I am sharing my gifts."

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Interpersonal Interactions

- Patients and co-workers are also playing out their top needs
- It is in our interactions that we have an opportunity to navigate these or allow them to block progress.
- Using intentional communication can help...

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Non-violent Communication

Clearly expressing how **I AM** without blaming or criticizing.

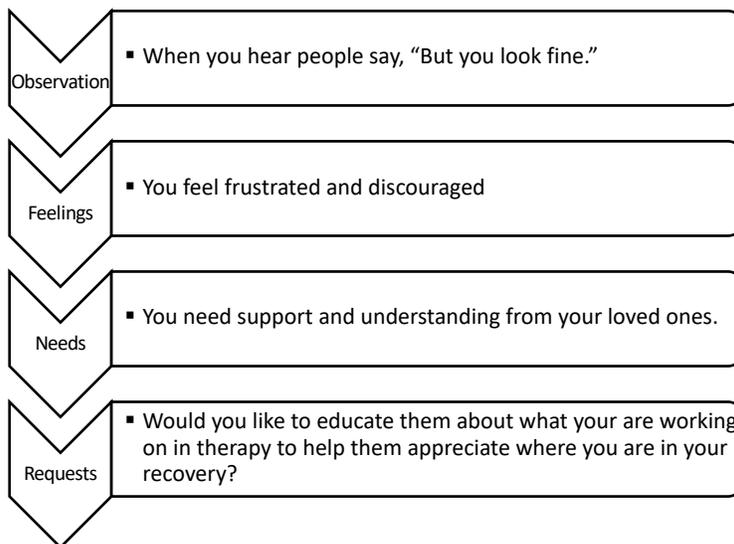
Empathically receiving how **YOU ARE** without hearing blame or criticism.

Rosenberg, M. (2003). *Nonviolent Communication: A language of life*. Encinitas, CA: PuddleDancer Press

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Non-violent Communication



CONTINUED

Heart-Centered Customer Service

Would you rather be HAPPY or RIGHT?

“Responsibility means the ability to have a creative response to the situation as it is NOW.” –Tony Robbins

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Emotional Intelligence (EQ)



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Self-Awareness

Self-Management

Social Awareness

Relationship Management

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Self-awareness

- Accurately perceive your own emotions in the moment
- Understanding your tendencies across situations
- 83% of top performers are high, while only 2% of bottom performers are high self-awareness

Bradberry, T., & Greaves, J. (2009). *Emotional intelligence 2.0*. San Diego, CA: TalentSmart.

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Bias & Unconscious Beliefs

- Your unconscious beliefs can drive behavior and decisions
- Examples: race, gender, sexual orientation, substance abuse, mental health, socio-economic status, education level
- Awareness of these beliefs creates an opening

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Self-Management Self-Regulation

- Acting or not acting based on your emotions
- Managing emotional responses to situations and people
- Examples: frustration, judgement

Bradberry, T., & Greaves, J. (2009). *Emotional intelligence 2.0*. San Diego, CA: TalentSmart.

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Social Awareness

- Identify and understand the emotions of others
- Not letting your own thoughts and feelings to get in the way of objectively observing what is really going on

Bradberry, T., & Greaves, J. (2009). *Emotional intelligence 2.0*. San Diego, CA: TalentSmart.

CONTINUED

Relationship Management

- Using the knowledge of your own emotions and the emotions of others to create effective interactions and connections
- Flexibly shifting your plan to account for the patients emotional state is vital to the success of the treatment session. “Clearing the weeds”

Gray, C. (2012). Counseling: An approach for speech-language pathologists. Contemporary issues in Communication Disorders and Sciences. 29, 6-16.

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EQ in Practice

Bring to mind a difficult patient or colleague interaction.

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Compassion



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Compassionate Care

Participants: 76 healthy individuals

Method: All participants given histamine skin prick. Itchiness/irritation measured before and at 3, 9, 12, 15, 18 minute intervals. Half of the participants given assurance at 3 minutes (“From this point forward, your allergic reaction will start to diminish and your rash and irritation will go away.”)

Results: After assurance, itchiness declined significantly faster.

Leibowitz, K.A., Hardebeck, E.J., Goyer, J. & Crum, A.J. (2018). Physician assurance reduces patient symptoms in US adults: an experimental study. *Journal of General Internal Medicine*. 33 (12): 2051-2.

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Compassion vs. Empathy

Empathy

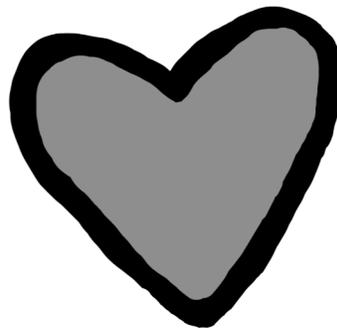
“The ability to understand and share the feelings of another.”

Compassion

“Compassion is the awareness of a deep bond between yourself and all creatures.”

—Eckhart Tolle

Can you have *empathy* without *compassion*?



Compassion in the Brain

- Distress circuitry connecting to the insula respond
- Compassion mutes empathic distress that can lead to emotional exhaustion or burnout
- Boosts connections between brain's circuits for joy and happiness and the prefrontal cortex (greater connection = more altruism)

Klimecki, O.M., Leiberg, S., Lamm, C. & Singer, T. (2013). Functional Neural Plasticity and Associated Changes in Positive Affect After Compassion Training. *Cerebral Cortex* Jul; 23(7): 1552-1561

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Science of Compassion

Compassion skills include:

- Relating to the patient as an individual
- Reacting to suffering
- Presence
- Giving time and listening
- Understanding patients' feelings
- Confronting
- Caring
- Moral virtue
- Intelligent kindness
- Assisting patients to make their own decisions
- Acting in the patients best interest
- Empathy

Sinclair, S., Hack, S.F., Raffin-Bouchal, S., McClement, S., Stajduhar, K., Singh, P., Hagen, N.A., Sinnarajah, A., & Chochinov, H.M. (2018) What are healthcare providers' understandings and experiences of compassion? The healthcare compassion model: a grounded theory study of healthcare providers in Canada. *BMJ Open*. 8(3).

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Space for your Emotions

Myth: The therapist needs to be emotionless.

Reality: With strong emotional regulation, you can share an emotional moment with your client appropriately (e.g. COMPASSION), which enhances therapeutic value.

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Loving Kindness Meditation

May I be happy. May I be well. May I be safe.
May I be peaceful and at ease.”

- Direct loving-kindness towards:
 - Yourself
 - Someone you love
 - Someone you feel neutral towards
 - Someone you have difficulty with

Growth Mindset



Growth Mindset

Fixed

- Basic qualities are fixed traits

Growth

- Belief that you can improve
- Creates a love of learning and a resilience that is essential for great accomplishment.

Dweck, C. (2016). *Mindset: The new psychology of success*. New York: Ballantine Books.

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**“Whether you think you can or
think you can’t – you are right.”**

-Henry Ford

Moser, J. Schroder, H.S., Heeter, C., Moran, T., Lee, Y. (2011). Mind Your Errors: Evidence for a neural mechanism linking growth mindset to adaptive posterror adjustments. *Psychology Science* 22(12). 1481-1489

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Growth Mindset for Patient Care

**If you don’t believe your patients will get better,
how are they suppose to?**

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The Biology of Belief

Placebo Effect: when a positive outcome occurs as a result of the patients belief in the treatment

Nocebo Effect: when negative expectations about a treatment/diagnosis result in a negative outcomes

Lipton, B. (2005). The Biology of Belief. Carlsbad: Hay House.

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Nocebo Effect

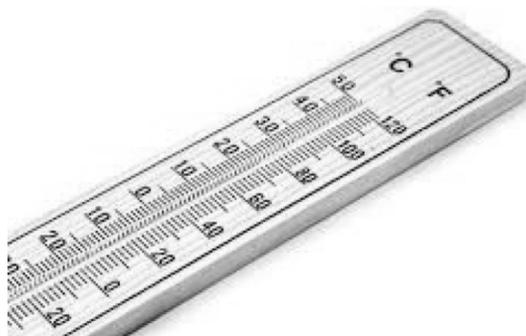
- Pioneer study in 1981 had 15 patients undergo a lumbar puncture. 50% of patients that were told to expect a headache, experienced one. 0% of the patients experienced a headache when it was not suggested prior to the procedure.
- Women in labor experienced less pain during the epidural when told they would be comfortable during the procedure vs. it would feel like a bee sting
- 43% reported sexual side effects with drug when told to expect it vs. 14% noninformed group
- description of potential gastrointestinal side effects in the consent form correlated with an astonishing 6-fold increase of reported gastrointestinal side effects

Klinger, R., Blasini, M., Schmitz, J. & Colloca, L. (2017). Nocebo effects in clinical studies: hints for pain therapy. Pain Reports. Mar-Apr 2(2), e586.

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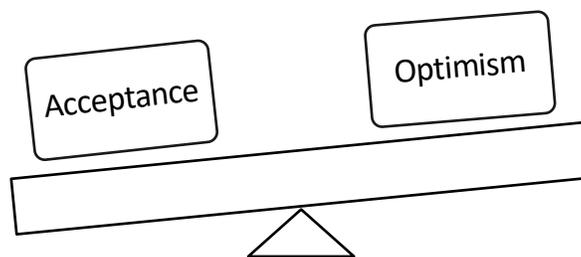
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Prognosis



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Goal-setting



Acceptance for the current state, will create space for a new beliefs about recovery.

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Gratitude



CONTINUED

Patient Experience



CONTINUED

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Gratitude Defined

- **Worldly Definition:** “a) An affirming of goodness or “good things” in one’s life. b) The recognition that the sources of this goodness lie at least partially outside of the self.”
- **Transcendent Definition:** “A deep sense of gratitude to all forms of existence, a gratitude rooted in the essence of being itself, which permeates one’s every thought, speech and action.”

Emmons, R.A. & Stern, R. (2013). Gratitude as a Psychotherapeutic Intervention. *Journal of Clinical Psychology*, 69: 846-855

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Gratitude Practices

Gratitude practice is systematically paying attention to what is going well in one’s life:

- Journaling
- Mindfulness meditation
- 3 things/daily

“Gratitude may spontaneously catalyze the healing process.”

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Gratitude's Effect on the Brain

Participants: 23

Method: Participants watched 2-minute documentaries of Holocaust survivors discuss feelings of gratitude for gifts and help they received from strangers. fMRI data collected and compared to self-rating of gratitude

Results: Ratings of gratitude correlate with activity in the ACC & the MPFC.

Fox, G., Kaplan, J., Damasio, H. & Damasio, A. (2015). Neural correlates of gratitude. *Frontiers in Psychology*. Sept (6)1491.

CONTINUED

Gratitude in Healthcare

Participants: 102 nurses, therapists & doctors at 5 hospitals

Method: 3 groups: gratitude, hassle, nil-treatment
Gratitude and hassle completed a diary entry 2x/wk for 4 weeks.

Results: Decline in stress and depressive symptoms over time with gratitude group. Maintained 3 months after experiment.

Cheng, S., Tsui, P. K., & Lam, J. (2015). Improving mental health in health care practitioners: Randomized controlled trial of a gratitude intervention. *Journal of Consulting and Clinical Psychology*. (83)1. 177-186.

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Job Satisfaction

People that view their work as their “calling” are:

- more engaged
- miss less work
- more satisfied with work and life

**Mindfulness enhances your ability to see your work
in a different light.**

Berg, J. M., Dutton, J.E. & Wrzesniewski, A. (2013). Job Crafting and Meaningful Work. Purpose and meaning in the Workplace. Washington: American Psychological Association.

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Job Crafting

- Expand/restrict the boundaries of your job
- Relationships with clients and co-workers
- Cognitive crafting (how you think about your job)

Berg, J. M., Dutton, J.E. & Wrzesniewski, A. (2013). Job Crafting and Meaningful Work. Purpose and meaning in the Workplace. Washington: American Psychological Association.

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Patanjali's Yoga Sutras

Sutra 2.33: vitarka badhane pratipaksha bhavanam

When you notice negative thoughts, replace them with the opposite point of view.

Example:

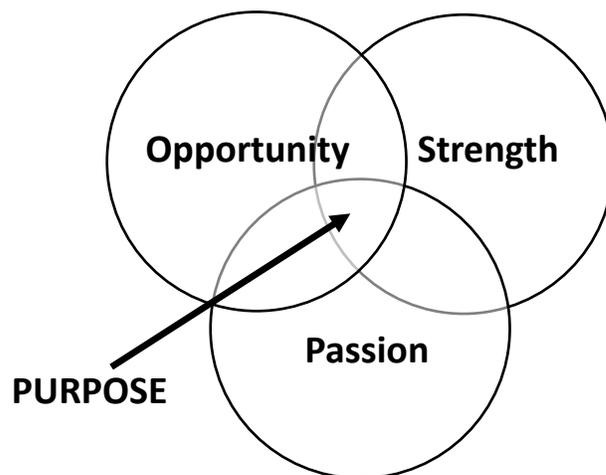
"I'm so busy. How can I possibly do a good job with this many people on my caseload?"



Wow! Today, I have the opportunity to enhance the lives of so many people.

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Living Your Truth



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Maintenance Practices

- Meditation practice
- Gratitude practice
- Accountability groups or partnerships
- Self-development courses, books, exercises

Tools for Self-Understanding

Personality/Relationships	Physical	Spiritual
<ul style="list-style-type: none"> ▪ BarOn EQ-i ▪ Myers Briggs ▪ Enneagram ▪ Love Languages ▪ 6 Human Needs ▪ Shadow Effect 	<ul style="list-style-type: none"> ▪ Ayurvedic Doshas ▪ 5 Elements (Chinese medicine) 	<ul style="list-style-type: none"> ▪ Astrology ▪ Numerology ▪ Chakras

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- **PODCASTS**
 - Tony Robbins (6 Human Needs)
 - Hidden Brain (Dream Job)
- **WEBSITES**
 - Greater Good In Action
- **BOOKS**
 - EQ 2.0 (T. Bradberry & J. Greaves)
 - Nonviolent Communication (M. Rosenberg)
 - Biology of Belief (B. Lipton)
 - Mindset (C. Dweck)
 - Purpose and Meaning in the Workplace
 - Altered Traits (Goleman, D. & Davidson, R.)

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Questions & Comments...

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Holistic SLP Mastermind Group



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