

**A person's needs are best met by
people whose needs are met.**

- Jean Clarke

**Every act of self-improvement can be a
subtle act of aggression towards the self.**

- Pema Chodron

**Insert the word “need” into
all questions of “why?”**

Beyond 'Behavior':

Supporting Confidence, Competence and Enduring Connections

David Pitonyak

Difficult behaviors result from unmet needs.

**(the very presence of a difficult behaviors means
that something important that the person needs is missing)**

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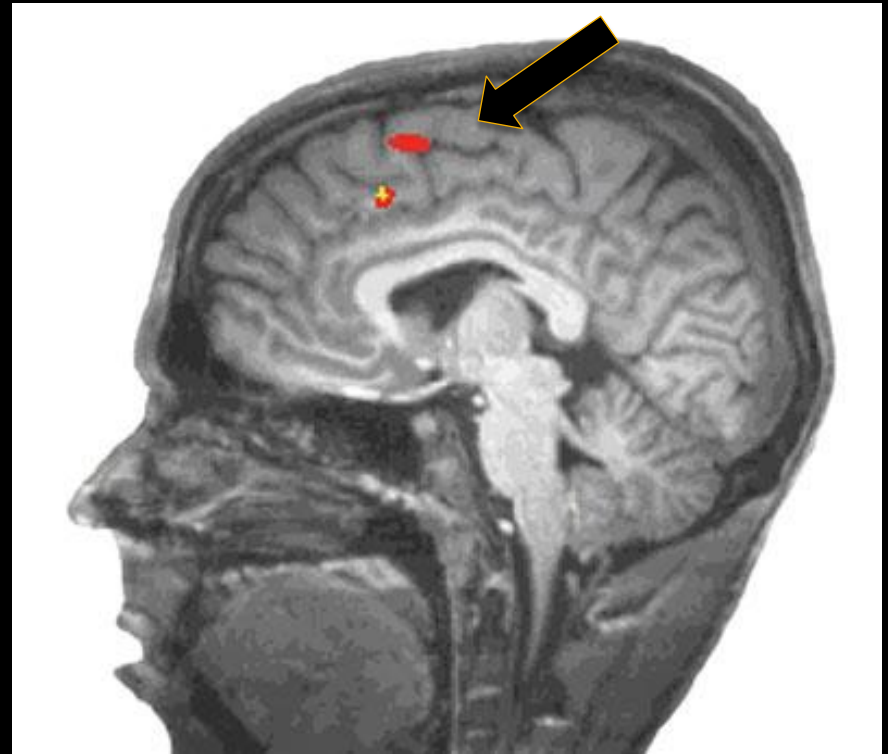
Ours is a social brain



Cacioppo, J. & Patrick, W. (2008).
*Loneliness: Human nature and the need for
social connection*. New York: W.W. Norton
& Company.

Being left out hurts

The dorsal anterior cingulate cortex.



Eisenberger, N.M., Lieberman, M. and Williams, K. "Does rejection hurt? An fMRI study of social exclusion." *Science* 302, no. 5643 (2003): 290-92.

DeWall, C.N., MacDonald, G., Webster, G.D., Masten, C.L. Baumeister, R.F., Powell, C., Combs, D., Schurtz, D.R., Stillman, T.F., Tice, D.M., Eisenberger, N.. I. "Acetaminophen reduces social pain: Behavioral and neural evidence." *Psychological Science* 2010 21:

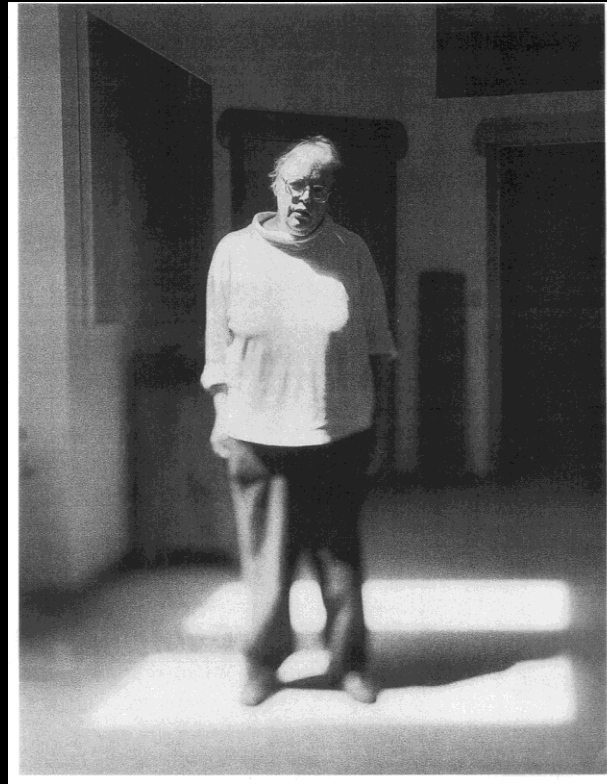
Two packs per day



Cacioppo, J. & Patrick, W. (2008).
*Loneliness: Human nature and the need for
social connection*. New York: W.W. Norton
& Company.

**Loneliness is
the only real
disability**

-Beth Mount



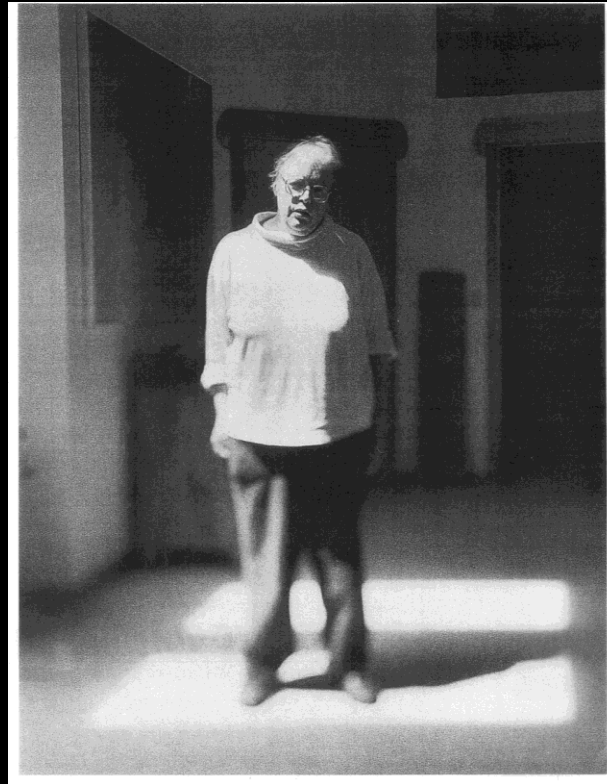
Karen Edna Wallstein, Campbell Village U.S.A.,
Copake, NY, Photograph by Matthew Swarts,
New York Times Magazine, September 10, 2000

the matching tool

www.dimage.com ➡ Articles and Publications

**It's not about
coverage.**

**It's about
relationships**



Karen Edna Wallstein, Campbell Village U.S.A.,
Copake, NY, Photograph by Matthew Swarts,
New York Times Magazine, September 10, 2000

The man with a megaphone



Goldilocks...

and the limbic brain.



Pitonyak, D. (2011) *Upside down and inside out: Supporting a person in crisis*.
Available at Imagine web site:
www.dimage.com.

**When you're drowning, you don't say
'I would be incredibly pleased if someone would
have the foresight to notice me drowning and
come help me,' you just scream.**

-John Lennon

Supporting a Person with Post Traumatic Stress Disorder

www.dimagine.com ➡ Articles and Publications

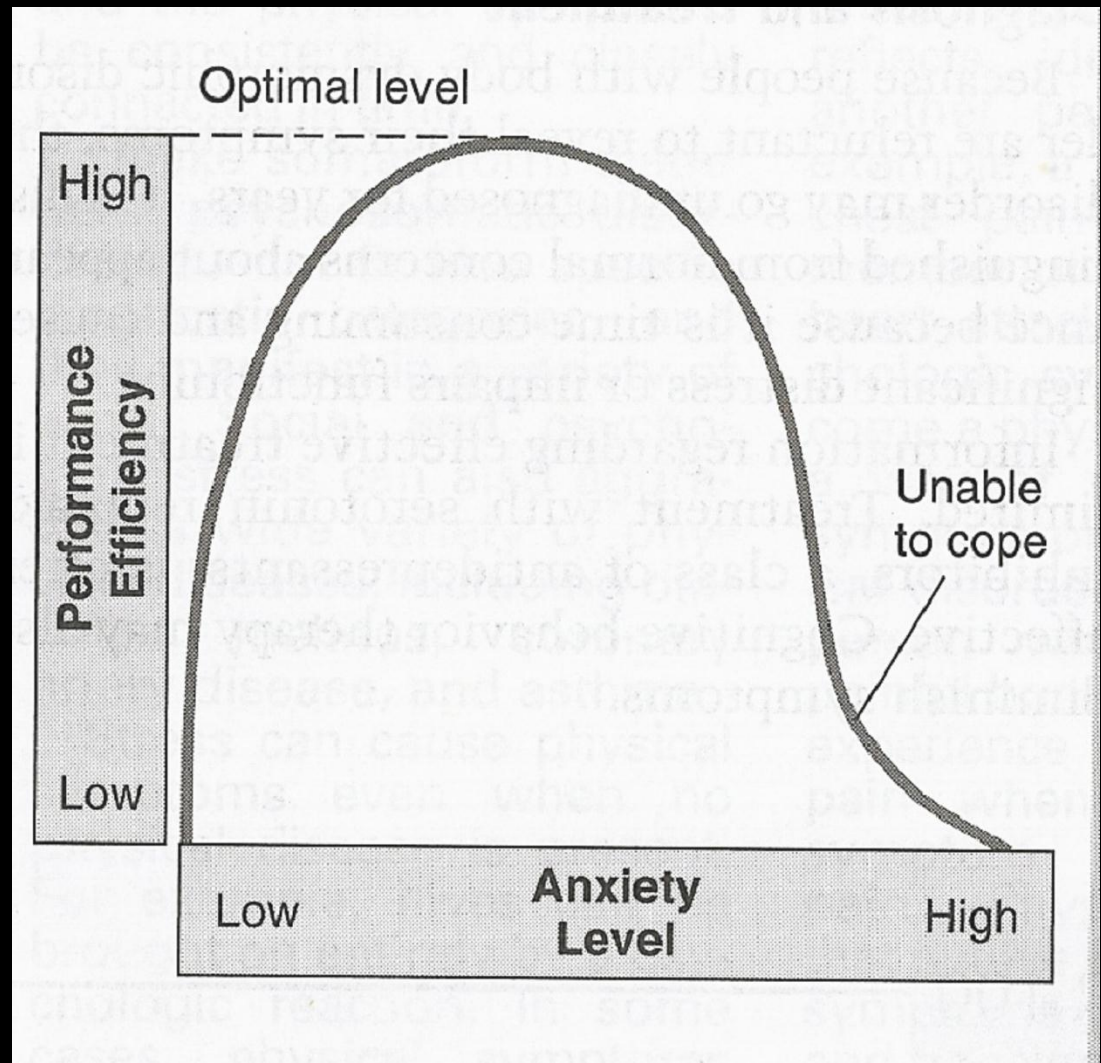
Anxiety changes us



Artist: Keanna C, Madison ,WI.
Used with permission.

Anxiety

The difference between the right amount
and too much 'aint much



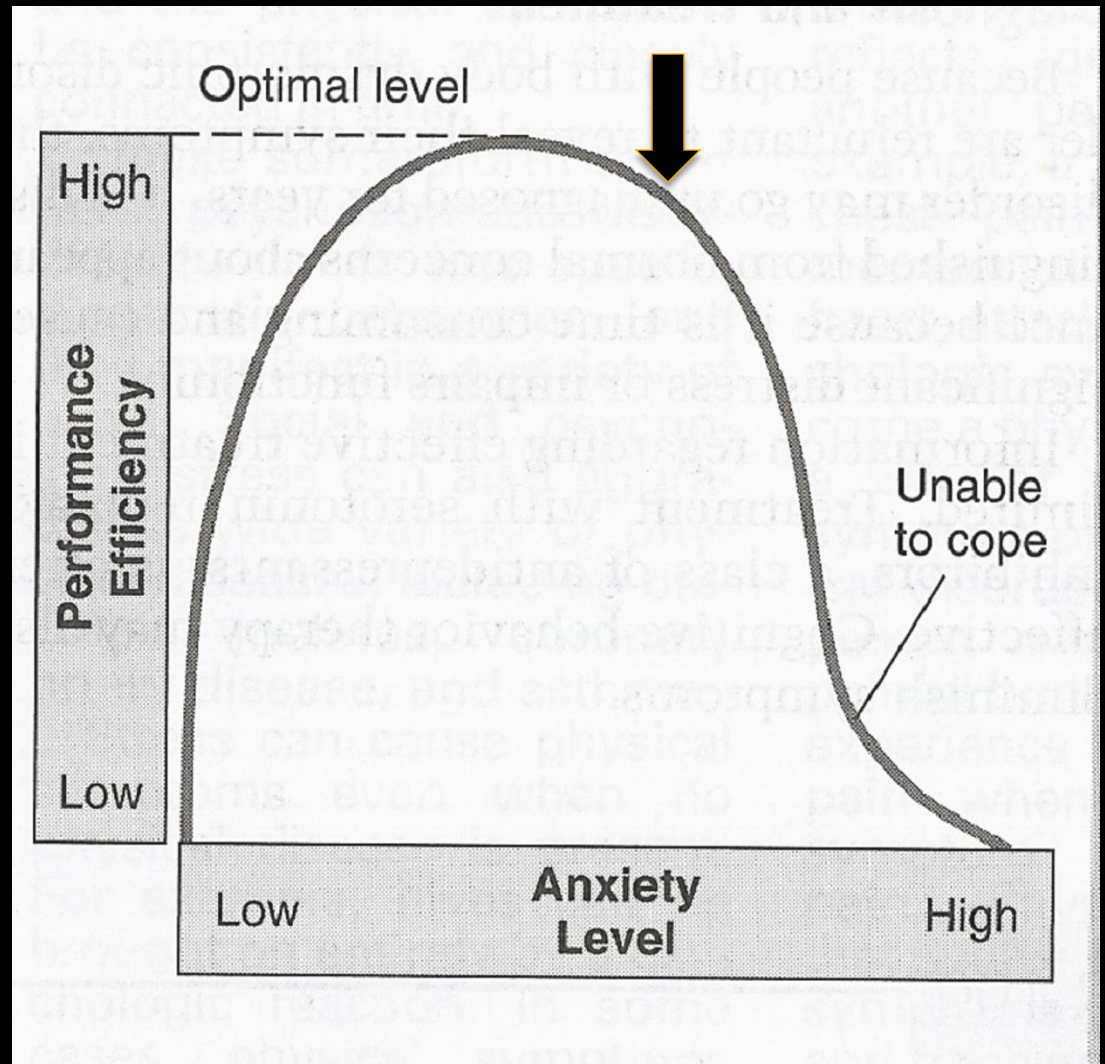
Used with permission. "How anxiety affects performance." *The Merck Manual of Medical Information*. (New York, 2003, p. 606)

An epidemic of falls



Anxiety

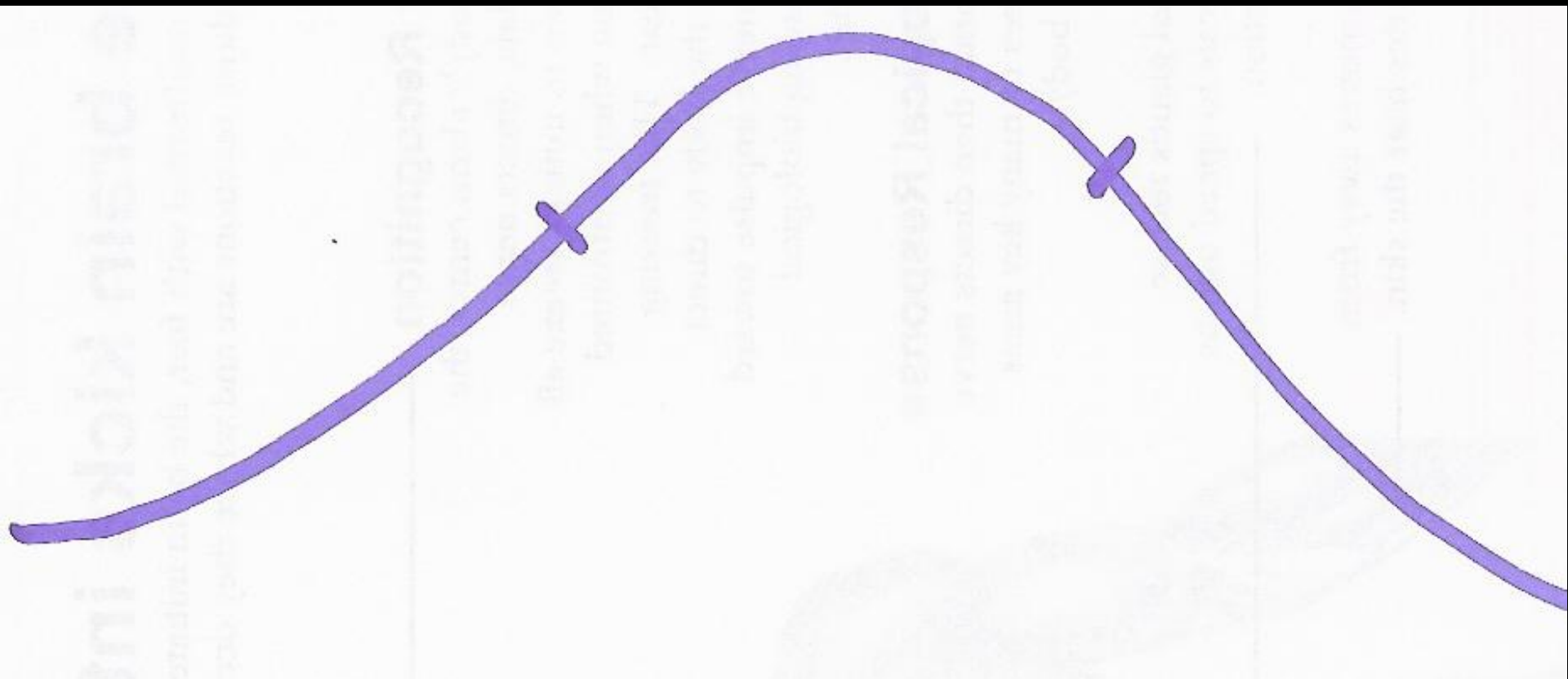
When too much is **too much**

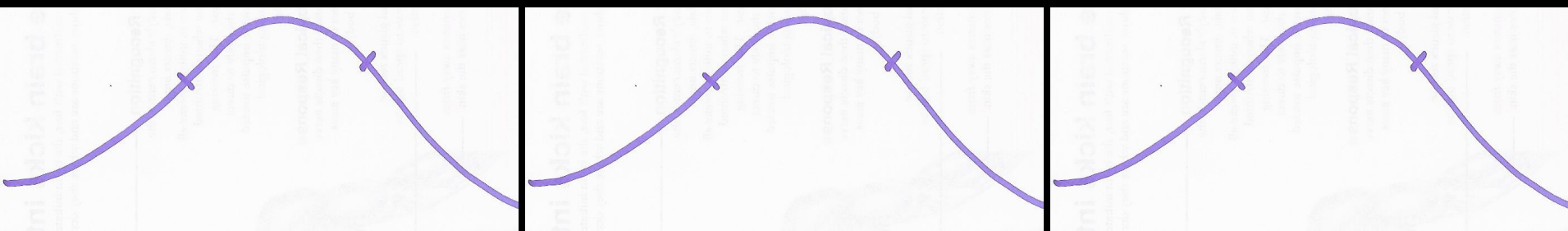


Used with permission. "How anxiety affects performance." *The Merck Manual of Medical Information*. (New York, 2003, p. 606)

It's about self-confidence







Butterscotch Disorder

**It's about self-
confidence**

Growing in a pattern



It's about self-
confidence

Knowing *what* to do



**It's about self-
confidence**

Making a contribution

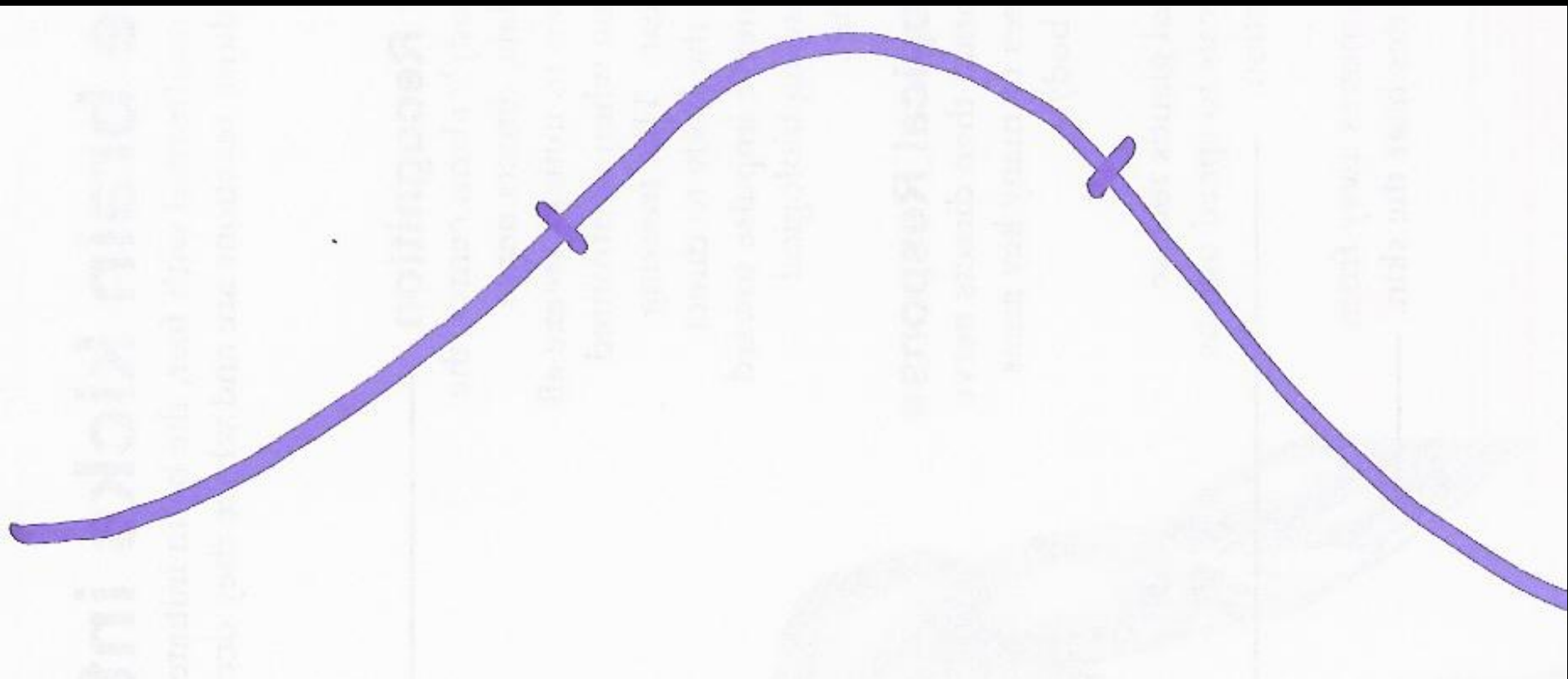


It's about self-confidence

Teaching coping skills



Painting from Mental Health and Coping
Facebook page:
<http://www.facebook.com/l.php?u=http%3A%2F%2Fwww.borderlinecentral.com%2Freport1%2F&h=DAQFNPlON>



It's about self-confidence



Teaching coping skills

1. A 'book' of things the person loves.
1. Practice, lots of practice.
1. A list of things that tell you the person is getting upset.
1. Practice, more practice.

Imagine

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Upside Down and Inside Out: Supporting a Person in Crisis

www.dimagine.com ➡ Articles and Publications

Jumping Into the Chaos of Things
and
The Discovery Workbook

www.dimagine.com ➡ **Articles and Publications**



Difficult behaviors result from unmet needs.

**(the very presence of a difficult behavior means
that something important that the person needs is missing)**

**Insert the word “need” into
all questions of “why?”**

Ask, “When was the last time things were good (at least better than now)?”



Date things were last
good

Today's date

Ask, What happened next?"

- 1) **Was there a change in important relationships?**

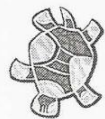
Did someone important leave? Did someone new arrive?

- 2) **Was there a change in the person's physical health or sense of safety?**

Was the person diagnosed with a physical illness? Was there a change in his/her sleeping pattern or eating pattern prior to the difficult time?

Person's Name: _____

Behavior/symbol (s): _____



$\Delta = 1 \times$
 $\Delta = 2 \times$
 $\Delta = 3 \times \text{or more}$

Scatter Plot Diagram

Time/Activity	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
7:00	Δ						
7:30							
8:00							Δ
8:30							
9:00	Δ	Δ	Δ	Δ	Δ		
9:30	Δ	Δ	Δ	Δ	Δ		
10:00	Δ	Δ	Δ	Δ	Δ		
10:30	Δ	Δ	Δ	Δ	Δ		
11:00	Δ	Δ	Δ	Δ	Δ		
11:30	Δ	Δ	Δ	Δ	Δ		
12:00							
12:30						Δ	
1:00							
1:30		Δ	Δ	Δ			
2:00	Δ		Δ		Δ		
2:30	Δ	Δ	Δ	Δ	Δ		
3:00	Δ	Δ		Δ	Δ		
3:30	Δ				Δ		
4:00							
4:30							
5:00							
5:30							
6:00			Δ	Δ			
6:30			Δ				

Person's Name: _____

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Common 'problem' behaviors and speculation about their causes

Ruth Ryan, M.D., Fames Salenblatt, M.D., and Melodie Blackridge, M.D.

High pain tolerance

A lot of experience with pain.
Fear of expressing opinion.
Delerium
Neuropathy (disease of the nerves)/many causes

Fist jammed in mouth/down throat

Gastroesophageal reflux
Eruption of teeth
Asthma
Rumination
Nausea

Biting side of hand/whole mouth

Sinus problems
Eustachian tube/ear problems
Eruption of wisdom teeth
Dental problems
Paresthesias/painful sensation (e.g., pins and needles) in the hand

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Biting thumb/objects with front teeth

Sinus problems
Ears/Eustachian tubes

Biting with back teeth

Dental
Otitis (ear)

Uneven seat

Hip pain
Genital discomfort
Rectal discomfort

Odd un-pleasurable masturbation

Prostatitis
Urinary tract infection
Candidal vagina
Pinworms
Repetition phenomena, PTSD

Ask, “When was the last time things were good (at least better than now)?”



Date things were last
good

Today's date

Ask, What happened next?"

- 1) **Was there a change in important relationships?**

Did someone important leave? Did someone new arrive?

- 2) **Was there a change in the person's physical health or sense of safety?**

Was the person diagnosed with a physical illness? Was there a change in his/her sleeping pattern or eating pattern prior to the difficult time?

- 3) **Did joy leave the person's life?**

Has the person stopped doing something that he or she loves?

Ask, What happened next?"

- 4) **Has there been a fundamental change in the person's power and control?**

Has there been a change in the person's control over day-to-day events?
Important choices?

- 5) **Was there a change in the person's capacity to contribute to others?**

Has there been a change in the person's status with friends and family or community?

Ask, What happened next?"

- 6) **Has the person lost important skills or do new circumstances require new skills?**

Has the person changed jobs or engaged in new activities? Does the person know what to do?

- 7) **Has there been a change in the support needs of the person's supporters?**

Have there been any changes in the well-being (e.g., health issues) or availability (e.g., a parent caring for an aging parent) of the person's supports? Do members of the team require new training? etc.

7 Questions

- 1) **How can we help the person to broaden and expand his/her relationships?**
- 2) **How can we help the person to achieve a sense of safety and well-being?**
- 3) **How can we help the person to find more joy in ordinary, everyday community places**

Adapted from: O'Brien, J. & Lyle-O'Brien, C. (1987). *Framework for accomplishments*. Lithonia, GA: Responsive Associates.

7 Questions

- 4) **How can we help the person to have a better sense of power and control in life?**
- 5) **How can we help the person to make a contribution to others?**
- 6) **How can we help the person to learn valued skills (e.g., ways to communicate and cope)?**
- 7) **How can we better support the person's supporters?**

Adapted from: O'Brien, J. & Lyle-O'Brien, C. (1987). *Framework for accomplishments*. Lithonia, GA: Responsive Associates.

**It's about self-
confidence...**

for the person's supporters too.



Bob's list



When staff are helpful...

1. They help me to do the things I want to do.
2. They help me to do the things I have to do and don't boss me.
3. They ask me what I want to do every day and let me make my own decisions.
4. They know I need time to myself sometimes and leave me alone.
5. They make funny jokes.
6. They keep their promises.
7. They tell me things are going to be OK.

Readings

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