

Finding Yourself Who are you at your best?



Directive,
Doers



Reflective,
Thinkers



Responsive,
Engaging

Lillas & Turnbull, 2009

Finding Yourself Heart Personalities (Caring Feeling Matters)



**Heart Personalities:
Lead by Empathy**

- Are warm & engaging
- Follow other's lead
- Learn through feelings
- Mirror and offer empathy
- Prefer to seek harmony in relationships

Lillas & Turnbull, 2009

Finding Yourself Hand Personalities (Active Doing Matters)



Hand Personalities Lead by Action:

- Like to be doing things with others
- Take the lead
- Are directive
- Set up structure and follow procedures
- Coach & mentor others
- Can tolerate conflict
- Press for results

Lillas & Turnbull, 2009

Finding Yourself Head Personalities (Logical Thinking Matters)



Head Personalities Lead by Thinking:

- Are reflective
- Educate others
- Problem-solve
- Negotiate with others
- Gather knowledge
- Use logic
- Prefer self-reliance

Lillas & Turnbull, 2009

Finding Your Heart, Hands, and Head Under Stress



**Gives too much,
Over accommodates**

**Demanding,
Dominates
and controls**



**Detaches,
dismisses and
Ignores**



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Possible Regulation and Stress Response Correlates of Interpersonal Modes Across the Lifecycle

Arousal State and Interpersonal Mode	Just Right/Alert Processing	Too Fast/Flooded	Too Slow/Hypoaert	Too Vigilant/Hyperaert
	Stability with Flexibility	High Demand	High Detach	High Compliance or Control
EYE CONTACT	<ul style="list-style-type: none"> Bright, shiny eyes looking directly at other/ object = "pleam!" Gaze aversions for modulation of intimacy Appears to actively process information 	<ul style="list-style-type: none"> Eyes may be open/squinted/dilated May have direct, intense eye contact May have avoidance of eye contact Eye rolling upward Scanning room very quickly, rapidly 	<ul style="list-style-type: none"> Glazed eyes, looking through rather than at the other/object Prolonged gaze aversion Appears drowsy Eyes turned down Eyes do not scan the room, looking for objects of desire When interested, prefers looking at objects rather than people 	<ul style="list-style-type: none"> Eyes are wide open Appears vigilant, in a state of panic or fear Intensely focusing on something Unable to break the gaze/fixation to the stimulus
FACIAL EXPRESSION	<ul style="list-style-type: none"> Joy, particularly smiles Neutral Can express a full range of emotions Modulation with all emotions 	<ul style="list-style-type: none"> Wide, open mouth Anger, disgust Distress Grinace Frowning Glared jaw or teeth Forced smile (only mouth is upturned, corners of eyes are wet) 	<ul style="list-style-type: none"> Flat Turned down mouth, sad Expressionless No smiles or hints of smiles Limited range of emotions 	<ul style="list-style-type: none"> Raised eyebrows, especially with inside corners turned up Trembling lips or mouth Facial expressions of pain, grimace Mouth wide open (stattle)
PHONE OF VOICE	<ul style="list-style-type: none"> Melody and prosody Modulation of tone Fluctuations of tone Laughing 	<ul style="list-style-type: none"> High-pitched cry Loud Hostile Gruff Yelling or screaming Sarcastic, swearing Hysterical laughter 	<ul style="list-style-type: none"> Flat Lacks musical quality Few or no vocalizations Too quiet Cold Soft Sad 	<ul style="list-style-type: none"> High-pitched nasal, "sing-song" voice Mourning or groaning to indicate pain Elevated tone Quavers or fluctuates rapidly Whimpering
BODY POSTURE, MOVEMENT, AND GESTURES	<ul style="list-style-type: none"> Relaxed with good muscle tone Stability Balance Moves arms and legs into motion Coordinated movements Varies according to rhythmicity and down Body molds into other's 	<ul style="list-style-type: none"> Finger plays/Anchoring Increased muscle tension in posture and in face Constant motion Demands space by pushing, shoving, intruding on others Blurring, hitting, kicking, bumping Poor balance, falls, trips a lot Bumps into things Forceful or threatening gestures (shaking finger, shaking fist) Throwing Kicking 	<ul style="list-style-type: none"> Slumped Low muscle tone Decreased exploration Lacks initiative in exploration Will not protect his/her "space" Avoids playground equipment Lacks purposeful intent with movement Wanders Frozen or slow moving 	<ul style="list-style-type: none"> Tense or rigid body postures Cowering Rapid, repetitive body movements (wringing hands, jiggling foot) Trembling hands Clapping Shaking Grabbing
RHYTHM AND RATE	<ul style="list-style-type: none"> Fluctuating up and down Midrange tempo 	<ul style="list-style-type: none"> Fast Impulsive 	<ul style="list-style-type: none"> Slow Delayed 	<ul style="list-style-type: none"> Fast Jerky

Finding Yourself Under Stress From Warm Heart to Bleeding Heart

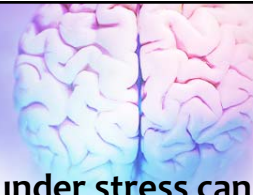


A heart under stress can give too much

- Over extend
- Over accommodate others
- Do too much for others
- Avoid conflict
- Eventually feel resentment for not being appreciated and taken advantage of

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Finding Yourself Under Stress From Helping Hands to Harsh Hands





Hands under stress can demand too much:

- Controlling & intrusive
- Verbally hostile & attacking
- Escalate conflict
- Expect too much of others
- Dominate & threaten others

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Finding Yourself Under Stress From Cool Head to Head in the Sand






**A head under stress
can detach too much**

- Dismiss others
- Ignore others
- Quiet anger
- Lack the need for others
- Escape into private world

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Stress Responses



Heart Under Stress	Hand Under Stress	Head Under Stress
Gives in too much Overaccommodates	Demands too much Dominates and controls	Detaches too much Dismisses and ignores
Hypervigilance Fear, Anxiety, Frozen or Hyper/ frenzied	Crying, Anger, Rage, Mania, Hyperactivity	Shut down, Glazed eyes, Tuned out, Depression, Dissociation

Interpersonal Interactions Under Stress

Heart & Heart Both falsely smooth things over	Hand & Hand Both lock into angry cycle	Head & Head Both dismiss feelings and minimize issues
Heart & Hand One caves in fear to other's demands	Hand & Head One pursues with anger and the other retreats/avoids	
Heart & Head One chases and pleads while the other dodges		

- ### Case Application of HHH
- Where is the caregiver(s) dominant?
 - Where are you dominant?
 - Where is the client dominant?
 - Where are the triggers?
 - Where are the opportunities to expand skills to move forward?
 - Use of self: Are you using a balance of your heart, hand, and head skills to move between being responsive, a guide, and creating collaboration?